



HM Inspectorate  
of Probation

**HM Inspectorate of Probation**  
**Welsh Language Scheme 2023-2026**  
**Prepared under the Welsh Language Act 1993**

Approved by the Welsh Language Commissioner on 20 February 2024

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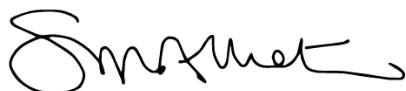
## Foreword

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I am pleased to present an updated version of the HM Inspectorate of Probation Welsh Language Scheme. At the Inspectorate, we are committed to promoting and facilitating the Welsh language. Fulfilling our obligations in relation to the Welsh language is a key priority for us. This scheme sets out how we will meet our obligations through our inspection process, staff recruitment, training and development, and through our communications.

Our Welsh Language Scheme states that the delivery of our work in Wales will be underpinned by the principle that the Welsh and English languages will be treated equally, a commitment to delivering high-quality services in Welsh, and best practice in the use of the Welsh language.

The Welsh Language Scheme sets out how we will meet our obligations under the *Welsh Language Act 1993*. We will routinely monitor compliance against the Scheme and annually publish a report outlining our progress.



**Sue McAllister**

Interim HM Chief Inspector of Probation

# Introduction

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## Background

HM Inspectorate of Probation's original Welsh Language Scheme was approved by the former Welsh Language Board in 2011.

This Scheme replaces any previous Scheme, and it received the approval and endorsement of the Welsh Language Commissioner on 20 February 2024. It also came into effect on this date.

## Welsh Language Act 1993

The *Welsh Language Act 1993* established the principle that the Welsh and English languages should be treated equally in public life in Wales. Specified public bodies providing services to the public in Wales are required to prepare a Welsh language scheme that details the steps they will take to ensure that they treat the Welsh and English languages equally when delivering their services.

## Welsh Language (Wales) Measure

The Welsh Language (Wales) Measure was introduced in 2011 and established the principles that, in Wales, the Welsh language should be treated no less favourably than the English language, and that persons in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so.

## Welsh Language Commissioner

The Measure transfers the functions of the Welsh Language Act 1993 that relate to Welsh language schemes to the Welsh Language Commissioner (the Commissioner).

The Commissioner's principal aim is to promote and facilitate the use of the Welsh language.

## Welsh language standards

The Measure makes provision for the specification of standards of conduct in relation to the Welsh language (standards). Over time, standards will replace the system of Welsh language schemes provided for by the Welsh Language Act.

Until such standards come into force for Crown bodies, we will continue to implement a Welsh Language Scheme and revise our existing Scheme every three years to strengthen its provisions.

## Official status of the Welsh language

The Measure also gives legal force to the official status of the Welsh language. This Scheme is a statement of our recognition of this legal status.

## Freedom of persons to use the Welsh language with one another

The Measure also establishes the legal freedom of persons in Wales who wish to use the Welsh language to do so with one another. HM Inspectorate of Probation commits to ensuring that it does not interfere with an individual's right (including our staff in Wales) to use the Welsh language with someone else.

### **The purpose of our Scheme**

Our Welsh Language Scheme sets out what services we provide to the public in Wales, and how we will provide those services in Welsh.

In accordance with the *Welsh Language Act 1993* and the Welsh Language (Wales) Measure, our Welsh Language Scheme states that we will:

- deliver work in Wales that is underpinned by the principle that the Welsh and English languages will be treated equally
- commit to delivering high-quality services in Welsh
- adopt best practice in relation to the use of the Welsh language.

HM Inspectorate of Probation does not provide services directly to the public; therefore, the scheme sets out how we will give effect to the principle of equality established in the Welsh Language Act in delivering our services.

The scheme is therefore aimed at those who engage with the day-to-day activities of HM Inspectorate of Probation. This includes the services that we inspect and individuals who have contact with those services. It includes individuals under supervision, parents and carers, victims, and statutory, non-statutory and commissioned services that work in partnership.

