Welsh Language Scheme Annual Monitoring Report

1 October 2020

1.1   This document provides the Welsh Language Commissioner with requested information about the implementation of the HCPC's Welsh Language Scheme.

1.   Background

2.1   We launched our Welsh Language Scheme (the Scheme) in 2011. Since then we have completed seven implementation reports on the Scheme for the Welsh Language Commissioner's attention.

2.1   We have adopted the principle that in the conduct of public business and administration of justice in Wales, we will treat the English and Welsh languages on a basis of equality. Our Scheme sets out how we give effect to that principle when providing services to the public in Wales.

1.1   During 2019-2020, we have continued to implement the provisions of our Scheme. This included:

- considering the needs of Welsh speakers in the continuing development of our website;
- publishing bilingual advertisements in Wales for any vacancies on our Council; and
- raising awareness amongst employees of our obligations under the Scheme through internal engagement and training.

Information required by the Welsh Language Commissioner	HCPC response (all figures relate to the period April 2019 – March 2020)
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.	The HCPC reviewed two policies where we gave consideration to the impact the policy change would have on people who use the Welsh language.
○ 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.	N/A – No policies have been identified as requiring amendment on these grounds.
Publications ○ Number of publications available to the public	130 including three new publications this year.
○ Number of publications available to the public in Welsh	13, including one new publication this year. While all of our publications are available to the public, not all of them relate to the carrying out of our public business or have the general public as main target audience.

	We publish bilingually, where the level of potential public interest requires it.
Complaints ○ Number of all complaints received about the conduct of practitioners in Wales	49
○ 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
Website ○ Percentage of the organization's website that is available in Welsh	8.5% (not including dynamic content, e.g. hearings, news, events, resources or documents).
○ Evidence relating to any plans to improve or increase the Welsh Language provision on the website	Our website provides the ability for our content to be multilingual, allowing us to develop new Welsh content in the same format as we would English content. This means we can continue to develop our Welsh language content in line with the commitments in our Scheme. This has resulted in us substantially increasing our capabilities to deliver content in Welsh, and given us the ability to develop more content in Welsh in the future as required.
○ 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)	We regularly review and update our Welsh language pages to ensure that the content is up to date, accurate and complies with the requirements of our Scheme. We recently created a new content hub for information on COVID-19. As part of this

	process we ensured that all content pages relevant for members of the public was available in Welsh.
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.	Under our Scheme, we give notice of public events in Wales bilingually, translate physical resources, offer simultaneous translation and make other adjustments when delivering public events in Wales. We provide translations of publications on request and advertise this in publications and on our website. All employee email signatures include 'Correspondence is welcome in English or Welsh / Gallwch ohebu yn Gymraeg neu Saesneg.' We have accommodated requests for translations of FTP hearing decisions into Welsh.
○ 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)	Our assessment of take up of the simultaneous translation service provided at events shows that demand is very low.
Fitness to practise cases ○ Number of hearings held in Wales	40
○ 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
Language awareness training ○ Number and percentage of the organization's new staff (i.e. new since 1 April 2019) that received Welsh language awareness training.	Unknown. We have recently established that inductions run by different departments in the organisation do not include awareness training of the Welsh Language Scheme. Previously, the HCPC did not have a Welsh Language Scheme component in our organisation-wide induction pack and this process was instead held by departments who would induct their

○ Number and percentage of the organization's entire workforce that has received Welsh language awareness training since the training was introduced.	staff about their specific obligations under the Scheme. In August 2020 we launched our new e-learning module on the Welsh Language Scheme which will be rolled out across the organisation. This module will be included in the induction of all new starters. Unknown. As set out above this process has now been centralised by our Human Resources team rather than being held by individual departments. In our previous report we assumed that all staff who required this training were receiving it in their individual departments. We realized this was not the case during a review held in 2020. We therefore expect to have data on this for next year's annual report.
Self-regulation ○ Details of the arrangements and procedures the organisation has adopted to enable it to self-regulate effectively. *	The HCPC is committed to offering services to the public in Wales in the language of their choice. By encouraging feedback and correspondence in Welsh, we hope to encourage more Welsh speakers to contact the organisation in Welsh and to identify where we can improve our offering. We continually monitor compliance with our Welsh Language Scheme, whether that be through internal communications or through reviews of the content we offer online about the Scheme. During the reporting period, we had already begun identifying how the organisation will be able to meet the draft Welsh Language Standards 2020 and which ways of working need to adapt.

	Our Equality, Diversity and Inclusion Action Plan discussed the organisation's commitment to meeting our Welsh Language Scheme's obligation and to ensuring that our services are accessible to members of the public who use the Welsh language.

You could provide details of arrangements such as the following:

User Feedback

- *Engagement*
- *Complaints procedure*

Internal assurance about performance

- *Independent checks (e.g. mystery shopper)*
- *Internalising the language planning processes/monitoring/reporting of performance*
- *Using internal audit techniques*
- *Robust processes to comply with the record-keeping standards/supplementary*

Accountability and support

- *Leadership and strategic planning by senior manager*
- *Leadership and operational expertise by a specific individual or team*
- *Managers across the organisation with responsibility for the standards in their area of work.*