

# SIA Welsh language scheme report 2023 to 2024

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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 2023 to 2024 reporting year.

#### What is the SIA?

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

We were established under the Private Security Industry Act 2001 to contribute to public protection by setting and improving standards in the regulated private security industry. We support the Home Office priorities of reducing terrorism, preventing and tackling crime, and ensuring people feel safe in their homes and communities.

We have one office, which is in London. We also have field force of regional investigators, some of whom are based in Wales.

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 fourth 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 2023 to 30 April 2024 inclusive.

Consideration of new initiatives could not be undertaken during this period due to staff changes and resource constraints within the relevant teams. It is our intention to undertake this work in the next reporting year (1 May 2024 to 30 April 2025).

## 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

- 0
- 192,614

# **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
- 52,707

# 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 Welsh
- 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 10 documents in English during the reporting period – these are listed below:

- You're trained, so how do you get a licence? (9 May 2023)
- SIA business plan: 2023 to 2024 (20 June 2022)
- Welsh Language Scheme annual monitoring report 2022 to 2023 (10 July 2023)
- SIA Annual Report & Accounts (19 July 2023)
- SIA response to the 'Smarter regulation: regulating for growth' consultation (24 January 2024)
- SIA research into public trust and confidence in the private security industry [3 documents] (31 January 2024)
- SIA customer satisfaction: 2023 report (6 February 2024)
- Business approval scheme consultation (22 February 2024)
- we published I document in Welsh during the reporting period (our Welsh Language Scheme annual monitoring report 2022 to 2023)
- 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 55 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

- 0.2% (I page on GOV.UK)
- there was no increase in Welsh language content during the reporting period

 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
  - o Welsh language skills were desirable
  - o no Welsh language skills were required

#### Our findings were:

- we do not track the number of SIA staff who can provide services in Welsh, though we
  will be looking to implement a process for this in the next reporting year
- we advertised:
  - o 0 new and vacant posts where Welsh language skills were essential
  - o 0 new and vacant posts where Welsh language skills were desirable
  - o 124 new and vacant posts where no Welsh language skills were desirable

## 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

- 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 2023) 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.

# **Self-regulation**

#### We reviewed:

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

- we are committed to offering our services in both English and Welsh
- we monitor:
  - o the number of times we are asked to provide a service in Welsh
  - o which services people ask for
- we use this information to identify:
  - o 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