

Welsh Language Scheme inaugural monitoring report 2020 / 21

This report sets out the Security Industry Authority's (SIA) performance against the provisions of its Welsh Language Scheme in the first twelve months since its launch in April 2020.

The SIA has adopted the principle that it will treat the Welsh and English languages equally when conducting public business in Wales. Our scheme formalises our language policies as required by the Welsh Language Commissioner and identifies how we will implement that principle in providing public services in Wales. Its publication incorporates our new working practices in serving the public in Wales.

The SIA is an executive Non-Departmental Public Body sponsored by the Home Office. We are a UK-wide regulator based in London. We do not anticipate having offices in Wales in the near future.

We were established by the Private Security Industry Act 2001 (PSIA) to regulate certain activities within the private security industry for England, Wales, Scotland and Northern Ireland. We support the key priorities of the Home Office by contributing to the reduction and prevention of crime, and to public protection. As the regulator of the private security industry, our role is to protect people, property and premises and set high quality standards of training for licence holders. As part of this we:

- licence individuals in specific sectors
- maintain an Approved Contractor Scheme for businesses
- keep under general review the private security industry and the operation of the legislative framework
- monitor the activities and effectiveness of those working in the private security industry
- conduct inspections
- set and approve standards of conduct, training and supervision within the industry
- make recommendations to improve standards

The Chair of the SIA is Heather Baily QPM. We are governed by a Board, which is made up of Authority members (our Chair and 5 non-executive directors) and our Chief Executive and three executive directors. The Board has both strategic business and oversight responsibilities.

The role of the Authority is to ensure that the SIA's statutory responsibilities are met. It achieves this by setting the SIA's strategic direction and providing both support and challenge to an Executive which is responsible for discharging these responsibilities on a day-to-day basis.

SIA Welsh Language Scheme Obligations Implementation update 2020 / 21

The table below covers the SIA's implementation actions from the first year of our Welsh Language Scheme. It sets out both the information required by the Welsh Language Commissioner as well as the SIA's response. All figures relate to the period April 2020 – April 2021.

Assess the impact of policies

We reviewed:

- the number and percentage of policies (including policies reviewed or modified) where the impact of the policy on the use of the Welsh language was considered
- an example of an assessment where the policy was judged to have an impact on the use of the Welsh language, and details of how the policy was subsequently amended

Our findings were:

- changes to the SIA's licence-linked qualifications (LLQ) came into effect on 1 April 2021
- although no requests for the LLQ changes to be made accessible to Welsh speakers have been received, we are open to considering this. However, it will have to be in response to demand and reasonable

Written Correspondence

We reviewed:

- the number of Welsh language correspondence received during the reporting period

Our findings were:

- 1 (in Nov 2020) – The correspondence in November 2020 was from a customer notifying us they were locked out of their online account. They used our 'Contact us' page and populated the text in Welsh. We responded in Welsh and did not use a translation service

Telephone Communications

We reviewed:

- the number of Welsh language calls received to the main telephone number or call centre during the reporting period;
- the total number of English language calls received to the main telephone number or call centre during the reporting period

Our findings were:

- nil
- 58,224

Services provided by others

We reviewed:

- the number and percentage of third party agreements that are monitored to ensure that they comply with the relevant requirements of the language
- an example of monitoring work undertaken to assess whether a third party agreement complies with the relevant requirements of the language scheme, and details of any action taken as a result of the monitoring

Our findings were:

- there have been no new third-party contractors or renewed contracts where the work will involve communicating in Wales
- nil

Publications

We reviewed:

- the number of publications issued during the reporting period available to the public
- the number of publications issued during the reporting period available in Welsh to the public

Our findings were:

- nil
- nil

Press Releases

We reviewed:

- the number and percentage of press releases issued during the reporting period in Welsh / bilingually

Our findings for the first year of the scheme were:

- we issued 52 press releases; none in Welsh / bilingually

Website and on-line services

We reviewed:

- the percentage of the organisation's website pages and online services available in Welsh
- an update on the progress made to improve/ increase the website's Welsh language content during the reporting period
- information on the process used to ensure that existing content, updates and new content comply with the Welsh language scheme

Our findings for the first year of the scheme were:

- 1 document and half a page
- during the 2020-2021 business year we migrated all of our content to the GOV.UK site and closed our own website. We focussed on re-writing our content to meet GOV.UK standards
- the GOV.UK platform supports translated versions of published content - including Welsh language versions. We can therefore provide content in Welsh where there is an evidenced user need or legal requirement for us to do so

Staffing/ Recruitment

We reviewed:

- the number and percentage of organisation's staff able to provide services through the medium of Welsh;
- the number and percentage of new and vacant posts advertised during the reporting period where:
 - Welsh language skills were essential
 - Welsh language skills were desirable
 - no Welsh language skills were required

Our findings for the first year of the scheme were:

- nil (however two members of Inspections & Enforcement have expressed an interest in learning Welsh (see below))
- we have not, to date, required any specified level of Welsh (or other) language ability for any vacant post

Training to improve Welsh language skills

We reviewed:

- the number and percentage of the organisation's workforce who received training to improve their Welsh language skills during the reporting period. Please indicate the different types of training provided/ offered

Our findings for the first year of the scheme were:

- two members of Inspections & Enforcement (who cover North and South Wales as well as parts of England) have expressed an interest in learning Welsh in 2021/22

Welsh Language Awareness Training

We reviewed:

- the number and percentage of the organisation's new workforce (i.e., new since 1 April 2020) who have received Welsh language awareness training

Our findings for the first year of the scheme were:

- nil (however, as a result of the SIA's Welsh Language Scheme, two members of Inspections & Enforcement have expressed an interest in learning Welsh (see above))

Complaints

We reviewed:

- the number of complaints received during the reporting period regarding the organisation's compliance with the Welsh language scheme

Our findings for the first year of the scheme were:

- nil

Action plan

We reviewed:

- if the organisation's language scheme includes an action plan with ongoing actions, please provide an update on the delivery of the action plan

Our findings for the first year of the scheme were:

- all 7 elements of the Action Plan were met between December 2019 and May 2020

Self-regulation

We reviewed:

- details of the arrangements and procedures the organisation has adopted to assist it in effective self-regulation

Our findings for the first year of the scheme were:

- we are committed to offering our services in both English and Welsh
- we monitor:
 - the number of times we are asked to provide a service in Welsh
 - which services people ask for
- we use this information to identify:
 - if there is a need to make these services more readily available in Welsh
 - possible ways in which we might make these services more readily available in Welsh

Other matters

We reviewed:

- if the organisation's language scheme contains significant commitments on matters not listed above, please provide information on compliance

Our findings for the first year of the scheme were:

- nil