

Welsh Language Scheme Annual Monitoring Report

5 October 2022

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 nine 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 2021-2022, 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,
- assessing updates to policies against our Welsh Language Scheme,
- raising awareness amongst employees of our obligations under the Scheme through internal communication and the development of new e-learning modules for staff.

| Information required by the Welsh Language Commissioner | HCPC response (all figures relate to the period April 2021 – March 2022) |
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| <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. ○ 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. | <p>5 (100%). This included reviews of significant policies such as our Guidance on Health and Character declarations and the development of our EDI Action Plan. Every project undertaken must include an impact assessment which asks, “how might this project engage our commitments under the Welsh Language Scheme?”</p> <p>While all of our policy reviews must include an impact assessment, none of these policies were deemed to have an impact on our commitments via our Welsh Language Scheme. The policies reviewed during the period generally impacted on HCPC registrants across the UK (rather than registrants in Wales specifically) and not on Welsh-speaking members of the public.</p> |
| <p>Publications</p> <ul style="list-style-type: none"> □ Number of publications available to the public □ Number of publications available to the public in Welsh | <p>Number of publications available to the public: 181. This includes:</p> <ul style="list-style-type: none"> • Standards and guidance = 42 • Reports = 103 • Policy = 24 • Legislation = 13 <p>15</p> <p>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.</p> <p>We publish bilingually, where the level of potential public interest requires it.</p> <p>The HCPC practices a web-first policy where we prioritise the creation of web content over standalone publications. This means updates to our content are more</p> |

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| | likely to happen across the website than within publications. |
| <p>Complaints</p> <ul style="list-style-type: none"> ○ Number of all complaints received about the conduct of practitioners in Wales ○ Number of complaints received in Welsh about the conduct of practitioners in Wales ○ Number of complaints received related to the Council's compliance with its Welsh language scheme ○ Explain the nature of any complaints relating to the Council's compliance with its Welsh language scheme | <p>60</p> <p>0</p> <p>1</p> <p>We received one complaint from a registrant who had received communication in English, despite their need for Welsh communication being recorded on their registration file. We reviewed this complaint, which was due to a mis-match of information. While the registered email address was sent correspondence in Welsh, the registered mobile number was sent a reminder text in English only. We addressed this to ensure our records are correct.</p> |
| <p>Website</p> <ul style="list-style-type: none"> ○ Percentage of the organisation's website that is available in Welsh ○ Evidence relating to improvements or increase in Welsh Language provision on the website | <p>6.65% (not including dynamic content, e.g. hearings, news, events, resources or documents).</p> <p>The percentage of our website available in Welsh has decreased since the last reporting period for two reasons. First, there has been an increase in content on the website in general. Second, we have changed the way we gather statistics for this purpose. Previously we determined the percentage using information drawn from our site map, but this only provided data on pages in the first two levels or subsections on the website. Our new method provides a more accurate representation of our website content. This means that while the percentage of content has decreased, the amount of</p> |

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| <input type="checkbox"/> Number of hearings in which evidence was presented in Welsh <input type="checkbox"/> Number of hearings held in Welsh | <p>0</p> <p>0</p> <p>0</p> |
| <p>Language awareness training</p> <input type="checkbox"/> Number and percentage of the organisation's staff that has received Welsh language awareness training. | <p>98% of staff who were required to complete the module by the end of March 2022 did so successfully.</p> <p>During the reporting period, we retired our Welsh awareness module which was part of our corporate induction. We replaced it with an e-learning module which staff are assigned each year (in the same way as our training on the Bribery Act is assigned annually to all staff).</p> <p>During the reporting period, the corporate induction module was assigned to 100 new starters. New starters have several weeks to complete all of our induction courses, which means that some staff were not required to have completed training by the end of the reporting period.</p> |
| <p>Self-regulation</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Details of the arrangements and procedures the organisation has adopted to enable it to self-regulate effectively. | <p>At the end of this reporting period, we launched our new training module for staff on the Welsh language. Before this, our training on our Welsh Language Scheme was included in our corporate induction. The new training is a standalone module which includes sections on the history of the Welsh language and the cultural significance of the Welsh language in Wales and is compulsory for all staff.</p> <p>As our Equality Impact Assessment documentation includes specific questions about our Welsh Language Scheme, new projects are assessed against this criteria at development and implementation stages.</p> |