

SIA Welsh language scheme report 2024 to 2025

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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 2024 to 2025 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 a 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 fifth 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 1 May 2024 to 30 April 2025 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
- 181,022

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
- 51,509

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 9 documents in English during the reporting period – these are listed below:
 - SIA business plan: 2024 to 2025 (24 May 2024)
 - Business approval scheme consultation: results in detail (11 July 2024)
 - SIA Welsh language scheme report 2023 to 2024 (18 July 2024)

- Knowledge and skills specification: door supervisor refresher training (17 October 2024)
- Knowledge and skills specification: security guarding refresher training (17 October 2024)
- Security Industry Authority annual report and accounts 2023 to 2024 (26 November 2024)
- Get Licensed consultation: Introduction and overview of the proposed changes (11 March 2025)
- Get Licensed consultation: Changes to our list of relevant offences (11 March 2025)
- Get Licensed consultation: Changes to our licensing criteria on past criminality and the 'fit and proper' test (11 March 2025)
- we published 1 document in Welsh during the reporting period (our Welsh Language Scheme report 2023-24)
- 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 49 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 or 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:

- 0.1% (1 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
 - Welsh language skills were desirable
 - no Welsh language skills were required

Our findings were:

- we do not track the number of SIA staff who can provide services in Welsh
- we advertised:
 - 0 new and vacant posts where Welsh language skills were essential
 - 0 new and vacant posts where Welsh language skills were desirable
 - 82 new and vacant posts where no Welsh language skills were desirable

In last year's report we said that *"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"*. This relied on the completion of another project (a review and re-organisation of our Inspections and Enforcement directorate) which was unfortunately delayed. Both projects are set to complete in the 2025 to 2026 reporting year.

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 1 May 2024) 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

Our findings 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

Next Steps

We want to ensure that our Welsh language scheme remains fit for purpose.

This year we considered what more we could do to support our Welsh-speaking customers. We asked each business function 2 questions:

- what new initiatives can be undertaken by your teams to support Welsh language speakers?
- when might you be able to implement these initiatives, and how will you report against this activity?

In the next reporting year, we will review our Welsh language scheme and our previous reports. We will look to see if we need to make any changes to the scheme and, if we do, what those changes might be.