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## Welsh Language Scheme Annual Monitoring Report

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### Executive Summary

The Welsh Language Act 1993 established the principle that, in the conduct of public business and administration of justice in Wales, the English and Welsh languages should be treated on a basis of equality. As a body offering services to the public in Wales, the HCPC has a number of obligations regarding the promotion and accessibility of Welsh.

In particular, the HCPC is required to put in place a Welsh Language Scheme. This sets out how we give effect to our obligations under the Welsh Language Act 1993.

We launched our Welsh Language Scheme in 2011. Since then, we have completed seven implementation reports on the Scheme for the Welsh Language Commissioner. This provides information relating to the implementation of the scheme, as requested by the Commissioner.

This year's report reflects implementation of the Scheme from 1 April 2018 – 31 March 2019. It has been developed through engagement with colleagues within the relevant departments and was published on the HCPC website on 1 October 2019.

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Previous consideration	This paper was discussed and approved by OMT and SMT.
Decision	The Council is asked to note the paper.
Next steps	The report has been published on the website. Policy and Standards continue to work with other departments to ensure compliance with the Welsh Language Scheme.
Strategic priority	Strategic priority 3: Ensure the organisation is fit for the future and able to anticipate and adapt to changes in the external environment
Risk	Strategic risk 2 - Failure to anticipate and respond to changes in the external environment.  Strategic risk 3 - Failure to be a trusted regulator and meet stakeholder expectations.

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Financial and  
resource  
implications

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Financial and resource implications are factored into work plans.

Author

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## Welsh Language Scheme Annual Monitoring Report

1 October 2019

1.1 This document provides the Welsh Language Commissioner with requested information about the implementation of the HCPC's Welsh Language Scheme.

### 1. Background

2.1 We launched our Welsh Language Scheme (the Scheme) in 2011. Since then we have completed seven implementation reports on the Scheme for the Welsh Language Commissioner's attention.

2.1 We have adopted the principle that in the conduct of public business and administration of justice in Wales, we will treat the English and Welsh languages on a basis of equality. Our Scheme sets out how we give effect to that principle when providing services to the public in Wales.

2.2 During 2018–19, we have continued to implement the provisions of our Scheme. This included:

- considering the needs of Welsh speakers in the redevelopment of our website;
- publishing bilingual advertisements in Wales for any vacancies on our Council; and
- raising awareness amongst employees of our obligations under the Scheme through internal engagement.

<b>Information required by the Welsh Language Commissioner</b>	<b>HCPC response (all figures relate to the period April 2018 – March 2019)</b>
<b>Policy impact assessment</b> <ul style="list-style-type: none"><li data-bbox="215 398 778 611">○ Number and percentage of policies (including those that were reviewed or revised) where consideration was given to the effects the policy would have on the use of the Welsh language.</li><li data-bbox="215 1350 778 1496">○ Example of an assessment deemed <b>to have</b> an impact on the use of the Welsh language and details of how the policy was amended as a result.</li></ul>	<p>All policy development considers equality and diversity implications as appropriate. There is no explicit or additional process for assessing how a policy will impact on the use of the Welsh language beyond the broader equality and diversity assessment.</p> <p>We have recently undertaken a review of our equality and diversity impact assessments. As part of this review, we have introduced a section on our Welsh Language Scheme. This prompts employees to consider how the project engages our commitments under the Scheme.</p> <p>At the end of the reviewing period, the implementation of this work was still in the early stages. We therefore do not have data for this financial year. We anticipate that these impact assessments will be better embedded throughout the organisation at the time of our next annual report, in which case we will be able to provide this data.</p> <p>N/A – No policies have been identified as requiring amendment on these grounds.</p>
<b>Publications</b> <ul style="list-style-type: none"><li data-bbox="215 1563 770 1635">○ Number of publications available to the public</li><li data-bbox="215 1673 770 1744">○ Number of publications available to the public in Welsh</li></ul>	<p>127 in total; 4 new this year and 3 revised this year</p> <p>12 in total; 1 new this year</p> <p>This is a reduction in the number of Welsh publications available as of last year. This is because, as a result of the website review, we identified out of date content that had to be removed. However, despite less publications, we have increased our Welsh website content more broadly. We</p>

