

SIA Welsh language scheme report 2022 to 2023

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Introduction

The SIA has adopted the principle that it will treat the Welsh and English languages equally when conducting public business in Wales. Our Welsh language 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.

This report sets out our performance against the provisions of our Welsh language scheme in the 2022 to 2023 reporting year.

What is the SIA?

The SIA is an executive non-departmental public body sponsored by the Home Office.

We were created by the Private Security Industry Act 2001 to regulate the UK's private security industry. We support the Home Office goal of reducing terrorism, preventing and tackling crime, and ensuring people feel safe in their homes and communities.

We have one office based in London. We do not anticipate having offices in Wales in the near future.

We are responsible for:

- licensing people who do certain jobs in the private security industry
- approving private security companies who wish to be part of our Approved Contractor Scheme
- conducting inspections
- monitoring the activities of people operating within the private security industry and taking enforcement action where necessary
- setting and approving standards of conduct and training for the private security industry
- making recommendations on ways to improve standards in the private security industry

We are governed by a Board, which is made up of:

- our non-executive directors, including our Chair
- our executive directors, including our Chief Executive

The Board's role is to ensure that the SIA's statutory responsibilities are met. The executive directors are collectively responsible for the discharge of those responsibilities on a day-to-day basis. The non-executive directors provide both support and challenge to the executive directors. One non-executive director has a responsibility to act as a champion for Wales.

The Board also sets the SIA's strategic direction.



This report

The information below covers the SIA's implementation actions from the third year of our Welsh language scheme. It sets out both the requirements of the Welsh Language Commissioner as well as the SIA's response.

All figures relate to the period I May 2022 to 30 April 2023 inclusive.

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:

- 0
- Not applicable

Written correspondence

We reviewed:

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

Our findings were:

- 0
- 173,296

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:

- 0
- 43,375

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 scheme
- 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
- not applicable

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:

- We published 14 documents in English during the reporting period these are listed below:
 - Events guidance for buyers of security (13 July 2022)
 - SIA Annual Report & Accounts (21 July 2022)
 - Welsh Language Scheme annual monitoring report 2021/22 (27 July 2022)
 - Get Licensed (29 July 2022)
 - SIA business plan: 2022 to 2023 (8 August 2022)
 - Get Approved (14 October 2022)



- Get Approved Clarifications (14 October 2022)
- ACS Self-Assessment Workbook (14 October 2022)
- o ACS Self-Assessment Workbook report (14 October 2022)
- ACS Self-Assessment Workbook Guide (14 October 2022)
- ACS Application Form (14 October 2022)
- ACS Assessment: Assessor Guide (14 October)
- Sector profile: recruitment and retention in the security guarding sector (23 November 2022)
- SIA customer satisfaction: 2022 report (17 January 2023)
- We published I document in Welsh during the reporting period (our Welsh Language Scheme annual monitoring report 2021/22)
- We received no requests for the other documents to be made available in Welsh. We are open to considering this, but it would need to be in response to demand and reasonable.

Press releases

We reviewed:

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

Our findings were:

• We issued 42 press releases; none in Welsh / bilingually

Website and online 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 were:

- 0.2% (I page on GOV.UK)
- Our public 'contact us' form includes options in Welsh (see appendix 1)



 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 were:

- 0
- 0
- 129

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
- the different types of training provided/ offered

Our findings were:

- No SIA staff received training to improve their Welsh language skills during the reporting period.
- Not applicable

Welsh language awareness training

We reviewed:



• the number and percentage of the organisation's new workforce (i.e., new since I May 2022) who have received Welsh language awareness training

Our findings were:

• No members of SIA staff received Welsh language awareness training during the reporting period.

Complaints

We reviewed:

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

Our findings were:

• We received 0 complaints regarding our compliance with our Welsh language scheme.

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 were:

• all 7 elements of the action plan were met between December 2019 and May 2020

Self-regulation

We reviewed:

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

Our findings were:

- we are committed to offering our services in both English and Welsh
- we monitor:
 - \circ $\;$ the number of times we are asked to provide a service in Welsh



- which services people ask for
- we use this information to identify:
 - \circ 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



Appendix I: Public 'contact us' form

Name *	Enter your name	Email address *	Enter your email address	
Category *	Ymholiad Cymraeg	✓ Topic *	Please select a topic V	
Your message *			Please select a topic Rwyf eisiau help i ddefnyddio'r wefan hon Mae gennyf gwestiwn am gymwysterau	
			Rwyf eisiau help i gyflwyno cais Rwyf eisiau cymorth gyda chais sy'n bodoli eisoes Rwyf am ofyn am fy nhrwydded	
			Rwyf am wneud cwyn Rwyf am wneud cais Rhyddid Gwybodaeth	
			Rwyf am wneud Cais Gwrthrych am DPA Arall	
[
			Submit	