Our Scheme sets out how we will:

- meet our obligations under the Welsh Language Act 1993
- routinely monitor compliance with the Scheme
- submit progress reports to the Commissioner annually.

# 1. HM Inspectorate of Probation: who we are and what we do

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- 1.1 HM Inspectorate of Probation is an independent inspectorate, funded by the Ministry of Justice.

## **Our vision**

- 1.2 Our vision is to ensure high-quality probation and youth offending services that change people's lives for the better.

## **Our purpose**

- 1.3 HM Inspectorate of Probation is the independent inspector of probation and youth offending services in England and Wales. We set the standards that shine a light on the quality and impact of these services. Our inspections, reviews, research and effective practice products provide authoritative and evidence-based judgements and guidance. We use our voice to drive system change, with a focus on inclusion and diversity. Our scrutiny leads to improved outcomes for individuals and communities.

## **Our values**

### ***Influential***

- 1.4 We care about making a positive impact on the organisations we inspect and the individuals they work with.

### ***Independent***

- 1.5 We ensure that the judgements we make are supported by evidence and are fair and impartial.

### ***Professional***

- 1.6 We work in a respectful, transparent, and professional way, listening to and sharing learning internally and externally.

### ***Inclusive***

- 1.7 We will work as 'One HM Inspectorate of Probation', valuing and respecting each other's viewpoints and skills, so that everyone feels a part of what we do.

### ***Diverse***

- 1.8 We are passionate about diversity and the value that comes through giving everyone a voice in our inspections and the chance to succeed in our organisation.

## 2. Service planning

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### Principle of equality

- 2.1 HM Inspectorate of Probation is committed to the principle that we will treat the Welsh and English languages equally. This applies to inspection services that we carry out ourselves, and to work carried out by others on our behalf in Wales.

### Standard of inspection

- 2.2 We are committed to delivering an equally high standard of inspection whether the inspection is conducted in English or Welsh. We will monitor how well we carry out our inspections.

### Planning our inspections

- 2.3 In the planning of inspections, we will ensure that:
- the use of the Welsh language is promoted, and that we recognise the responsibilities of the devolved government in Wales
  - inspectors identify and plan for the Welsh language needs of the services being inspected and those we have contact with during our inspections
  - we produce all written documents that will be in the public domain in Wales in both Welsh and English
  - we promote and facilitate the use of the Welsh language.

### New policies, procedures, and inspection processes

- 2.4 When formulating new policies, procedures, and inspection processes relevant to our business in Wales, we will carry out a language impact assessment to make sure we promote and facilitate the use of the Welsh language.

### Working with other inspectorates

- 2.5 HM Inspectorate of Probation leads the inspection of both probation and youth offending work across England and Wales and works with other criminal justice and Welsh inspectorates. When working jointly with other inspectorates in Wales, we will make clear our commitments under this Scheme.

### 3. Delivery of our services

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- 3.1 The principles of equality are central to all our inspections. The provision of a bilingual service, appropriate to the work being inspected, will be a focus in Wales.
- 3.2 Where we identify the need for a Welsh language speaker, either through advance information or at the planning meeting, inspection teams will consist of at least one Welsh speaker.
- 3.3 Interpreter services will be provided in circumstances where Welsh-speaking staff are not available.
- 3.4 Welsh-speaking inspectors are identified as such on their name badges (in Welsh and English) and lanyards to ensure that they are easily identifiable to others when on inspection sites.
- 3.5 We will seek feedback on the provision of our services delivered in Welsh from those whose work we inspect.

