



Welsh Language Scheme

Prepared under the
Welsh Language Act 1993

Context

This Welsh Language Scheme (the Scheme) has been prepared in accordance with Section 21(3) of the Welsh Language Act 1993.

Her Majesty's Inspectorate of Probation (HMI Probation) has adopted the principle that in the conduct of its inspections in Wales, it will treat the Welsh and English languages on a basis of equality. This Scheme sets out how HMI Probation will give effect to that principle when providing information to or contacting members of the public in Wales.

This Scheme has been adopted by HMI Probation and was approved by the Welsh Language Board on **04/05/2011**. It follows a review of HMI Probation's previous Welsh Language Scheme which was approved by the Board on 8 June 2007.



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Introduction

This Scheme sets out how HMI Probation will implement the principle established by the Welsh Language Act 1993 that, in the conduct of public business in Wales, the Welsh and English languages should be treated on the basis of equality.

The Scheme is aimed at the public as a whole, and in particular sections of the public involved with the National Offender Management Service (NOMS), National Probation Service, Community Rehabilitation Companies or Youth Offending Teams (YOTs). This may include individuals under supervision, parents/carers and victims, and statutory and voluntary agencies that work in partnership with NOMS and YOTs.

HMI Probation – Statement of Purpose

HMI Probation is an independent Inspectorate, funded by the Ministry of Justice and reporting directly to the Secretary of State.

Our purpose is to:

- report to the Secretary of State on the effectiveness of work with individual offenders, children and young people aimed at reducing reoffending and protecting the public, whoever undertakes this work on behalf of the Ministry of Justice
- report on the effectiveness of the arrangements for this work, working with other Inspectorates as necessary
- contribute to improved performance by the organisations we inspect
- contribute to sound policy and effective service delivery, especially in public protection by providing advice and disseminating good practice, based on inspection findings, to Ministers, officials, managers and practitioners
- promote actively race equality and wider diversity issues, especially in the organisations we inspect
- contribute to the overall effectiveness of the Criminal Justice System, particularly through joint work with other Inspectorates.

1 GENERAL PRINCIPLES

Principle of equality

- 1.1 In the inspection of public services in Wales, HMI Probation is committed to the principle that we will treat the English and Welsh languages on a basis of equality. This applies to inspection services that we provide ourselves, and to those provided by others on our behalf.

Standard of inspection

- 1.2 We are committed to delivering an equally high standard of inspection whether the inspection is conducted in English or Welsh. We have invested heavily in quality assurance processes and we will monitor how well we carry out our inspections.

Planning our inspections

- 1.3 In the planning of our inspections in Wales, we will ensure that:
 - attention is given to Welsh language and culture
 - we produce in both English and Welsh all written documents that will be in the public domain
 - we promote and facilitate the use of Welsh wherever practicable.

New policies, procedures and inspection processes

- 1.4 When formulating new policies, procedures and inspection processes relevant to our business in Wales, we will ensure that the Welsh language dimension has been assessed in accordance with the principles set out in this Scheme.
- 1.5 HMI Probation will not alter the Scheme without the prior approval of the Welsh Language Board.

2 HM INSPECTORATE OF PROBATION'S SCHEME

HMI Probation's relationships with other Inspectorates

- 2.1 HMI Probation leads inspection of probation and youth offending work, and also contributes to joint work with other criminal justice, UK Government and Welsh Government inspectorates. Where HMI Probation is involved in such joint inspections in Wales we will:
- ensure that our Scheme is promoted to the other inspectorates and seek their compliance with it
 - assist other Inspectorates to implement the commitments made in their Schemes.

The inspection process

- 2.2 The principles of equality are central to all HMI Probation inspections. The provision of a bilingual service, appropriate to the work being inspected will be a focus in Wales.
- 2.3 Where there is an identified need either through advance information or demographic data, inspection teams will consist of at least one Welsh speaker.
- 2.4 We will seek feedback on the provision of our services delivered through the medium of Welsh from those whose work we inspect.

