



**Council**  
**23 July 2014**  
**Welsh Language Scheme Annual Report**

<b>Classification</b>	Public
<b>Purpose</b>	For noting
<b>Issue</b>	Under the Welsh Language Act 1993, the GOsC is required to publish an annual report on the implementation and progress of its Welsh Language Scheme. This paper reports on the development of our third annual report, which is attached as an annex for approval, and forthcoming changes to Welsh Language Commissioner's system of monitoring provision for Welsh language speakers.
<b>Recommendation</b>	To note the 2013-14 Annual Report on the GOsC Welsh Language Scheme and note the forthcoming changes.
<b>Financial and resourcing implications</b>	The cost of implementing the Scheme is provided for in the 2014-15 budget.
<b>Equality and diversity implications</b>	The purpose of the Annual Report is to monitor the implementation of the GOsC Welsh Language Scheme, ensuring that the GOsC fulfils its obligations to Welsh language speakers.
<b>Communications implications</b>	The 2013-2014 Annual Report will form the basis of the GOsC Welsh Language Scheme Annual Monitoring Report, which must be submitted annually to the Welsh Language Commissioner. The Annual Monitoring Report will be published on our website and highlighted to Wales-based registrants.
<b>Annex</b>	GOsC Welsh Language Scheme Annual Report 2013-2014
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## Background

1. The Welsh Language Act 1993 established the principle that in the conduct of public business and the administration of justice in Wales, the English and Welsh languages should be treated on a basis of equality. The Act also made provision for the preparation and approval of Welsh language schemes that set out the measures an organisation will take to put into effect the principle of equality of language with regard to Welsh and English.
2. The GOsC Welsh Language Scheme was introduced on 1 August 2011, following public consultation between March and June 2011, and approval by the Welsh Language Board on 12 July 2011. The Welsh Language Board was replaced by the Welsh Language Commissioner in April 2012.
3. Under the Welsh Language Act, the GOsC is required to actively monitor the implementation and progress of our Scheme and to make an annual report to the Council and to the Welsh Language Commissioner.
4. The GOsC Welsh Language Scheme Annual Report 2013-14 is attached as an Annex.

## New Welsh Language Standards

5. The Welsh Language Measure 2011 introduced a new system of standards (duties) relating to the use of the Welsh language or the treatment of the Welsh language. There are more than 100 standards in five areas and the standards currently have draft status.
6. In September 2014, the Welsh Language Commissioner will begin an investigation to determine which of the standards the GOsC (and other similar organisations) should have to comply with. During the investigation, which will last up to 12 weeks, the GOsC will provide evidence about the services we provide that are subject to the proposed new standards and we will be able to state whether the GOsC considers the requirements to be reasonable and proportionate.
7. In March 2015, the Welsh Language Commissioner will present a report to the Welsh Government. Welsh ministers will then draw up draft requirements for the GOsC and other organisations, which will be consulted on. Alongside this, a regulatory impact assessment will be conducted. Following consultation, the GOsC will be issued with a compliance notice, which will set out what is expected of us; reasonableness and proportionality will apply. The content of a compliance notice can be challenged and an organisation may appeal to the Welsh Language Tribunal if it believes that a standard, or a requirement to comply, is unreasonable or disproportionate.
8. The health regulators are working together to consider the implications of the Welsh Language Standards investigation and, possibly, to develop a co-ordinated response.

**Recommendation:** to note the 2013-2014 Annual Report on the GOsC Welsh Language Scheme and note the forthcoming changes to the Scheme.

## **GOsC Welsh Language Scheme**

### **Annual Report 2013-2014**

#### **Background**

1. The General Osteopathic Council (GOsC) is a statutory body, established by the *Osteopaths Act 1993*, with responsibility for regulating the practice of osteopathy in the United Kingdom. Our purpose is to protect the public by ensuring high standards of education, practice and conduct among osteopaths. We maintain the [Statutory Register of Osteopaths](#) and by law osteopaths must be registered by the GOsC in order to practise in the UK.
2. Our Welsh Language Scheme was approved by the Welsh Language Board on 12 July 2011 and introduced by the GOsC on 1 August 2011. This is our third annual monitoring report to the Welsh Language Commissioner.