#### **Staffing and recruitment**

- 3.6 HM Inspectorate of Probation recruits staff from all areas of England and Wales. Our offices are in Manchester and London; however, our staff are deployed to deliver inspection services across both England and Wales.
- 3.7 Our recruitment policy has a strong focus on increasing the diversity of staff through inspector recruitment. Our targeted recruitment scheme includes the offer of mentoring, support, and opportunities to observe inspections to potential applicants throughout the recruitment process. We will continue to seek to increase the recruitment of Welsh-speaking inspectors and target our adverts within services in Wales.
- 3.8 We will continually monitor the staffing levels of our Welsh-speaking inspectors, identifying promptly where vacancies are anticipated, and recruitment is required.
- 3.9 Before recruitment, our workforce planning arrangements will consider the vacancy levels, forthcoming inspection activity and the numbers of Welsh speakers in post. We will assess whether the ability to speak Welsh is an essential skill for specific posts and formulate the job descriptions accordingly, for example to recruit Welsh-speaking fee paid inspectors.
- 3.10 Where the ability to speak Welsh has been assessed as a job requirement, press and public notices and job adverts will be bilingual.
- 3.11 We will make every effort to recruit suitably qualified and experienced inspectors who can also communicate in Welsh. However, where a Welsh-speaking member of HM Inspectorate of Probation staff is not available, we will ensure that suitably qualified interpreters and translators are available as appropriate, which can include the use of locally approved interpreters.

#### **Staff development and training**



3.12 To ensure that all staff can carry out our business in line with this Scheme, we will:

- audit our staff to establish the number and ability level of staff who can speak, read and write Welsh (including staff who are learning Welsh)
- arrange learning events as an introduction to the Welsh language for all staff who are likely to be undertaking work in Wales. Such training will be delivered as part of staff induction sessions and ongoing staff development and training. These sessions will develop an understanding of our duty under the legislation, the cultural importance of the Welsh language, and how to pronounce basic everyday greetings and Welsh names
- support staff members to learn Welsh and to improve their ability to speak and write in Welsh if there is a business need to do so
- ensure staff are aware of our commitments under the Welsh Language Scheme and how they contribute to its successful implementation
- issue guidance to all staff to ensure they know how to deal with calls and correspondence in Welsh, and provide details of translation and interpreting services.

## 4. External communications

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- 4.1 We will adopt a bilingual format for communications in Wales, which will be reflected in our corporate identity and branding, correspondence, and published documents.

### **Publications and press notices**

- 4.2 We will ensure that all forms for use by the public in Wales are bilingual.
- 4.3 Social media notices of press releases to the Welsh media will be issued in both Welsh and English.
- 4.4 Where the schedule permits, a Welsh-speaking member of staff will be available to conduct Welsh media language interviews.
- 4.5 We publish all our reports on agencies inspected in Wales in both Welsh and English.
- 4.6 All reports published by HM Inspectorate of Probation are public documents and can be accessed via our website: <https://www.justiceinspectors.gov.uk/hmiprobation/>
- 4.7 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**

- 4.8 We will ensure that any correspondence that we initiate with the public in Wales is bilingual. This will include leaflets and any other general information.
- 4.9 We also ensure that:
- all correspondence in Welsh, including from members of the public, is answered in Welsh
  - correspondence received by email 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 recipient will send an initial acknowledgement email in Welsh, while the correspondence is sent to be translated into English
  - We will respond within 20 working days, in accordance with the response time stipulated in the Freedom of Information Act 2000, in the language that the correspondence was originally received in. This means that we will respond in Welsh to any correspondence sent to us in Welsh, by hard copy mail or email, within the same timescale as other hard copy mail and email correspondence written in English.

### **Telephone calls with the public**

- 4.10 We do not operate a switchboard service at either our Manchester or London offices. Telephone calls are therefore likely to go to individual direct lines and will be answered in English. However, we recognise our duty to provide a service to Welsh speakers; therefore, the caller will be given the option either to continue the

conversation in English or to write to us, and we will provide a written response in Welsh within the target timescale referred to above.

- 4.11 The number of telephone calls and written correspondence received in Welsh will be monitored and recorded for auditing and reporting purposes.

