



## HM Inspectorate of Probation for England and Wales:

### *Welsh Language Scheme – Annual Monitoring Report for 2014/15*

#### **Introduction**

1. This report has been prepared by the lead inspector with responsibility for our Welsh Language Scheme. It is the fourth 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 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 1993 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 2014/15 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 Equality and Diversity plan, all our processes are subject to regular review for impact on diversity issues, including those of Welsh language.

#### **Service planning and delivery**

5. There have been significant changes to the way probation services are delivered since the last reporting period. Under the Ministry of Justice *Transforming Rehabilitation* programme a newly created National Probation Service has been set up to focus on work with high risk and other specific categories of offenders, and to provide advice to courts on the sentencing of offenders. Most other work with low and medium risk of harm offenders is now delivered by Community Rehabilitation Companies. These new arrangements do not alter the way in which we meet the commitments made in our Welsh Language Scheme.
6. We design and implement inspections in Wales of both adult offending and youth offending work, sometimes 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. Discussions are underway with partner inspectorates about their contribution to our youth and adult inspection programmes from 2016.
7. For our thematic Inspections, we almost always include at least one Welsh area and on some 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.

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. Our core inspections of Youth Offending and adult probation work in Wales includes 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.
10. Information requested by HMI Probation in advance of inspections can be submitted in either Welsh or English. During 2014/15 all such submissions were made in English.

### **Inspections delivered in Wales 2014/15**

11. We have completed 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. The demand for Welsh language interviews was lower than we have previously experienced. A total of three interviews were conducted in Welsh, all within the same Youth Offending Team in South Wales.
12. We have conducted one inspection of adult probation work in North Wales. Two Welsh speaking inspectors were deployed and a total of five interviews conducted in Welsh.
13. Over the past year we have led three thematic inspections that have included Welsh areas. One was led by our full-time Welsh speaking Inspector and another included one of our Welsh speaking Associate Inspectors. We were able to meet all requests for Welsh language interviews and a total of four were conducted.
14. 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 inspected premises 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**

15. 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.

16. 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 service user questionnaires, case manager feedback forms and case assessment guidance, in addition to the final published report.
17. Following an internal review of the Welsh language content and layout of our website the following has been achieved:
  - Moved the 'Cymraeg' link to a prominent position at the top right hand corner of our home page.
  - Added Welsh versions of HMI Probation's corporate documents such as our statement of purpose and values, complaints procedure and statement of managing conflicts of interest.
  - For our current youth and adult programme, published reports on inspected services in Wales now appear on our website and on Twitter with a bilingual title.
  - Set up quarterly review meetings between our Communications Manager and Inspector with day to day responsibility for the scheme.

### **Wider communications**

18. HMI Probation continues to use the Ministry of Justice's approved translation service. We have supplied our translation provider with a list of commonly used terms and have had no concerns about the quality of service delivered this year.
19. Subject to inspection commitments, requests for Welsh language media interviews are referred to our full time Welsh speaking inspector. No such requests were made during 2014/15.
20. 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**

21. Our senior management team took part in a two-day induction into Welsh governance arrangements at the Welsh assembly offices in September 2014. The programme was delivered by a range of Welsh Government officials and served as a useful reminder of the devolved arrangements for adult and children's services in Wales.
22. Helen Davies will continue to have lead responsibility for our Welsh Language Scheme, reporting to the HM Chief Inspector of Probation, Paul Wilson.

### **Helen Davies**

Acting HM Assistant Chief Inspector of Probation

on behalf of

### **Paul Wilson**

HM Chief Inspector of Probation

**June 2015**