



Council
20 July 2021
Welsh Language Scheme Annual Report

Classification	Public
Purpose	For discussion
Issue	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 this year's annual report, which is attached as an annex.
Recommendation	To discuss the 2020-21 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 2021-22 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	<p>The 2020-21 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.</p> <p>The Annual Monitoring Report will be presented in English and Welsh, published on our website and brought to the attention of Wales-based registrants.</p>
Annex	GOsC Welsh Language Scheme Annual Report 2020-21
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Key messages from the paper:

- In October 2020, GOsC responded to a consultation on proposed Welsh Language Standards. Our response was supportive of the proposals in principle, but raised concerns on proportionality and the impact the Standards would have on a regulator the size of GOsC
- GOsC met with Alan Jones, Head of Welsh Language Legislation Branch, and Lowri Jones, who is working on the Standards with Alan, in November 2020 to discuss the possibility of producing a case study on GOsC's 'Welsh spoken' functionality of its Register, which identifies practices where patients can access services in Welsh
- GOsC attended a PSA meeting on regulation in the context of the Welsh language in March 2021.
- The last reporting year has seen a 39% increase in practices stating that Welsh is spoken at their practice. This brings the current number to 32.

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. This year's report will be the 10th to be submitted.
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 2020-21 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 2016, a proposal from the Welsh Government sought to retrospectively apply a previously published set of standards (No. 4 Regulations) to the health and social care regulators (including the GOsC). Following the responses from a consultation on this, the Welsh Government decided to instead draft a new set of standards specifically for the regulators.
7. In April 2020, the GOsC was presented with this new set of draft standards and invited to submit a response to the Welsh Language Commissioner's consultation, which we did on 2 October 2020.
8. The proposed standards cover five 'schedules':
 - a. Service delivery standards
 - b. Policy making standards
 - c. Operational standards
 - d. Record keeping standards
 - e. Standards that deal with supplementary matters
9. GOsC's agreed with the standards in principle, and focused its response on determining proportionality. GOsC's response outlined how we anticipate that we would work proportionately to implement the standards.
10. We raised concerns that if all of the standards proposed were to be applied, this would result in our limited resources being used in a disproportionate manner, which in turn is likely to have a significant negative impact on our regulatory business, and fundamentally on patient and public safety.
11. It is unclear when the proposed standards would be introduced.
12. Separately, the Welsh Government is also developing new legislation governing the making and implementation of Welsh language standards that will redirect resources to ensure growth in the number of people speaking Welsh rather than on making and policing the standards.

Meeting with Alan Jones and Lowri Jones, Welsh Language Legislation Branch, Welsh Government

13. On 24 November, Matthew Redford and Adarsh Muppene from GOsC met with Alan Jones and Lowri Jones from the Welsh Language Legislation Branch of the Welsh Government.
14. The meeting followed GOsC's response to the consultation on the proposed Welsh Language Standards, and sought to explore GOsC's 'Welsh spoken at practice' feature of the Register.

15. During the meeting, we were advised that GOsC is the only healthcare regulator at present which offers this functionality, and they proposed the idea of working together on a case study about the functionality, to which we were happy to agree. Progress on this case study is dependent on the resources of the Welsh Language Legislation Branch and we wait to hear from them.

Professional Standards Authority (PSA) meeting: regulation in the Welsh context

16. On 4 March 2021, Matthew Redford, Adarsh Muppane and Sarah Botterill attended an online meeting held by the PSA on regulation in the Welsh context, chaired by Marcus Longley, PSA Council member who is Chair of the Cwm Taf Morgannwg University Health Board.
17. The event had an opening address from Vaughan Gething, Minister for Health and Social Care Services, followed by short presentations from four speakers, and a Q&A session at the end. During the Q&A session, GOsC referenced its case studies presented in the PSA covid-review report and was asked to provide information to the audience on the reintegration of the patient voice into our work.

Overview of registrants in Wales and action under the GOsC Welsh language scheme in 2020-21

18. As at 30 June 2021, there are 145 GOsC registrants practising in Wales.
19. 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.
20. There is some web content in Welsh in the Cymraeg section of the main GOsC website. The section overall had 123 page views this year, which is a 28% decrease on the page views for the section last year. This is perhaps due to the COVID-19 pandemic during this reporting window, which would have affected the number of potential patients planning a visit to an osteopath and requiring information in Welsh.
21. 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

22. In the past year, we issued 11 Registration Marks in Welsh. We also publish information in Welsh and English about resources that are available in Welsh (osteopathy.org.uk/welsh-resources). This information is available on our website and is promoted to osteopaths in Wales. In the last reporting year, it was downloaded six times in English and three times in Welsh.
23. Osteopathic practices can state on the Register that Welsh is spoken in the practice. There are now 32 practices displaying this information – a 39% increase on last year.

Recommendation: To note the 2020-21 Annual Report on the GOsC Welsh Language Scheme and the anticipated changes in Welsh language requirements.

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General Osteopathic Council

Welsh Language Scheme Annual Monitoring Report 2020-21

QD indicates that the Welsh Language Commissioner requires quantitative data.

<p>Policy impact assessment</p> <p>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. 0, 0%</p> <p>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>	<p>QD</p>
<p>Publications</p> <p>Number of publications available to the public 11</p> <p>Number of publications available to the public in Welsh 11</p> <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 11 Welsh Registration Marks, a significant increase on the 3 we issued last year.</p>	<p>QD</p> <p>QD</p>
<p>Complaints</p> <p>Number of all complaints received about the conduct of practitioners in Wales 6</p> <p>Number of complaints received in Welsh about the conduct of practitioners in Wales 0</p> <p>Number of complaints received related to the Council's compliance with its Welsh language scheme 0</p>	<p>QD</p> <p>QD</p> <p>QD</p>
<p>Website</p> <p>Percentage of the organisation's website that is available in Welsh 9.1%</p> <p>Evidence relating to any plans to improve or increase the Welsh Language provision on the website None</p>	<p>QD</p>

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<p>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 2019-20) No change in process.</p>	
<p>Promotion of Welsh language services</p> <p>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 a page on our website which details the Welsh language public information we produce 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 ‘Public information available in Welsh’, indicating the resources we publish, with links to them on the website. This information is available in English and Welsh. In 2020-21 this was downloaded 6 times in English and 3 times in Welsh.</p> <p>Our Register also provides the functionality to search for practices where Welsh is spoken. There are now 32 practices displaying this information, which is a 39% increase on last year.</p> <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 haven’t received any complaints about our Welsh language services.</p>	
<p>Fitness to practise cases</p> <p>Number of hearings held in Wales 0</p> <p>Number of hearings where a request was made by the witness to speak Welsh 0</p> <p>Number of hearings in which evidence was presented in Welsh 0</p>	<p>QD</p> <p>QD</p> <p>QD</p>
<p>Language awareness training</p> <p>Number and percentage of the organisation’s new staff (i.e. new since 1 April 2019) that received Welsh language awareness training. 2, 100% - The organisation appointed two new members of staff during the reporting window</p> <p>Number and percentage of the organisation’s entire workforce that has received Welsh language awareness training since the training was introduced 26, 100%</p>	<p>QD</p> <p>QD</p>
<p>Details of the arrangements and procedures the organisation has adopted to enable</p>	

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it to self-regulate effectively.

We actively monitor usage of all our information and resources, including our Welsh language content, to give us an understanding of current take-up and to inform any future developments to the information available on our website.

We also actively monitor any suggestions/complaints put forward to us to help identify a need and where it can be addressed in our resource provision.