3 IMPLEMENTING THE SCHEME

Leadership and management

- 3.1 We will place a high level of importance on our Scheme and aim to implement it well. The Chief Inspector holds overall responsibility for the Scheme with its day to day operation delegated to Helen Davies HM Inspector on 07919 490420, e-mail helen.davies@hmiprobation.gsi.gov.uk; whose duties will be to:
- regularly report on the Scheme to Assistant Chief Inspector, Julie Fox who is accountable to the Chief Inspector
 - ensure that all new staff members are familiar with and have access to a copy of the Scheme
 - organise appropriate staff training
 - act as first point of contact and adviser to staff, external agencies and members of the public as appropriate
 - set up suitable monitoring and evaluation arrangements.

Staffing and Recruitment

- 3.2 HMI Probation does not have an office in Wales. We have offices in London and Manchester and our staff, who are recruited from all areas of England and Wales, work from either of these offices. Posts within HMI Probation are either on a salaried or fee-paid basis. Our recruitment policy is in accordance with our stated aim to 'promote race equality and wider diversity issues' through a process of open and fair competition in order to attract the best candidates for each post.
- 3.3 Our current staffing complement consists of five managers, 20 inspectors, including one Welsh speaking, four assistant inspectors and 16 support service staff. In addition we have five fee paid inspectors, including two Welsh speakers, who are recruited, trained and supervised on a similar basis to full-time inspectors. These associate inspectors work on a sessional basis.
- 3.4 Welsh speaking inspectors are identified as such on their name badges (in Welsh and English).
- 3.5 Inspectors are generally deployed across England and Wales. The two Welsh speaking fee paid inspectors primarily work on the Welsh inspections.
- 3.6 In ensuring that all staff are able to carry out our business in line with this Scheme, we will:

- assess whether the ability to speak Welsh is an essential or desirable skill for each post and formulate the job descriptions accordingly,
- take into account: the nature of the post and the frequency of any contact with the public in Wales; and the extent to which fluency in speaking and/or writing in Welsh is either a necessary or desirable skill. Where the ability to speak Welsh has been assessed as a job requirement, press and public notices, and job adverts will be bilingual. We will ensure that these will be published in relevant local newspapers as advised by the Welsh Language Board,
- make every effort to recruit suitably qualified and experienced inspectors who are also able to communicate in Welsh. However, where a Welsh speaking member of HMI Probation staff is not available, we will ensure that suitable qualified interpreters and translators are available as appropriate,
- arrange learning events as an introduction to the Welsh language for all staff that are likely to be undertaking work in Wales, such training will include our duty under the Welsh Language Act 1993, basic everyday greetings and how to pronounce Welsh names,
- issue guidance to all staff on communicating with members of the public, how to deal with correspondence written in Welsh and details of translation and interpreting services.

4 HM INSPECTORATE OF PROBATION'S PUBLIC FACE

4.1 HMI Probation will, as far as possible, adopt a bilingual format within Wales.

Publications and press notices

4.2 We will ensure that all forms for use by the general public are bilingual.

4.3 Press releases to the Welsh media in Wales will be issued in both Welsh and English. Where the schedule permits our Welsh speaking Inspector will be available to conduct Welsh language media interviews.

4.4 We publish all our reports on agencies inspected in Wales in both Welsh and English.,.

4.5 All reports published by HMI Probation are public documents and can be accessed via our website:

<https://www.justiceinspectrates.gov.uk/hmiprobation/>

The website has a page in Welsh (Cymraeg), from which Welsh versions of recent reports and other key inspection documents can be accessed.

Correspondence with the public

4.6 HMI Probation will ensure that any correspondence which we initiate with the general public in Wales will be bilingual. This will include leaflets and any other general information. We also undertake to ensure that:

- all correspondence is answered in the language in which it was received,
- correspondence to individual members of the public will be written in the language used by the person receiving the letter if this is known,
- where the preferred language is not known, the initial letter will be bilingual.

4.7 Correspondence via e-mail will be handled on the same principles. However, it must be recognised that it is unlikely that the recipient will be able to read and draft a response in Welsh. In these circumstances the HMI Probation recipient will send the e-mail to be translated into English. The originator of the e-mail will then be given the option of receiving a reply immediately in English or wait for a reply to be drafted in Welsh. We will aim to respond within 20 working days in accordance with the response time stipulated in the Freedom of Information Act 2000.

