



**To:** Council  
**From:** Adarsh Muppane  
**Date:** 17 July 2019  
**Paper:** C19/032

## **Welsh Language Scheme Annual Report**

<b>Classification</b>	Public
<b>Purpose</b>	For noting
<b>Issue</b>	Under the Welsh Language Act 1993, the General Osteopathic Council (GOsC) is required to publish an annual report on the implementation and progress of its Welsh Language Scheme. This paper introduces our eighth annual report, which is attached as an annex.
<b>Recommendation</b>	To note the 2018-19 Annual Report on the GOsC Welsh Language Scheme and the anticipated changes in Welsh language requirements.
<b>Financial and resourcing implications</b>	The costs of implementing the current Scheme are provided for in the 2019-20 budget.
<b>Equality and diversity implications</b>	The purpose of the Annual Report is to ensure that the GOsC fulfils its obligations to Welsh language speakers.
<b>Communications implications</b>	The 2018-19 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.
<b>Annex</b>	GOsC Welsh Language Scheme Annual Report 2018-19

## **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 its Welsh Language Scheme and to provide 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 2018-19 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.
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 the GOsC, followed by a consultation period during which the GOsC (possibly alongside other regulators) 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 2018-2019**

10. As at June 2019, there are 185 GOsC registrants practising in Wales (at this time last year, there were 135 registrants). Currently, osteopaths have access to two Wales-based regional groups, 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 some web content in Welsh in the Cymraeg section of the main GOsC website. Last year, this section of the website was reorganised to improve usability and accessibility. The section overall had **315 page views** this year, which is a **68% increase** on the page views for the section last year.
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 (Updated version)
  - The GOsC Registration Marks
  - The 'I'm registered' and 'We're registered' posters
  - The GOsC complaints leaflets

In the past year, we issued eight Registration 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 10 times in English and four times in Welsh.

13. Osteopathic practices can state on the Register that Welsh is spoken in the practice, which is a feature we highlight regularly in our publications. There are now 20 practices displaying this information – a 33% increase on last year.

**Recommendation:** to note the contents of this paper, including the 2018-19 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 2018-2019

QD indicates that the Welsh Language Commissioner requires quantitative data.

<b>Policy impact assessment</b> <ul style="list-style-type: none"> <li>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. 1, 100%</li> <li>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</li> </ul>	QD
<b>Publications</b> <ul style="list-style-type: none"> <li>Number of publications available to the public 11</li> <li>Number of publications available to the public in Welsh 11</li> </ul> <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 8 Registration Marks.</p>	QD QD
<b>Complaints</b> <ul style="list-style-type: none"> <li>Number of all complaints received about the conduct of practitioners in Wales 0</li> <li>Number of complaints received in Welsh about the conduct of practitioners in Wales 0</li> <li>Number of complaints received related to the Council's compliance with its Welsh language scheme 0</li> </ul>	QD QD QD
<b>Website</b> <ul style="list-style-type: none"> <li>Percentage of the organisation's website that is available in Welsh 9.1%</li> </ul> <p><b>Evidence relating to any plans to improve or increase the Welsh Language provision on the website</b> In September 2018 we added Welsh guidance to our 'Contact us' form to help visitors with a concern about an osteopath or osteopathic treatment.</p> <ul style="list-style-type: none"> <li>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) No change in process.</li> </ul>	QD
<b>Promotion of Welsh language services</b> <ul style="list-style-type: none"> <li>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</li> </ul>	

<p><b>services.</b></p> <p>We have a page on our website which details the Welsh language public information we produce <a href="https://www.osteopathy.org.uk/news-and-resources/publications/welsh-language-public-information-resources/">https://www.osteopathy.org.uk/news-and-resources/publications/welsh-language-public-information-resources/</a> 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 2018-19 this leaflet was downloaded 10 times in English and 4 times in Welsh. We also promote this leaflet to osteopaths via articles in our magazine and e-newsletter.</p> <p>Our Register also provides the functionality to search for practices where Welsh is spoken. There are now 20 practices displaying this information, which is a 33% increase on last year.</p> <ul style="list-style-type: none"> <li>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)</li> </ul> <p>We have had no complaints about our Welsh language services</p>	
<p><b>Fitness to practise cases</b></p> <ul style="list-style-type: none"> <li>Number of hearings held in Wales 0</li> <li>Number of hearings where a request was made by the witness to speak Welsh 0</li> <li>Number of hearings in which evidence was presented in Welsh 0</li> </ul>	<p>QD</p> <p>QD</p> <p>QD</p>
<p><b>Language awareness training</b></p> <ul style="list-style-type: none"> <li>Number and percentage of the organisation's new staff (i.e. new since 1 April 2018) that received Welsh language awareness training. 3, 100%</li> <li>Number and percentage of the organisation's entire workforce that has received Welsh language awareness training since the training was introduced 26, 100%</li> </ul>	<p>QD</p> <p>QD</p>