



Council
12 July 2016
Welsh Language Scheme Annual Report

Classification	Public
Purpose	For noting
Issue	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 introduces our fifth annual report, which is attached as an annex for approval, and provides an update on the forthcoming introduction of Welsh Language Standards.
Recommendation	To note the 2015-16 Annual Report on the GOsC Welsh Language Scheme and the anticipated changes in Welsh language requirements.
Financial and resourcing implications	The costs of implementing the current Scheme are provided for in the 2015-16 budget. The introduction of the new standards may incur costs not budgeted for in this financial year.
Equality and diversity implications	The purpose of the Annual Report is to ensure that the GOsC fulfils its obligations to Welsh language speakers.
Communications implications	The 2015-2016 Annual Report will form the basis of the GOsC Annual Monitoring Report on the Welsh Language Scheme, to be submitted to the Welsh Language Commissioner. The Annual Monitoring Report will be presented in English and Welsh, published on our website and brought to the attention of Wales-based registrants.
Annex	GOsC Welsh Language Scheme Annual Report 2015-2016
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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 makes 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. The GOsC Welsh Language Scheme was introduced on 1 August 2011.
2. 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 GOsC Council and to the Welsh Language Commissioner.
3. The format of the annual monitoring report and the data reported are as specified by the Welsh Language Commissioner.

Discussion

4. The GOsC Welsh Language Scheme Annual Report 2015-16 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 or treatment of the Welsh language. There are more than 100 standards in five areas.
6. In 2014-15, the Welsh Language Commissioner conducted an investigation to determine which of the standards the GOsC (and other similar organisations) should have to comply with. The GOsC submission included a questionnaire for the Welsh Language Commissioner about the degree to which the GOsC could reasonably meet the standards and a regulatory impact assessment required by the Welsh Government.
7. The Welsh Language Commissioner presented a report on her investigation to the Welsh Government in June 2015 so that Welsh Ministers could consider the findings and the regulatory impact assessments, before drawing up draft standards for the GOsC and other organisations.
8. While draft standards have now been published for some other organisations, they had not been produced for the GOsC and other health regulators, before the Welsh Government went into purdah at the time of the 2016 Assembly elections. Work on standards will now recommence but there is no indication at present when the standards for health regulators will appear.

9. When these are published, the GOsC will be issued with a draft compliance notice, which will set out what is expected of us. There will be consultation period during which the GOsC can challenge the standards and compliance requirements. Organisations may appeal to the Welsh Language Tribunal if they believe that a standard, or a requirement to comply, is unreasonable or disproportionate. At the conclusion of this process, a final compliance notice will be issued.
10. The health regulators are working together to determine the implications of the new standards and, possibly, to develop a coordinated response.

Overview of registrants in Wales and GOsC Welsh language developments in 2015-2016

11. As at June 2016, there are 135 GOsC registrants practising in Wales. Currently, osteopaths have access to two Wales-based regional societies, one in north/mid-Wales and the other located in the south Wales/Cardiff area. An osteopathy training course is provided by Swansea University.
12. In May-June 2016, we conducted a survey of Wales-based registrants to find out to what extent they provide services in Welsh and whether in their practices they use the patient information we publish in Welsh. We also asked if they thought it would be helpful to them and their patients if the Register indicated practices where Welsh is spoken (a suggestion made to us by the Welsh Language Commissioner).
13. We received responses to the survey questions from 56 Wales-based registrants, plus two email responses that did not related directly to the survey questions. Findings indicate that around 30% of respondents to the survey speak Welsh and work in practices where Welsh is spoken with patients. Identifying on the Register practices in which Welsh is spoken was thought to be helpful by 39% of respondents and not helpful by 55%. Five respondents commented that offering resources in Welsh was important and a good initiative on the part of the GOsC. A few, however, were concerned at the cost-benefit (to the GOsC and as a general practice in Wales) of providing materials in Welsh and were not interested in providing resources in Welsh to patients. We are currently considering the survey responses to decide on any further action.
14. Of concern to the GOsC was the low percentage of respondents who are aware that the GOsC produces resources in Welsh (36%) and who use them in their practices (11%), despite regular promotion. Given this survey indication, we shall be renewing our efforts to promote our Welsh language resources to all Wales-based registrants. We will continue to monitor the uptake in the use of these resources.
15. A report on the survey results is available from the communications team.
16. In 2016 we produced new guidance for witnesses called to give evidence at GOsC fitness to practise hearings, and this has been translated into Welsh. Both the