### **Meetings with the public in Wales**

- 4.12 HM Inspectorate of Probation does not hold meetings with the 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 the Probation Service and youth offending teams. We may also meet with people who receive these services, which may include individuals under supervision, victims and parents/carers.
- 4.13 If we hold meetings and events in Wales, we will publicise these in both Welsh and English and make it clear that participants will be welcome to contribute in either language. To assist with arrangements, we will invite anyone proposing to attend to let us know at least two weeks in advance if they intend to speak Welsh or English.
- 4.14 Where we know that Welsh is the preferred language, we will ensure that one of our Welsh-speaking inspectors is in attendance, or we will make available the services of an interpreter. Where Welsh language services have been made available at a meeting, we will display a sign indicating that visitors are welcome to speak in Welsh, and the person chairing the meeting will announce that a Welsh language service is available.
- 4.15 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

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### 5.1 HM Inspectorate of Probation will:

- ensure that all of our staff are aware of the Scheme and understand its principles
- publish the Scheme on our website and share the link with all services in Wales whose work we inspect to ensure that public bodies and members of the public with whom we are in contact are made aware of our Scheme
- publish the review of the Scheme on our website
- publish our Annual Reports in Welsh and English on our website.

## 6. Implementing the Scheme

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6.1 We place a high level of importance on our Scheme and aim to implement it well. The Chief Inspector holds overall responsibility for the Scheme, and its day-to-day operation is delegated to the Welsh Language Scheme lead, who is responsible for:

- regularly reporting on the Scheme to the Chief Inspector and senior leadership team
- ensuring that all new staff members are familiar with, and have access to, a copy of the Scheme
- ensuring staff receive appropriate training and development
- acting as first point of contact and adviser to staff, external agencies and members of the public, as appropriate
- monitoring compliance with the Scheme, publishing a report annually, and evaluating the Scheme every three years.

## 7. Monitoring and reviewing the Scheme

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- 7.1 In ensuring the principle of equality for both English and Welsh languages in our inspections, the Welsh Language Scheme lead will be responsible for its implementation and monitoring and will act as first point of contact and adviser to staff and the public.
- 7.2 HM Inspectorate of Probation will monitor how well the commitments set in the Scheme are met 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 commitments set out in our Scheme, we will explain the steps we intend to take to remedy this.
- 7.3 We will produce an annual report 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.
- 7.4 A copy of the annual report will be sent to the Welsh Language Commissioner and will be published on our website.
- 7.5 Should we need to review or propose amendments to this scheme, we will make changes with the Welsh Language Commissioner's approval.

## 8. Enquiries or complaints

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- 8.1 We will deal with any enquiries, suggestions or complaints about our Welsh Language Scheme, or the conduct of our inspections in Wales, in accordance with our published complaints procedure, which is available in both Welsh and English.
- 8.2 In the first instance, members of the public are invited to contact:

### Post

HM Inspectorate of Probation  
1st Floor  
Manchester Civil Justice Centre  
1 Bridge Street West  
Manchester M3 3FX

### Email

[HMIP.enquiries@hmiprobation.gov.uk](mailto:HMIP.enquiries@hmiprobation.gov.uk)

### Timetable for implementation

- 8.3 The plan in Annex A sets out the actions we are taking to ensure that our Welsh Language Scheme is fully and robustly implemented.

## Annex A

Action	Target date
Appointment of a responsible officer	Completed
Publicising the Scheme to all staff	From date of approval
Delivering staff training	Within 12 months of approval
Publication of reports and material in accordance with the Scheme	Ongoing and from date of approval
Advise all agencies we inspect and inspectorates with which we work of the new Scheme	Within three months of approval
Ensure that staff consider and apply this scheme when carrying out work in Wales	Ongoing and as required from date of approval
Continue active recruitment of Welsh-speaking salaried staff and the use of Welsh-speaking fee paid inspectors, as required	Ongoing and as required from date of approval
Ensure processes are embedded to monitor the implementation of the Scheme	From date of approval
Ensure the annual monitoring and reporting arrangements are adhered to	Annually