
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.

	<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>Complaints</p> <ul style="list-style-type: none"> ○ Number of all complaints received about the conduct of practitioners in Wales ○ Number of complaints received in Welsh about the conduct of practitioners in Wales ○ Number of complaints received related to the Council's compliance with its Welsh language scheme 	<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>Website</p> <ul style="list-style-type: none"> ○ Percentage of the organization's website that is available in Welsh ○ Evidence relating to any plans to improve or increase the Welsh Language provision on the website 	<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"> ○ 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) 	<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>Promotion of Welsh language services</p> <ul style="list-style-type: none"> ○ Information about methods used to promote the organisation's Welsh language services and evidence of any subsequent increase in the public's use of the services. ○ 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) 	<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>Fitness to practise cases</p> <ul style="list-style-type: none"> ○ Number of hearings held in Wales ○ Number of hearings where a request was made by the witness to speak Welsh ○ Number of hearings in which evidence was presented in Welsh 	<p>55</p> <p>0</p> <p>0</p>

<p>Language awareness training</p> <ul style="list-style-type: none"> ○ Number and percentage of the organization's new staff (i.e. new since 1 April 2018) that received Welsh language awareness training. ○ Number and percentage of the organization's entire workforce that has received Welsh language awareness training since the training was introduced. 	<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>Self-regulation</p> <ul style="list-style-type: none"> ○ Details of the arrangements and procedures the organisation has adopted to enable it to self-regulate effectively. 	<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>