

About the HCPC

The Health and Care Professions Council (HCPC) is a statutory regulator of 15 health and care professions in the United Kingdom, with a role to protect the public. Our role and remit is underpinned by the Health Professions Order 2001. We promote high quality professional practice, regulating over 300,000 registrants across 15 different professions by:

- setting standards for professionals' education and training and practice;
- approving education programmes which professionals must complete to register with us;
- keeping a register of professionals, known as 'registrants', who meet our standards;
- acting if professionals on our Register do not meet our standards;
- and stopping unregistered practitioners from using protected professional titles

The 15 health and care professions that we regulate are made up of:

- Arts therapists
- Biomedical scientists
- Chiropodists/podiatrists
- Clinical scientists
- Dietitians
- Hearing aid dispensers
- Occupational therapists
- Operating department practitioners
- Orthoptists
- Paramedics
- Physiotherapists
- Practitioner psychologists
- Prosthetists/orthotists
- Radiographers
- Speech and language therapists

Welsh Language Standards

Last year, the Welsh Language Commissioner introduced new Welsh Language Standards for regulators, which replaced our previous Welsh Language Scheme.

From 6 December 2023, the HCPC was required to be compliant with 66 standards which are split into five categories. These include:

- Service delivery – regarding our delivery of services to registrants and individuals
- Policy making – regarding our internal policy making and decision making processes
- Operational – in raising awareness and encouraging the use of Welsh language internally
- Record keeping and supplementary matters – which relate to reporting requirements to the Welsh Language Commissioner and ensuring that we have a complaints system in place.

We received an extension for two of the standards, standard 6 (requiring or automated phone service to provide options in Welsh) which was extended with a deadline of 6 June 2024 and we are now compliant with, and standard 20 (requiring our any forms related to registration to be available in Welsh) which was extended with a deadline of 6 December 2025.

Progress with the Standards

As part of the Welsh Language Standards, we produce an annual report in relation to each financial year, which sets out with the way in which we have met the standards which we were under a duty to comply during that year. This report deals with the compliance of the standards between the compliance date of 6 December 2023 and the 31 March 2024.

The HCPC's Welsh language obligations have been in place since 2011 when we put in place our Welsh language scheme. Many of the obligations of our scheme have been replicated by the Welsh Language Standards and we therefore had high levels of compliance from the initial compliance date. Many of our internal work processes to meet the standards remain unchanged; the Standards are in these instances are prompted by an external request – for example, a member of the public contacting us and asking for correspondence in Welsh.

Some of the Standards, however, have required us to have a more proactive approach in offering services in Welsh. For example, we are compliant with Standard 6 which requires us to have a phonenumber with options set out in Welsh.

For standards 1 – 7, work has been undertaken by the relevant teams to add sections into our letter templates to inform parties that we welcome correspondence in Welsh and any correspondence received in Welsh will be responded to in Welsh. In addition, since the standards were implemented, we have not received any phone calls from individuals wishing to have their call dealt with in Welsh.

We did not hold any meetings or events during the reporting period which are included in the standards relating to meetings (standards 8 – 13) or public events (standards 14 – 15). As we did not have events under standards 8-15, we did not advertise or display information for a meeting in Wales (standards 16-18). The HCPC does not have an office in Wales and these standards would most likely only be relevant for our professional liaison team when they have relevant meetings in Wales.

For standards 19 – 22, we have had no requests to fill out any of our forms in Welsh. For standard 20, we have received an extension until 6 December 2025.

In implementing standards 23 – 27, and 28 – 32, we made changes to our templates to inform any relevant parties of their rights in using the Welsh language. During the reporting period, no parties have requested to have any of their proceedings heard in Welsh.

Before the implementation of the Welsh Language Standards, the Welsh language version of our website held our web content in Welsh that was compliant with the previous Welsh Language Scheme. This information has been focused on ensuring that members of the public can access key information from the HCPC in Welsh. This was refreshed where appropriate, with extra information added about the Standards to ensure that we are compliant with standards 33 – 34, and with standards 35 – 36.

No relevant notices were produced during this period that came under standards 37 – 41.

Any relevant policies, research and consultations have been assessed under our obligations in standards 42 – 50. These standards require us to assess policies on their impact on the use of the Welsh language and, where appropriate, make changes to encourage the use of the Welsh language.

We have assessed our employees' Welsh language skills and have introduced e-learning and training modules to strengthen our staff's understanding of the Welsh language under standards 51 – 56. More information about this can be found below as part of our mandatory reporting.

For standards 57 – 59, we have updated our HR and recruitment policies to reflect our responsibilities. More information about this can be found below as part of our mandatory reporting.

We have put in place a process to capture information under standards 60 – 67. Details on this can be found below as part of our mandatory reporting.

Mandatory Reporting under standard 66

As part of our obligations under the standard 66, during the period from the compliance date until the end of the financial year, we recorded the following:

the number of complaints received during the year in question (6 December 2023 – 6 April 2024) which related to compliance with the standards	0
the number of employees who have Welsh language skills (between the period 6 December 2023 – 6 April 2024)	3 employees have said they are fully proficient in Welsh 6 have basic understanding of Welsh

the number (on the basis of the records you kept in accordance with standard 63) of new and vacant posts that you advertised during the year which were categorised as posts where—	
(i) Welsh language skills were essential;	0
(ii) Welsh language skills needed to be learnt when appointed to the post;	0
(iii) Welsh language skills were desirable; or	0
(iv) Welsh language skills were not necessary.	131