



Gwasanaeth Carchardai
a Phrawf EF

HM Prison & Probation
Service



**Easy
Read**

Welsh Language Scheme

2024 to 2027



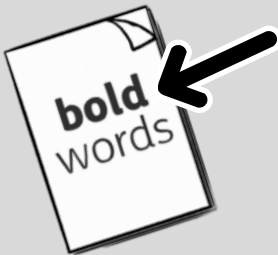
Easy Read



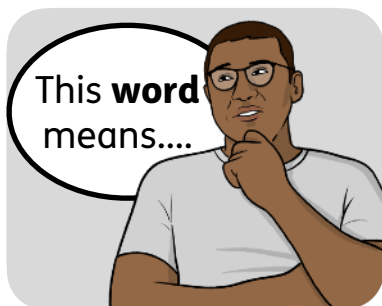
This is an Easy Read version of some information. It may not include all of the information, but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

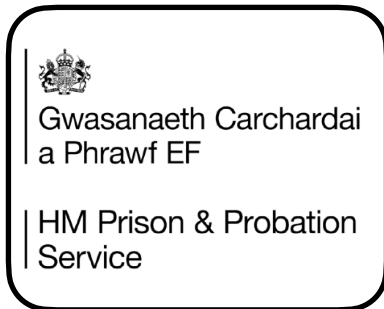
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You can fill in a quick survey to say what you think about this Easy Read booklet:
<https://www.easy-read-online.co.uk/easy-read-feedback-survey>

About this booklet



We are **His Majesty's Prisons and Probation Service**.

We are called **HMPPS** for short.



We are in charge of prisons and probation services in England and Wales.

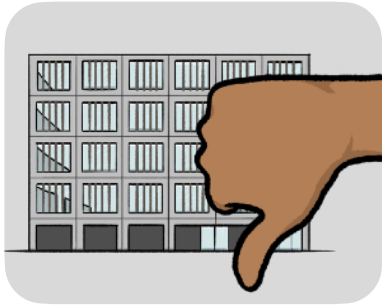


We will explain more about what **probation services** are on the next page.



We have written this booklet about how we use the Welsh language.

Probation services



Sometimes, when people break the law, they do not go to prison.

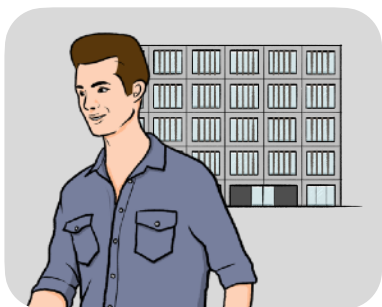


Instead, they have to do something else, like working in their local communities.

We say that these people are **on probation**.



Probation services look after these people.



Probation services also help people who have come out of prison.



They work to make sure that they do not commit any more crimes.

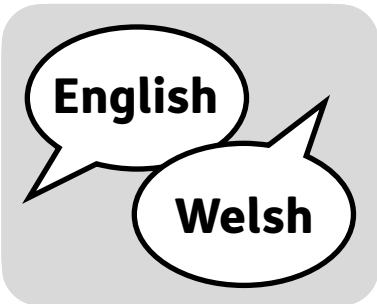
The Welsh language



Many people in England and Wales speak Welsh.



It is important that the people who use our services understand the information we give them.



So we treat the English and Welsh languages the same.

This plan explains how we will make sure that:



- People who speak Welsh understand the information we give them.



- People are able to use Welsh in prison or on probation.

What we want to do

In Wales



We will make sure that prisoners and people on probation who are Welsh speakers have the right to speak Welsh.



To do this, it is important to learn whether prisoners and people on probation speak Welsh.



So we will ask prisoners and people on probation early on if they prefer to speak Welsh.



We will give prisoners and prison staff badges to say that they are Welsh speakers.

If we know that someone prefers to speak Welsh, we will:



- Write to them and phone them in Welsh, or in Welsh and English.



- Give them important information in Welsh as well as English.



- Give them extra information in Welsh if they ask for it.



- Make sure they can get documents like court reports and complaint forms in Welsh.



We will make sure that signs, notices and forms in prisons and probation services are in Welsh and English.



We will give people in prisons and probation services the chance to learn and speak Welsh.



We will listen to what Welsh speakers say about prisons and probation services.



We will have events to celebrate the Welsh language.



We will check that prisons and probation services are following these rules.

Outside of Wales



We will still support people who speak Welsh outside of Wales.



Sometimes people who speak Welsh may be in prisons or on probation in England. We will still support them to speak Welsh.



We will make sure that they have the right to use Welsh in prison or on probation.



We will ask prisoners and people on probation if they would prefer to speak in Welsh.



We will learn more about how many people in prisons and on probation are Welsh speakers.

Visitors and the public



Visitors and members of the public should also be able to speak Welsh if they want to.



When people from Wales phone us, we will make sure that any automatic messages are in Welsh as well as English.