#### **Publicising the scheme**

3. The scheme is available on our website on dedicated pages in [English](#) and [Welsh](#) and is included in the 'Quick links' feature that appears on every web page. It is also included in the 'Guide to information', which is part of our [Publication Scheme](#). In addition, when we publish or make available a publication aimed at the public in Wales, osteopaths practising in Wales are made aware of the publication and the Scheme, in order that they can inform their patients.

#### **Awareness**

##### *Duties under the Act*

4. In preparation for the Annual Monitoring Report, GOsC staff were requested to report any action taken under the Scheme during the year July 2013-July 2014.

#### **Services provided under the Welsh Language Scheme**

##### *GOsC website*

5. The GOsC website presents key public information in Welsh about the function of the GOsC and the services provided under the Welsh Language Scheme at [www.osteopathy.org.uk/about/our-work/Cymraeg/](http://www.osteopathy.org.uk/about/our-work/Cymraeg/). The Welsh page has been viewed 154 times between 25 June 2013 and 24 June 2014 and the English page about the Scheme has been viewed 45 times.
6. As part of general improvements to our website that will be completed by summer 2014, we are reviewing the current information in Welsh, which is now on one long page, with a view to creating a new Welsh Language section. Information on different areas of our work will appear on separate pages, making it easier to find and more accessible to website users.

### *Communicating with the Welsh speaking public*

7. We have received no letters or telephone calls in Welsh in the last year. We did not hold any public meetings in Wales, nor did we have a fitness to practise hearing at which a witness requested interpreting services.

### *Publications*

8. In August 2013, the UK healthcare regulators produced a new digital edition of a jointly produced leaflet for patients: '*Who regulates health and social care professionals?*' The revised leaflet reflects changes in the regulation of health and social care professionals in the United Kingdom. A Welsh version of the revised leaflet is available to download from our website on the 'UK Regulators' page and the 'Cymraeg' page. Osteopaths practising in Wales were emailed on 4 September 2013 to inform them about the new version of this leaflet, with a link to the leaflet. We invited comments on the leaflet but no comments have been received.
9. In October 2012 the GOsC published two new public information leaflets: *What to expect when you see an osteopath* and *Standards of osteopathic care*. The leaflets are available in Welsh on the 'Cymraeg' page of our website, and information on the 'Leaflets' page within the 'Resources' section of the website advises that these leaflets are available in Welsh and English. Osteopaths practising in Wales were advised that Welsh translations of the new public information leaflets are available. Between 25 June 2013 and 24 June 2014, the Welsh version of *What to expect when you see an osteopath* was downloaded 12 times and *Standards of osteopathic care* in Welsh, 10 times.
10. The GOsC's annual round of presentations to final-year students, which highlights GOsC patient information resources available for use by registrants in practice, was this year revised to raise awareness of those resources that have been adapted to better serve Welsh speaking patients.
11. In February 2014 the GOsC introduced new resources to help osteopaths promote public awareness of their status as registered health professionals. These resources include public information posters and Registration Marks. For osteopaths practising in Wales, there are Welsh Language versions. An email was sent to osteopaths practising in Wales promoting the resources in Welsh and included links to the resources on the GOsC registrant website, the **o** zone. Between February and June 2014, six osteopaths have requested the 'I'm Registered' Mark in Welsh (for sole practitioners) and five have requested 'We're registered' mark for group practices.

### **Third parties**

12. In this reporting period there were no new contracts entered into with third parties for the provision of services to, or affecting, the public in Wales.

## **Monitoring and reporting on the scheme**

13. Our Senior Management Team monitors the implementation of the Welsh Language Scheme and an annual report on progress is provided to the Council.