Telephone calls

- 4.8 HMI Probation does not operate a switchboard service at either its Manchester or London offices. Telephone calls are therefore likely to go to individual direct lines and will be answered in English. However, HMI Probation recognises its duty to provide a service to Welsh speakers. The caller will therefore be given the option of continuing the conversation in English or write to us and we will provide a written response in Welsh within the target referred to above.

Meetings with the public in Wales

- 4.9 HMI Probation does not hold meetings with the general public in England and Wales. However, our inspection processes may sometimes require us to meet with members of the public involved in statutory and voluntary organisations that work in partnership with probation services and YOTs. We may also meet with recipients of these services, which may include individuals under supervision, or victims and parents/carers.
- 4.10 If we hold events in Wales, these will be publicised in both Welsh and English and we will make it clear that participants will be welcome to contribute in Welsh and English. In order to assist with arrangements we will invite anyone proposing to attend to say at least two weeks in advance if they intend to speak Welsh or English.
- 4.11 Where it is known that Welsh is the preferred language, we will ensure that one of our Welsh speaking inspectors is in attendance or make available the services of an interpreter. If an individual or organisation attend a meeting without prior notice we will facilitate the use of the Welsh language wherever possible e.g. if a Welsh speaking inspector is also in attendance.
- 4.12 Where interpreter services have been made available at a meeting, a sign will indicate that visitors are welcome to speak in Welsh and the person chairing the meeting will announce that a Welsh interpreting service is available.
- 4.13 Staff will be provided with guidance on the procedure to follow when organising meetings in Wales with individuals or groups whom we know prefer to communicate in Welsh or with those whose choice of language is not known.

5 PUBLICISING THE SCHEME

5.1 HMI Probation will ensure that people are aware of our Scheme and will:

- publish it on our website in both Welsh and English,
- send copies to all agencies in Wales whose work we inspect,
- ensure that public bodies and members of the public with whom we are in contact are made aware of our Scheme,
- make reference to its development in our annual plan,
- publish the review of the Scheme on our website,
- publish our Annual Report in Welsh on our website.

6 MONITORING AND REVIEWING THE SCHEME

- 6.1 In ensuring the principle of equality for both English and Welsh languages in our inspections, the Assistant Chief Inspector with responsibility for this Scheme will be responsible for its implementation and monitoring. Helen Davies, HM Inspector, will act as first point of contact and adviser to staff and the general public.
- 6.2 We will monitor our performance in meeting the commitments made in the Scheme and record the demand for Welsh language services, including any demand for services that go beyond the commitments we have made. If we do not meet the published standards we will explain the steps we intend to take to remedy the position.
- 6.3 HMI Probation will produce an annual review based on the above monitoring. The review will include information on:
- Service planning and delivery
 - The organisation's public image
 - Wider communications
 - Staff training and development
 - Future arrangements
- 6.4 A copy of the review will be sent to the Welsh Language Board.

7 COMPLAINTS

- 7.1 Any complaint about the conduct of HMI Probation's inspections will be dealt with in accordance with HMI Probation's published complaints procedure which has been translated into Welsh. In the first instance members of the public are invited to contact:

HM Chief Inspector of Probation for England & Wales
HM Inspectorate of Probation
1st Floor, Manchester Civil Justice Centre
1 Bridge Street West
Manchester M3 3FX

Telephone: 0161 240 5336

8 TIMETABLE FOR IMPLEMENTATION

- 8.1 A timetable for meeting each of the undertakings contained in this Scheme is set out at Annex A.

Annex A

Undertaking	Target date
Appointing a responsible officer	From approval date
Publicising the Scheme to all staff	From approval date
Publication of reports and material in accordance with the Scheme	Ongoing and from approval date
Advise all agencies we inspect and Inspectorates with which we are jointly working that a revised scheme has been approved	Within three months of approval
Publish on our website	Within three months of launch
Staff training	Within 12 months of approval
Recruitment	As they arise from date of approval
Publish information on the Scheme for the public	Within six months of the launch
Monitoring the Scheme	From launch of Scheme
Review and 1st Annual Report on operation of Scheme	Within one year from launch of Scheme