



Council
17 July 2018
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 seventh annual report, which is attached as an annex, and provides an update on the forthcoming introduction of Welsh Language Standards.
Recommendation	To note the 2017-18 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 2018-19 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 2017-18 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 2017-18
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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 2017-18 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. Following consultation in 2016 on a proposal from the Welsh Government that a previously published set of standards (No. 4 Regulations) should be applied retrospectively to the health and social care regulators, including the GOsC, the Welsh Government decided instead to draft a new set of standards specifically for the regulators.
7. The Welsh Government is currently developing new legislation governing the making and implementation of Welsh language standards that will redirect resources to ensuring growth in the number of people speaking Welsh rather than on making and policing the standards. It is unclear at the moment whether the draft standards for the regulators will be applied under the current legislation or be put on hold for the new legislation, the timetabling for which is also not clear.
8. Under the existing legislation, if the new draft standards for the regulators were published there would be a three-month consultation before the standards were finally agreed by the Welsh Assembly. Then, the GOsC would be issued with a draft compliance notice, which would set out what is expected of us, followed by a consultation period during which the GOsC could 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 would be issued. Under the new legislation, this process might change.

9. Therefore it is difficult at present to estimate when and how the new standards for health and social care regulators will be introduced.

Overview of registrants in Wales and action under the GOsC Welsh language scheme in 2017-2018

10. As at June 2018, there are 139 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.
11. 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, which appears to have been successful as in the past year there have been 184 page views of the section, compared to 90 of the one Cymraeg page in 2016-2017.
12. 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 five 'I'm registered' Marks in Welsh. We also publish a leaflet in Welsh and English about public information available in Welsh. It is available on our website and is promoted to osteopaths in Wales. In the past year it was downloaded 23 times in English and six times in Welsh.

13. Osteopath practices in Wales can include in their details on the Register that Welsh is spoken in the practice. There are now 15 practices displaying this information compared to 8 last year and we highlight this feature regularly in our publications.

Recommendation: to note the contents of this paper, including the 2017-18 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 2017-2018

QD indicates that the Welsh Language Commissioner requires quantitative data.

<p>Policy impact assessment</p> <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. 5, 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 	<p>QD</p>
<p>Publications</p> <ul style="list-style-type: none"> ○ Number of publications available to the public 11 ○ Number of publications available to the public in Welsh 11 <p>We also have Welsh versions of the Registration Marks for osteopaths to use to show the public and patients that they are registered. In the past year we issued 5 l'm registered marks.</p>	<p>QD QD</p>
<p>Complaints</p> <ul style="list-style-type: none"> ○ 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 	<p>QD QD QD</p>
<p>Website</p> <ul style="list-style-type: none"> ○ Percentage of the organization's website that is available in Welsh 9.1% There is the same amount of content in Welsh as last year, when the percentage was 12.7%. However, we moved a large section of guidance for osteopaths from our password-protected site for osteopaths to the main website, which has affected the percentage figure. ○ Evidence relating to any plans to improve or increase the Welsh Language provision on the website We carried out a reorganisation of the Welsh information on the website last year, changing one long page into an easier to use section. This appears to have been successful in encouraging use of this section. In the past year there were 184 total page views in the Cymraeg section compared to 90 of the Cymraeg page in 2016-2017. There are no plans to change the section this year, although we will update it as appropriate when relevant English content is updated. 	<p>QD</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 2016-17) No change in process. 	
<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. We have added a page to our website in the publications section about the Welsh language public information we produce at https://www.osteopathy.org.uk/news-and-resources/publications/welsh-language-public-information-resources/ On this page we link to the Cymraeg section and our Welsh Language Scheme page in English. We also highlight our leaflet Public information available in Welsh, which shows the resources we publish, with links to them on the website. This leaflet is available in English and Welsh. In 2017-18 this leaflet was downloaded 23 times in English and 6 times in Welsh (2016-17 downloads 15 in English, 5 in Welsh. We also promote this leaflet to osteopaths through articles in our magazine and enewsletter. In 2016-2017 we introduced an additional practice detail on our Register: Welsh spoken. There are currently 15 practices showing this detail, compared to 8 last year. We regularly remind osteopaths of this facility. ○ 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 	
<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 QD QD</p>
<p>Language awareness training</p> <ul style="list-style-type: none"> ○ Number and percentage of the organisation’s new staff (i.e. new since 1 April 2017) that received Welsh language awareness training. 5, 100% ○ Number and percentage of the organisation’s entire workforce that has received Welsh language awareness training since the training was introduced 26, 100% 	<p>QD QD</p>