



Council
14 July 2022
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 2021-22 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 2022-23 budget.
Equality and diversity implications	The purpose of the Annual Report is to ensure that the GOsC fulfils its obligations to Welsh language speakers. We have updated our Equality Impact Assessment to include a specific reference to the Welsh language.
Communications implications	The 2021-22 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 2021-22
Author	Adarsh Muppane

Key messages from the paper:

- In June 2022, GOsC attended a meeting hosted by Alan Jones, Head of Welsh Language Standards and Partnerships Branch, Welsh Government, where the implementation of the Welsh Language Standards was discussed.
- The Welsh Language Standards have now been laid in the Senedd.
- The new Standards are due to take effect in October 2022.
- GOsC attended a PSA meeting on regulation in the context of the Welsh language in March 2022.
- The last reporting year has seen an additional two practices stating that Welsh is spoken at their practice. This brings the current number to 34.

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 11th 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 2021-22 is attached as an Annex.

Update on 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. In June 2022, Matthew Redford attended a meeting hosted by Alan Jones, Head of Welsh Language Standards and Partnerships Branch, Welsh Government, alongside attendees from the Welsh Commissioners Office.
12. The meeting provided a recap of the 2020 consultation on the proposed Welsh Language Standards
13. At the meeting, it was revealed that the Standards were being laid in the Welsh Senedd for debate/plenary vote on Tuesday 14 June and the regulations are planned to come into effect from 31 October 2022.
14. Once in place, the Welsh Government responsibilities end and the Welsh Commissioners Office (WCO) take on responsibility for imposing and enforcing standards.
15. The WCO will work with organisations to advise which standards are to be met. A draft compliance notice will be issued to organisations to advise them of the standards they need to meet. Based on the WCO's previous experience, draft compliance notices are likely to be issued within 4-6 weeks of the regulations being laid. There will then be a 12-week consultation period from the draft compliance notice being issued to a Final compliance notice being issued.

16. After issue of a Final compliance notice, it is likely that organisations will have around 6 months to ensure they are compliant.
17. There will be discussions between the WCO and all organisations to understand our individual circumstances and context. The aim is for consistency in terms of standards being met, but there is recognition that the standards may be met differently for larger/smaller organisations.
18. The Standards cover:
 - a. If a social media post relates exclusively to Wales, then it must also be published in Welsh
 - b. A Welsh speaking registrant may engage with an organisation using the Welsh language, including for any communications which may eventually lead to a fitness to practise complaint
 - c. Assessing the Welsh Language competency of staff, with a plan for improving the capacity of Welsh speakers in the future
 - d. Opportunities for employees to receive Welsh language lessons, which are available free of charge either in-person or virtually
 - e. Where a staff position relates solely to Wales, either in terms of its location or its function, an applicant for the post may make that application in Welsh and be interviewed in Welsh
19. It was noted that the regulations around appointments etc., do not apply to Council/Governance appointments.
20. The Welsh Commissioners Office will be in contact with organisations in due course regarding the implementation of the new Standards.

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

21. In March 2022, Matthew Redford and Adarsh Muppane attended an online meeting held by the PSA on regulation in the Welsh context.
22. The event had an opening address from Frank Atherton, Chief Medical Officer for Wales. The agenda included:
 - a. Professionals under pressure – how have system pressures affected professionals? What are the practice implications?
 - b. The effects of system pressures on patient experience, confidence, and safety

- c. What are the risks in care environments and how do these affect patients and professionals? How can system and professional regulators and other stakeholders work together to address these?
- d. Reshaping regulation for public protection – how can reform help create a system that works better for patients and professionals?

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

- 23. As at 30 June 2021, there are 146 GOsC registrants practising in Wales.
- 24. 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.
- 25. There is some web content in Welsh in the Cymraeg section of the main GOsC website. The section overall had 108 page views this year, which is a 12% decrease on the page views for the section last year.
- 26. 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
- 27. In the past year, we issued three 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 three times in English and six times in Welsh.
- 28. Osteopathic practices can state on the Register that Welsh is spoken in the practice. There are now 34 practices displaying this information.

Recommendation: To note the 2021-22 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.

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. 0, 0% 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 Number of publications available to the public 11 Number of publications available to the public in Welsh 11 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.	QD QD
Complaints Number of all complaints received about the conduct of practitioners in Wales 3 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

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Website Percentage of the organisation's website that is available in Welsh 9.1% Evidence relating to any plans to improve or increase the Welsh Language provision on the website 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 2019-20) No change in process.	QD
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. 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 2021-22 this was downloaded 3 times in English and 6 times in Welsh. Our Register also provides the functionality to search for practices where Welsh is spoken. There are now 34 practices displaying this information. 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.	
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	QD QD

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Number of hearings in which evidence was presented in Welsh 0	QD
Language awareness training Number and percentage of the organisation's new staff (i.e. new since 1 April 2019) that received Welsh language awareness training. 1, 100% - The organisation appointed one new permanent member of staff during the reporting window. Number and percentage of the organisation's entire workforce that has received Welsh language awareness training since the training was introduced 26, 100%	QD
Details of the arrangements and procedures the organisation has adopted to enable 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.	