

## Welsh Language Scheme Annual Monitoring Report

## 5 October 2022

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 2021-2022, 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 elearning modules for staff.

## Information required by the Welsh **HCPC** response (all figures relate to the Language Commissioner period April 2021 - March 2022) 5 (100%). This included reviews of Policy impact assessment Number and percentage of policies significant policies such as our Guidance (including those that were reviewed or on Health and Character declarations and revised) where consideration was given to the development of our EDI Action Plan. the effects the policy would have on the Every project undertaken must include an use of the Welsh language. impact assessment which asks, "how might this project engage our commitments under the Welsh Language Scheme?" Example of an assessment deemed to While all of our policy reviews must have an impact on the use of the Welsh include an impact assessment, none of language and details of how the policy was these policies were deemed to have an amended as a result. impact on our commitments via our Welsh Language Scheme. The policies reviewed during the period generally impacted on HCPC registrants across the UK (rather than registrants in Wales specifically) and not on Welsh-speaking members of the public. Number of publications available to the **Publications** □ Number of publications available to public: 181. This includes: the public • Standards and guidance = 42 • Reports = 103 • Policy = 24 • Legislation = 13 □ Number of publications available to While all of our publications are available the public in Welsh 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. 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. **Complaints**  Number of all complaints received 60 about the conduct of practitioners in Wales Number of complaints received in 0 Welsh about the conduct of practitioners in Wales Number of complaints received related 1 to the Council's compliance with its Welsh language scheme Explain the nature of any complaints We received one complaint from a relating to the Council's compliance with its registrant who had received Welsh language scheme communication in English, despite their need for Welsh communication being recorded on their registration file. We reviewed this complaint, which was due to a mis-match of information. While the registered email address was sent correspondence in Welsh, the registered mobile number was sent a reminder text in English only. We addressed this to ensure our records are correct. Website 6.65% (not including dynamic content, e.g. Percentage of the organisation's hearings, news, events, resources or website that is available in Welsh documents). Evidence relating to improvements or The percentage of our website available in increase in Welsh Language provision on Welsh has decreased since the last the website reporting period for two reasons. First, there has been an increase in content on the website in general. Second, we have changed the way we gather statistics for this purpose. Previously we determined the percentage using information drawn from our site map, but this only provided data on pages in the first two levels or subsections on the website. Our new method provides a more accurate representation of our website content. This means that while the percentage of content has decreased, the amount of

Welsh content has not decreased, compared to the previous reporting period. Our web content is managed by a small team who have received training in our Evidence relating to the process used Welsh Language Scheme. Where new to ensure that existing content, updates web content is developed as part of a and new content, complies with the larger project, any impact on our Welsh requirements of the Welsh language Language Scheme will have been identified during the project initiation or in scheme the impact assessment conducted before it is submitted for governance approval. **Promotion of Welsh language services** Information about methods used to Staff email signatures include the phrase promote the organisation's Welsh "Correspondence is welcome in English or language services and evidence of any Welsh / Gallwch ohebu yn Gymraeg neu subsequent increase in the public's use of Saesneg" to encourage individuals to communicate with the HCPC in Welsh. the services. Our website has a prominent 'Cymraeg' tab that provides information in Welsh which is relevant to Welsh-speaking members of the public. New standards are shortly to be introduced by the Welsh Language Commission. We have begun work on the implementation of new standards and will be updating our Welsh Language Scheme in light of the new standards. 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. Where Information about methods used to we have received feedback on our Welsh Language Scheme, this is handled by our assess the quality of the organisation's Welsh language services (e.g. assessing Complaints and Feedback team and the experience of existing/ potential service followed up internally where there are users) lessons to be learned. Fitness to practise cases We held 54 hearings for 28 concerns □ Number of hearings held in Wales where the registrant had a registered address in Wales. Of these, we held 2 hearings physically in Wales and 52 □ Number of hearings where a witness wished to speak Welsh hearings electronically.

<ul><li>□ Number of hearings in which evidence was presented in Welsh</li><li>□ Number of hearings held in Welsh</li></ul>	0
	0
Language awareness training  Number and percentage of the organisation's staff that has received Welsh language awareness training.	98% of staff who were required to complete the module by the end of March 2022 did so successfully.  During the reporting period, we retired our Welsh awareness module which was part of our corporate induction. We replaced it with an e-learning module which staff are assigned each year (in the same way as our training on the Bribery Act is assigned annually to all staff).  During the reporting period, the corporate induction module was assigned to 100 new starters. New starters have several weeks to complete all of our induction courses, which means that some staff were not required to have completed training by the end of the reporting period.
Self-regulation  Details of the arrangements and procedures the organisation has adopted to enable it to self-regulate effectively.	At the end of this reporting period, we launched our new training module for staff on the Welsh language. Before this, our training on our Welsh Language Scheme was included in our corporate induction. The new training is a standalone module which includes sections on the history of the Welsh language and the cultural significance of the Welsh language in Wales and is compulsory for all staff.  As our Equality Impact Assessment documentation includes specific questions about our Welsh Language Scheme, new projects are assessed against this criteria at development and implementation stages.