If there is nobody who can speak Welsh when a Welsh speaker calls, we will offer to call them back.



In Wales, we will say hello to people in English and Welsh when we talk to them.

We will make sure that we include Welsh speakers who visit us. When Welsh speakers visit us in Wales, we will:



- Put up signs in English and Welsh for visitors.



- Make sure that there are books and magazines in Welsh for people to read.



We will let prisoners who speak Welsh talk to visitors in Welsh as much as we can.



We will make sure that people can complain in Welsh as well as English.



We will try to make sure that Welsh speakers can take part in our events.

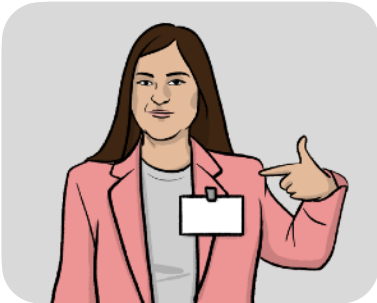
Our staff in Wales



We will make sure our staff have the skills and information to support Welsh speakers.



We will learn about how many Welsh speakers are in prison or on probation.



This will help us to understand how many staff we need who speak Welsh.



We will give staff the chance to learn and use Welsh at work.

When we hire new staff in Wales, we will:



- Make sure all job adverts are in Welsh as well as English.



- Think about whether we need to hire a Welsh speaker.



- Make sure that people who want the job have the chance to apply in Welsh.



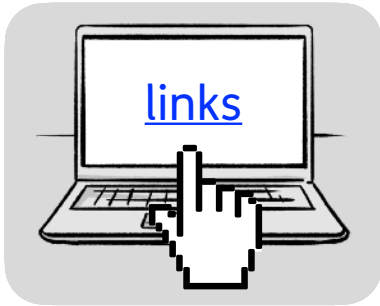
- Encourage Welsh speakers to apply for every job.



We will choose some people to speak up for the Welsh language across our services.

We will call them **Welsh Language Champions**.

We will make sure our staff have enough information about the Welsh language.
We will:



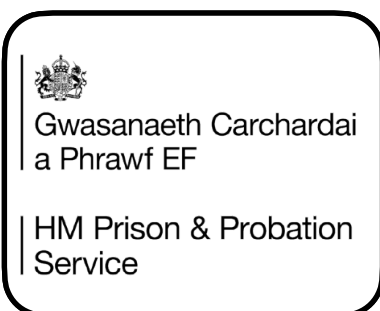
- Put links to useful information and documents on our staff website.



- Write reports about what we have done to support the Welsh language.



- Give staff a way to quickly get information changed into Welsh.



- Make sure that staff can put our logo onto information in English or Welsh.



- Listen to what our staff tell us about including Welsh speakers.

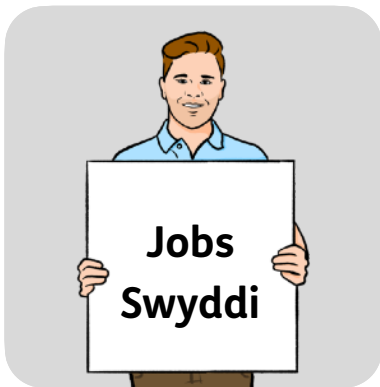
We will also:



- Make sure staff understand the rules about prisoners and people on probation's rights to use Welsh.



- Run activities and events that celebrate the Welsh language that involve our staff.



We will make posters, leaflets and videos to tell people about jobs in prisons and the probation service.

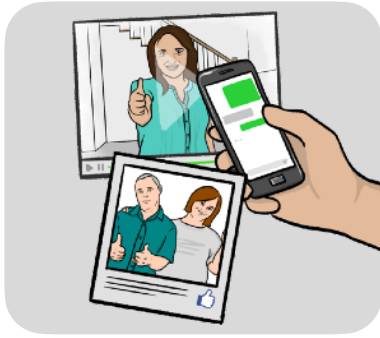
These will be in Welsh as well as English.



We will make sure that people can get all leaflets, posters and documents in English and Welsh.



We will make sure that the English and Welsh versions are ready at the same time.

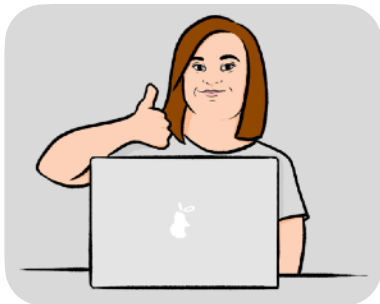


We will use English and Welsh on our **social media**.

Social media includes Facebook and Instagram.



We will think about the Welsh language when we make any information that people in Wales might use.



We will make sure that information about prison and probation on the [gov.uk](https://www.gov.uk) website is in English and Welsh.

Other organisations



Sometimes, we work with other organisations, like companies or charities.



They must be able to offer us services in English and Welsh.



We will check that their Welsh services are good enough.

Complaints



Prisoners should be able to complain in English and Welsh.