	<p>will continue to expand on this in the future. This aligns with our move towards a 'digital first' approach, whereby we are prioritising developing content online as opposed to in physical publications.</p> <p>While all of our publications are available to the public, not all of them relate to the carrying out of our public business or have the general public as main target audience. We publish bilingually, where the level of potential public interest requires it.</p>
<p><b>Complaints</b></p> <ul style="list-style-type: none"> <li>○ Number of all complaints received about the conduct of practitioners in Wales</li>   <li>○ Number of complaints received in Welsh about the conduct of practitioners in Wales</li>   <li>○ Number of complaints received related to the Council's compliance with its Welsh language scheme</li> </ul>	<p>18 Fitness to Practise complaints concerning registrants living in Wales</p> <p>46 total complaints if you also include Protection of title concerns, Health and Character declarations and miscellaneous complaints (such as those where we cannot identify a registrant).</p> <p>0</p> <p>0</p>
<p><b>Website</b></p> <ul style="list-style-type: none"> <li>○ Percentage of the organization's website that is available in Welsh</li>   <li>○ Evidence relating to any plans to improve or increase the Welsh Language provision on the website</li> </ul>	<p>7.8% (not including dynamic content, e.g. hearings, news, events, resources or documents).</p> <p>Last year, we completed a major project to build new website services. One of the high-level objectives of the project was to ensure that the new website meets the requirements of our Scheme. This has resulted in us substantially increasing our capabilities to deliver content in Welsh, and given us the ability to develop more content in Welsh in the future as required.</p>

<ul style="list-style-type: none"> <li>○ Evidence relating to the process used to ensure that existing content, updates and new content, complies with the requirements of the Welsh language scheme (if the process is different to that reported in 2017-18)</li> </ul>	<p>We regularly review and update our Welsh language pages to ensure that the content is up to date, accurate and complies with the requirements of our Scheme. All of our Welsh language pages were reviewed as part of the new website project in 2018.</p> <p>The new website also provides the ability for our content to be multilingual, allowing us to develop new Welsh content in the same format as we would English content. This means we can continue to develop our Welsh language content in line with the commitments in our Scheme.</p>
<p><b>Promotion of Welsh language services</b></p> <ul style="list-style-type: none"> <li>○ Information about methods used to <b>promote</b> the organisation's Welsh language services and evidence of any subsequent increase in the public's use of the services.</li> <li>○ Information about methods used to assess the quality of the organisation's Welsh language services (e.g. by assessing the experience of existing/ potential service users)</li> </ul>	<p>Under our Scheme, we give notice of public events in Wales bilingually, translate physical resources, offer simultaneous translation and make other adjustments when delivering public events in Wales. We provide translations of publications on request and advertise this in publications and on our website. All employee email signatures include 'Correspondence is welcome in English or Welsh / Gallwch ohebu yn Gymraeg neu Saesneg.' We have accommodated requests for translations of FTP hearing decisions into Welsh.</p> <p>Our assessment of take up of the simultaneous translation service provided at events shows that demand is very low.</p>
<p><b>Fitness to practise cases</b></p> <ul style="list-style-type: none"> <li>○ Number of hearings held in Wales</li> <li>○ Number of hearings where a request was made by the witness to speak Welsh</li> <li>○ Number of hearings in which evidence was presented in Welsh</li> </ul>	<p>55</p> <p>0</p> <p>0</p>

<p><b>Language awareness training</b></p> <ul style="list-style-type: none"> <li>○ Number and percentage of the organization's new staff (i.e. new since 1 April 2018) that received Welsh language awareness training.</li>   <li>○ Number and percentage of the organization's entire workforce that has received Welsh language awareness training since the training was introduced.</li> </ul>	<p>61 (100%) - Welsh language awareness training is a requirement of our new starter induction checklist. All new employees will receive information about our Scheme and its requirements from their manager in their first two weeks of employment.</p> <p>264 (100%) – As above. In addition, all existing staff are kept aware of any developments relating to HCPC's Welsh language requirements through internal communications, including intranet articles and presentation at all employee meetings.</p>
<p><b>Self-regulation</b></p> <ul style="list-style-type: none"> <li>○ Details of the arrangements and procedures the organisation has adopted to enable it to self-regulate effectively.</li> </ul>	<p>The HCPC is committed to offering services to the public in Wales in the language of their choice.</p> <p>We continually monitor compliance with our Welsh Language Scheme, whether that be through internal communications or through reviews of the content we offer online about the Scheme. The Scheme is also reviewed annually as part of our Governance processes, whereby updates are shared with our Operational and Senior Management Teams and Council.</p> <p>The Policy and Standards team also meets with representatives from departments, to monitor compliance with the Scheme.</p> <p>We will continue to look at new ways of self-regulation, in preparation for the implementation of new Welsh Language Standards.</p>