



*Independent inspection of
adult and youth offending work*

HM Inspectorate of Probation for England and Wales:

Welsh Language Scheme – Annual Monitoring Report for 2013/14

Introduction

1. This report has been prepared by the lead inspector with responsibility for our Welsh Language Scheme. It is the third report on our 2011-2014 Scheme which was approved by the Welsh Language Board in May 2011.
2. As an inspectorate with responsibility for independently inspecting adult and youth offending work in both England and Wales we take very seriously our responsibility for treating all our work in Wales in a manner that is appropriate for it as a separate country. We are not a front-line service delivery organisation, and do not have direct contact with the public in Wales, except in very exceptional circumstances, but recognise our statutory responsibility to carry out our duties under the Welsh Language Act in a way that is both committed and proportionate.
3. We are a small organisation, with less than a £4million revenue budget, and our activities cover all of both England and Wales from our two offices in London and Manchester. During 2013/14 HMI Probation had one full time Welsh speaking inspector and two Welsh speaking Associate Inspectors (sessional sub contractors). These individuals played a key part in the delivery of our inspections in Wales, but the commitment to fulfilling our responsibilities under the Scheme is an organisational one, led by HM Chief Inspector of Probation.
4. Under our diversity action plan, all our processes are subject to regular review for impact on diversity issues, including those of Welsh language.

Service planning and delivery

5. We design and implement inspections in Wales of both adult offending and youth offending work, often jointly with other relevant inspectorates. These include the Care and Social Services Inspectorate Wales (CSSIW), Estyn, Healthcare Inspectorate Wales (HIW) and the Wales Audit Office (WAO) as well as HMI Constabulary.
6. Information requested by HMI Probation in advance of inspections can be submitted in either Welsh or English. During 2013/14 all such submissions were made in English.
7. Our core inspections of Youth Offending Teams and the probation trust in Wales include a focus on how well the agency has identified Welsh language needs and then responded to these. The findings are made public through our inspection reports and it is hoped will, where required, drive performance in this area of work. The discussions that take place with staff also serve to promote the importance of recognising Welsh language and cultural needs in their work.

8. We have committed to providing at least one HMI Probation Welsh speaking inspector on our core programme inspections in Wales. We have also contacted all Youth Offending Team managers and asked them to inform us in advance whether any of their service users, staff or strategic managers would prefer to be interviewed in Welsh. When one of our thematic inspections includes a service in Wales we ask in advance whether anyone would wish to be interviewed in Welsh so that a Welsh speaking inspector can be provided where necessary.
9. We conducted an inspection of Wales Probation Trust in the spring, focusing on the South Wales area. The inspection was led by our full time Welsh speaking inspector. One of the probation trust's own Welsh speaking probation officers was also trained to work as a full part of the inspection team. Inspectors were able to meet all requests for Welsh language interviews. Two probation officers, a senior probation officer and two members of the senior leadership team were interviewed in Welsh.
10. We have undertaken four Youth Offending Team inspections in Wales during the reporting period. A Welsh speaking inspector was deployed on each inspection as well as a Welsh speaking user engagement facilitator (who reports on the views of service users - young people, parents/carers and victims) on the one inspection where this formed part of the methodology. For the two Youth Offending Teams inspected in North Wales we found that there was a demand for interviews in Welsh and a total of nine took place. No requests were made for Welsh speaking interviews in the two Youth Offending Teams inspected in South Wales.
11. In line with our previous inspection activity in Wales all written documents in the public domain are made available in both Welsh and English. This includes the service user questionnaire sent to victims of crime, case manager/probation officer feedback forms, case assessment guidance and the final published report. To date, one Youth Offending Team case manager has chosen to complete their feedback form in Welsh.
12. For our thematic Inspections, we almost always include at least one Welsh area and on most work jointly with Welsh inspectorates (HIW, Estyn, CSSIW, and WAO). Some of these inspections are led by us, whilst others are led by different inspectorates. We ensure that, in contributing to the inspection we are compliant with other inspectorates' Welsh Language Schemes. Likewise we promote our scheme with the other inspectorates that we work with. Over the past year we have led a thematic inspection of girls and young women in the youth justice system and this included one Welsh Youth Offending Team. We also visited Wales Probation Trust and one Youth Offending Team as part of our protecting children thematic inspection. The inspection teams included at least one Welsh speaking inspector.
13. During our inspections we take every opportunity to promote the use of the Welsh language and will continue to do so. In addition to the measures outlined above, Welsh speaking inspection staff address other Welsh speakers within YOT buildings in Welsh and speak to each other in Welsh. This serves to provide a positive representation of the language and a clear message that all staff and visitors to the premises are welcome to address us in Welsh. It also has a wider benefit of positively modelling potential career paths for Welsh speakers.

The organisation's public image

14. The logos for HM Inspectorate of Probation and for the various inspection programmes we lead continue to be printed in bilingual format. Name badges are in bi-lingual format as is the business card of our full time Welsh speaking inspector.

Welsh speaking inspectors are identified as such on their name badges. Reports on core inspections in Wales are published in parallel in Welsh and English. Other reports such as our (general) Annual Report follow the same convention.

15. We have recently moved from the Ministry of Justice (MoJ) website, along with other criminal justice inspectorates, to a new provider. We are currently reviewing the Welsh language content and layout to ensure easy access to all of our translated documents, including inspection criteria, case assessment guidance and reports.
16. Although we do not have public meetings, we do meet with the senior staff of a number of organisations in Wales, and we offer the facility of interpreters if we are leading that meeting, or we include one of our Welsh speakers when we know that this will be necessary.

Wider communications

17. HMI Probation uses the Ministry of Justice's approved translation service. We have supplied our translation provider with a list of commonly used terms and this has helped to aid consistency. We continue to monitor the quality of this service and make representations if it falls below an acceptable level. For example we recently complained about the length of time taken to acknowledge a translation request which in turn resulted in delayed publication.
18. Our full time Welsh speaking inspector continues to respond to requests for Welsh language media interviews. No such requests were made during 2013/14.
19. We have not received any calls or correspondence to our Manchester or London offices through the medium of Welsh and have not received any complaints in respect of our Welsh Language Scheme.

Staff training and development

20. Inspection staff and managers received a briefing on The All Wales Youth Offending Strategy in April 2014. This was delivered by a senior practitioner and case manager from a Welsh Youth Offending Team and served as a useful reminder of the devolved arrangements for children in Wales. Our senior management team are due to attend a two-day induction into Welsh governance arrangements at the Welsh assembly offices in September 2014.
21. Helen Davies will continue to have lead responsibility for our Welsh Language Scheme, supported by the inspectorate's diversity lead, HM Assistant Chief Inspector of Probation, Julie Fox - accountable to the HM Chief Inspector of Probation, Paul McDowell.

Helen Davies

HM Inspector of Probation

on behalf of

Paul McDowell

HM Chief Inspector of Probation

June 2014