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## Welsh Language Scheme Annual Monitoring Report 2021

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### Executive Summary

A report to the Welsh Language Commissioner on our Welsh Language Scheme is an annual statutory requirement. The report uses a handful of data points to gauge the demand for Welsh language services as well as the HCPC's provision of these services. As in other years, the demand for Welsh language services from the public and registrants remains very low and our report is similar to submissions in previous years.

Since our last submission, we are able to report that our Learning and Development team have launched training materials which have been completed by 96% of new starters. We can also note an increase in the amount of Welsh language content available on our website.

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Previous consideration	The report was reviewed by ELT before submission.
Decision	Council is asked to note this paper.
Next steps	The response was submitted to the Welsh Language Commissioner on 2 October. Our next steps will be to continue our engagement with the WLC and on our larger work related to Welsh language standards.
Strategic priority	Strategic priority 4: Be visible, engaged and informed
Financial and resource implications	There are no additional resource or financial implications associated with this work. The implementation of this change is already factored into existing work plans.
Appendices	Appendix A - 2021 WLS Annual Monitoring Report – HCPC
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## Welsh Language Scheme Annual Monitoring Report

1 October 2021

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 nine 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.

1.1 During 2020-2021, we have continued to implement the provisions of our Scheme. This included:

- considering the needs of Welsh speakers in the continuing development of our website,
- Assessing updates to policies against our Welsh Language Scheme,
- raising awareness amongst employees of our obligations under the Scheme through internal communication and the development of new e-learning modules for staff.

Information required by the Welsh Language Commissioner	HCPC response (all figures relate to the period April 2020 – March 2021)
<p><b>Policy impact assessment</b></p> <ul style="list-style-type: none"> <li>○ 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>○ 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><b>Five</b> including a major project to update our Standards of Proficiency. Every project undertaken must include an impact assessment which asks, “how might this project engage our commitments under the Welsh Language Scheme?”</p> <p>While consideration was given to the Welsh language in all our projects, none were deemed to have an impact on the Welsh language or the HCPC’s provision of Welsh language service. .</p>
<p><b>Publications</b></p> <ul style="list-style-type: none"> <li>○ Number of publications available to the public</li>   <li>○ Number of publications available to the public in Welsh</li> </ul>	<p>141 (11 new publications)</p> <p>14 (1 new publication)</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>The HCPC practices a web-first policy where we prioritise the creation of web content over standalone publications. This means updates to our content are more likely to happen across the website than within publications.</p>
<ul style="list-style-type: none"> <li>○ Number of all complaints received about the conduct of practitioners in Wales</li> </ul>	<p>86</p>

<ul style="list-style-type: none"> <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>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> <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 2019-20)</li> </ul>	<p>10.12% (not including dynamic content, e.g. hearings, news, events, resources or documents).</p> <p>We have increased the Welsh content on our website by 19% from the previous year.</p> <p>Our website continues to provide the ability for our content to be multilingual, allowing us to develop new Welsh language content in the same format as we would English language content. This means we can continue to develop our Welsh language content in line with the commitments in our Scheme.</p> <p>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. For example, as part of developing the information on COVID-19, we ensured that content pages relevant for stakeholders were available in Welsh.</p> <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.</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</li> </ul>	<p>All employee email signatures include 'Correspondence is welcome in English or</p>

<p>language services and evidence of any subsequent increase in the public's use of the services.</p> <ul style="list-style-type: none"> <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>Welsh / Gallwch ohebu yn Gymraeg neu Saesneg.'</p> <p>Our Welsh language option on our website is prominently displayed. Relevant pages on our English language website inform visitors that they can request information in Welsh. We have not noticed an increase use of our Welsh language services. Our Welsh Language Scheme is easy to find on our website and details the obligations the HCPC must meet as well as how to complain about service provision in the Welsh language.</p> <p>Where concerns have been raised about the quality of our Welsh language services, these would be centralised by our complaints team. We did not receive any complaints about the implementation of our Welsh Language Scheme in the reporting year.</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>16*</p> <p>*We did not hold any physical hearings in Wales because of the pandemic. This number refers to hearings for registrants based in Wales.</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 2020) that received Welsh language awareness training.</li> </ul>	<p>45 (96%)</p>

<ul style="list-style-type: none"> <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>239 (99%)</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>By encouraging feedback and correspondence in Welsh, we hope to encourage more Welsh speakers to contact the organisation in Welsh and to identify where we can improve our offering.</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.</p> <p>During the reporting period, we had already begun identifying how the organisation will be able to meet the draft Welsh Language Standards 2020 and which ways of working need to adapt.</p> <p>Our Equality, Diversity and Inclusion Action Plan discussed the organisation's commitment to meet our Welsh Language Scheme's obligation and to ensuring that our services are accessible to members of the public who use the Welsh language.</p>

*\*You could provide details of arrangements such as the following:*

**User Feedback**

- *Engagement*
- *Complaints procedure*

### ***Internal assurance about performance***

- *Independent checks (e.g. mystery shopper)*
- *Internalising the language planning processes/monitoring/reporting of performance*
- *Using internal audit techniques*
- *Robust processes to comply with the record-keeping standards/supplementary*

### ***Accountability and support***

- *Leadership and strategic planning by senior manager*
- *Leadership and operational expertise by a specific individual or team*
- *Managers across the organisation with responsibility for the standards in their area of work.*