English and Welsh leaflets are available to download from our website. Other materials available in Welsh include:

- The public information leaflets *What to expect from your osteopath* and *Standards of osteopathic care*
- A leaflet published jointly by the health and social care regulators *Who regulates health and social care professionals?*
- The *Osteopathic Practice Standards*
- The GOsC Registration Marks
- The 'I'm registered' and 'We're registered' posters
- The GOsC complaints leaflets
- The QAA review of the Swansea University recognised qualification.

In the past year, we issued 8 'I'm registered' Marks and 2 'We're registered' Marks.

17. There is web content in Welsh in the Cymraeg section of the public website. This section of the website is currently being reorganised to improve presentation and navigability, which overall should improve its usability.

Recommendation: to note the contents of this paper, including the 2015-16 Annual Report on the GOsC Welsh Language Scheme and the anticipated changes in Welsh Language requirements.



General Osteopathic Council

Welsh Language Scheme Annual Monitoring Report 2015-2016

1. Policy impact assessment

- **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.**

3 (43%). All new or revised GOsC policies and proposed initiatives are assessed to see if there are any equality and diversity implications (including use of the Welsh language) and formal equality impact assessments are carried out on all major projects.

- **Example of an assessment deemed to have an impact on the use of the Welsh language and details of how the policy was amended as a result.**

0

2. Publications

- **Number of publications available to the public**

13

- **Number of publications available to the public in Welsh**

10

We also have Welsh versions of the Registration Mark logos for osteopaths to use to clearly indicate to the public and patients that they are registered health professionals. In the last year we issued 8 'I'm registered' marks and 2 'We're registered' marks in Welsh.

3. Complaints

- **Number of all complaints received about the conduct of practitioners in Wales**

0

- **Number of complaints received in Welsh about the conduct of practitioners in Wales**

0

- **Number of complaints received related to the Council's compliance with its Welsh language scheme**

0

4. Website

- Percentage of the organization's website that is available in Welsh**
7.7%
- Evidence relating to any plans to improve or increase the Welsh Language provision on the website**
We are in the process of re-arranging the Welsh information on the GOsC public website to make this section clearer and more accessible. We have recently developed new guidance for witnesses giving evidence in our fitness to practise processes, and a Welsh version of this leaflet is available on our website. As and when we produce information for the public, such as the guidance for witnesses we published this year, that will be published in English and Welsh and Welsh content added to the Welsh section of the website.
- 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 has changed since the 2014-2015 report)**
No change in process

5. Promotion of Welsh language services

- 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.**
This year we have conducted a survey of our registrants practising in Wales (n=135) to find out how many speak Welsh and use Welsh in their daily practice. We also wished to know to what degree our registrants in Wales use the patient information we publish in Welsh. The survey generated 56 responses. A response rate of (42%). 16 respondents (29%) speak Welsh and 32 % (18) of respondents work in practices where Welsh is spoken when communicating with patients. The most frequently offered service is telephone calls in Welsh. A majority of respondents (55%) did not think it would be helpful to identify on the GOsC Register practices where Welsh is spoken, while 39% thought it would be helpful.

As the majority of respondents were not aware of the GOsC resources available in Welsh and don't use them in their practice, we plan to renew efforts to promote our Welsh-language resources, targeting our registrants in Wales. We will monitor any subsequent increase in the use of these resources to report in the future.
- 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)**
We have had no complaints about our Welsh language services. There were a number of comments in the responses to our 2016 survey of Wales-based registrants, showing appreciation of the resources available in Welsh and commending these resources. When we have completed the reorganisation of the Welsh language section of our website, we will seek feedback from patients and the public in Wales via an online survey.

6. Fitness to practise cases

- **Number of hearings held in Wales**
0
- **Number of hearings where a request was made by the witness to speak Welsh**
0
- **Number of hearings in which evidence was presented in Welsh**
0

7. Language awareness training

- **Number and percentage of the organization's new staff (i.e. new since 1 April 2015) that received Welsh language awareness training.**
5 (100%)
- **Number and percentage of the organization's entire workforce that has received Welsh language awareness training since the training was introduced.**
25 (100%)