



Council
18 July 2017
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 sixth annual report, which is attached as an annex, and provides an update on the forthcoming introduction of Welsh Language Standards.
Recommendation	To note the 2016-17 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 2016-17 budget.
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 2016-2017 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 2016-2017
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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 2016-17 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 summer 2016 the Welsh Government proposed that a previously published set of standards (No. 4 Regulations) should be applied retrospectively to the health and social care regulators, and held a three-month consultation on those standards and the proposal.
7. The GOsC's response to the consultation included a report on the appropriateness of those standards to the GOsC and its work, and a regulatory impact assessment.
8. The health and social care regulators worked together before and during the consultation period to ensure that, while each submitted an individual response as each regulator is different, some common messages were communicated. For instance, it was emphasised that the regulators are funded entirely from registration fees and any increased costs incurred as a result of the imposition of the new standards would either result in a rise in registration fees or have negative impact on the regulators' public safety work, or both.

9. After considering the consultation responses the Welsh Government decided that the No. 4 Regulations should not be applied to the health and social care regulators and it has drafted a new set specifically for the regulators.
10. The Welsh Government has been reviewing the Welsh Language Measure as there is a view that the current process of making and imposing standards is too bureaucratic and slow. It will publish a White Paper about changes to the Welsh Language Measure this summer, followed by a consultation. The draft standards for the regulators will not be published until after the White Paper consultation has concluded.
11. Once the new draft standards for the regulators have been published there will be a three-month consultation before the standards are finally agreed by the Welsh Assembly.
12. When the final standards 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.
13. At present it looks as though we are unlikely to be presented with a final compliance notice until autumn 2018, and we will have at least six months to comply with the new standards.

Overview of registrants in Wales and action under the GOsC Welsh language scheme in 2016-2017

14. As at June 2017, there are 138 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.
15. There is web content in Welsh in the Cymraeg section of the public website. This section of the website has been reorganised to improve usability and accessibility.
16. Materials available in Welsh for the public and for osteopaths to use in their practice include:
 - The public information leaflets *What to expect from your osteopath* and *Standards of osteopathic care*
 - Witness guidance

- 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 seven 'I'm registered' Marks and one 'We're registered' Marks in Welsh.

17. The responses to a survey of Wales-based registrants in 2016 indicated a low awareness of the GOsC resources available in Welsh. We produced a leaflet in English and Welsh for registrants highlighting all the material for the public available in Welsh and sent this to registrants both by email and in hard copy mailings, as well as putting the leaflet on the website. To date this leaflet has been downloaded 15 times in English and five times in Welsh, but there has been no consequent increase in downloads of our Welsh leaflets for the public, or views of the Welsh section of our website. We will be considering further options for promoting our Welsh language resources.
18. Following the survey of registrants mentioned above we also added a new practice detail to our Register information: 'Welsh spoken'. Registrants were informed about this and invited to add this to their practice details if they wished. To date, eight practices on the Register indicate that the Welsh language is used with patients and we will highlight this feature regularly in our publications.

Recommendation: to note the 2016-17 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

QD indicates that the Welsh Language Commissioner requires quantitative data.

Policy impact assessment <ul style="list-style-type: none"> 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. 4, 100% 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 	QD
Publications <ul style="list-style-type: none"> Number of publications available to the public 11 Number of publications available to the public in Welsh 11 	QD QD
Complaints <ul style="list-style-type: none"> Number of all complaints received about the conduct of practitioners in Wales 1 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 	QD QD QD

<p>Website</p> <ul style="list-style-type: none"> Percentage of the organization's website that is available in Welsh 12.7% Evidence relating to any plans to improve or increase the Welsh Language provision on the website We have re-organised the Welsh information on our website to make the section easier to use. 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 2015-16) No change in process 	QD
<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. As a survey last year of our registrants practising in Wales showed low awareness of our Welsh language resources, we produced a leaflet in English and Welsh for registrants showing all the material for the public available in Welsh. We sent this to registrants both by email and in hard copy mailings as well as putting the leaflet on our website. To date this leaflet has been downloaded 15 times in English and five times in Welsh, but there has been no consequent increase in downloads of our Welsh leaflets for the public, or views of the Welsh section of our website. We will be considering further options for promoting our Welsh language resources. <p>Following the survey of registrants mentioned above we also added an additional practice detail to our Register: Welsh spoken. Registrants were informed about this and invited to add this to their practice details if they wished. To date, eight practices on the Register indicate that the Welsh language is used with patients and we highlight this feature in our publications from time to time.</p> 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. We are planning to seek feedback about our Welsh language resources from patients and the public in Wales using an online survey. 	

<p>Fitness to practise cases</p> <ul style="list-style-type: none"> ○ 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 	<p>QD</p> <p>QD</p> <p>QD</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 2016) 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. 26, 100% 	<p>QD</p> <p>QD</p>