If you are a prisoner, there is Easy Read information about complaining here:



- In English:
assets.publishing.service.gov.uk/media/63e2136b8fa8f50e81e72783/prisoner-complaints-easy-read-english.pdf



- In Welsh:
assets.publishing.service.gov.uk/media/63e21391e90e0762692b96d4/prisoner-complaints-easy-read-welsh.pdf



There is information about writing a **Discrimination Incident Report Form** in prisons here:

<https://www.gov.uk/government/publications/advancing-equality-for-offenders-and-children-in-custody-policy-framework>

A **Discrimination Incident Report Form** tells us if someone has been treated unfairly.

This information is not in Easy Read.



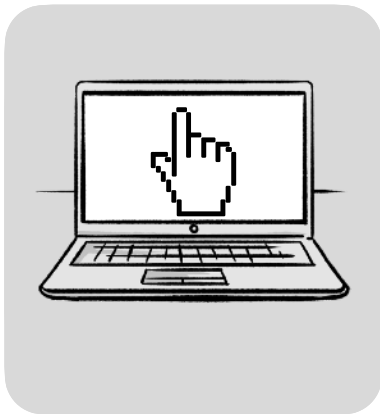
If you are on probation, there is information about how to complain here:

<https://www.gov.uk/government/organisations/probation-service/about/complaints-procedure>

This information is not in Easy Read.



If you are not getting the chance to use the Welsh language, you can complain to the **Welsh Language Commissioner**.



You can find out more about the Welsh Language Commissioner here:

www.comisiynyddygydraeg.cymru/defnyddio-r-gymraeg/rhoi-gwybod-am%ADanhawster-i-ddefnyddio-r-gymraeg/gwneud-cwyn

Our plan



This part explains what we are doing to make sure that we include Welsh speakers.

What we have already done

We have already:



- Told our staff about our Welsh Language Scheme to support Welsh speakers.



- Written an Easy Read version of the Welsh Language Scheme.



- Made a Welsh language page on our staff website.

We have also already:



- Given all staff in Wales clear information about the rules for using the Welsh language.



- Learned about how many Welsh speakers there are in prisons and on probation.



- Made a poster for all prisons and probation services.
This poster has information about people's right to use Welsh.

What we are going to do next

We are going to:



- Find important documents that are not in Welsh.

We will make Welsh versions of these documents.



- Give staff information to remind them of the rules for supporting Welsh speakers.



- Check that all automatic phone messages in Wales are in English and Welsh.



- Use information about Welsh speakers to decide how much support different prisons and probation services need.

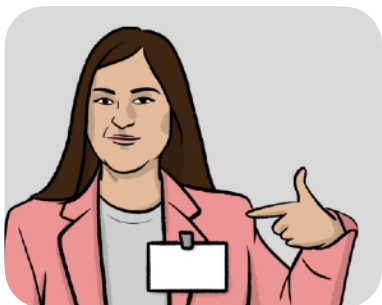
We will also:



- Keep checking whether Welsh language services are good enough.



- Give staff in call centres information about how to help Welsh speakers.



- Help staff to tell us if they are Welsh speakers.

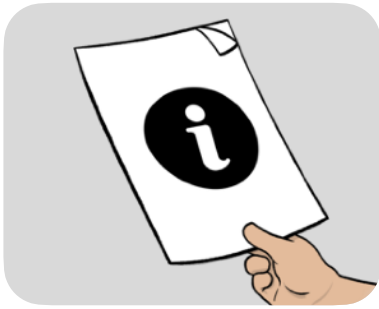


- Keep checking how many staff, prisoners and people on probation are Welsh speakers.

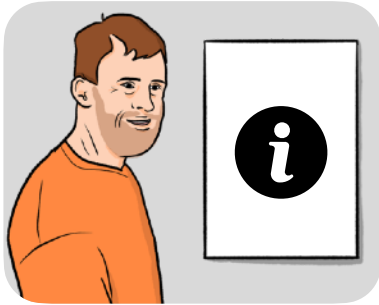


- Make sure that we think about whether new staff are Welsh speakers when we hire them.

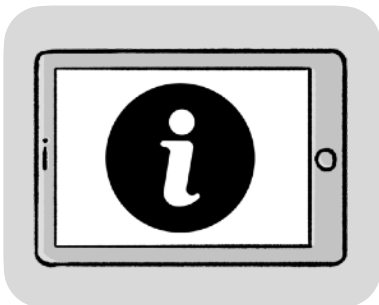
We will also:



- Make sure that visitors, family and friends can easily get important information in Welsh.



- Make sure that all new prisoners and people on probation can get information in Welsh.



- Make sure that prisoners can get important information in Welsh using the technology in their cells or on landings.



- Include Welsh in all parts of life in Women's prisons.



- Get better at checking if staff are doing Welsh language training.



We will also look at better ways to include Welsh language services when we work with other organisations.

Find out more



You can look at our website here:

www.gov.uk/government/organisations/hm-prison-and-probation-service

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