

Welsh Language Scheme Annual Monitoring Report

1 October 2018

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 six 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.

2.2 During 2017–18, we have continued to implement the provisions of our Scheme. This included:

- considering the needs of Welsh speakers in the redevelopment 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 training and regular internal news articles.

Information required by the Welsh Language Commissioner	HCPC response (all figures relate to the period April 2017 – March 2018)
<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>All policy development considers equality and diversity implications as appropriate. There is no explicit or additional process for assessing how a policy will impact on the use of the Welsh language beyond the broader equality and diversity assessment.</p> <p>We are in the process of reviewing our equality and diversity impact assessments. As part of this review, we are planning to include a specific section on Welsh language where users will be prompted to state how any policy will engage our commitments under the Welsh Language Scheme.</p> <p>N/A – No policies have been identified as requiring amendment on these grounds.</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>122 in total; 4 new this year and 5 revised this year</p> <p>10 in total; 0 new this year</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. We publish bilingually, where the level of potential public interest requires it.</p>
<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 	<p>57</p> <p>0</p>

<ul style="list-style-type: none"> ○ Number of complaints received related to the Council's compliance with its Welsh language scheme 	<p>1</p>
<p>Website</p> <ul style="list-style-type: none"> ○ Percentage of the organization's website that is available in Welsh ○ Evidence relating to any plans to improve or increase the Welsh Language provision on the website ○ 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 2015-16) 	<p>1.7% (not including uploaded content, e.g. hearings, publications, etc., or archived content).</p> <p>We are currently undertaking a major project to build new website services. One of the high-level objectives of the project is to ensure that the new website meets the requirements of our Scheme, and this is being factored in at each stage of the project's development.</p> <p>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. All of our Welsh language pages were updated over 2015-16. We have also added 2 new pages since April 2015, bringing the total of Welsh language pages to 9. This complies with the commitment in our Scheme to increase the bilingual provision and accessibility of our website and we will continually revise and update content to this purpose (3.19). Translation of further content has been put on hold until the launch of our new website, to be launched in the next few months.</p> <p>The new 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 will mean we can continue to develop our Welsh language content in line with the commitments in our Scheme.</p>
<p>Promotion of Welsh language services</p> <ul style="list-style-type: none"> ○ Information about methods used to promote the organisation's Welsh language services and evidence of 	<p>Under our Scheme, we give notice of public events in Wales bilingually, and provide simultaneous translation and make other</p>

<p>any subsequent increase in the public's use of the services.</p> <ul style="list-style-type: none"> 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) 	<p>adjustments when delivering public events in Wales. We provide translations of publications on request and advertise this in publications and on our website. All staff 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.</p> <p>Our assessment of take up of the simultaneous translation service provided at events shows that it is typically very low (i.e. one or two people).</p>
<p>Fitness to practise cases</p> <ul style="list-style-type: none"> Number of hearings held in Wales Number of hearings where a request was made by the witness to speak Welsh Number of hearings in which evidence was presented in Welsh 	<p>56</p> <p>0</p> <p>0</p>
<p>Language awareness training</p> <ul style="list-style-type: none"> Number and percentage of the organization's new staff (i.e. new since 1 April 2017) that received Welsh language awareness training. Number and percentage of the organization's entire workforce that has received Welsh language awareness training since the training was introduced. 	<p>75 (100%) - Welsh language awareness training is a requirement of our new starter induction checklist. All new employees will receive information about our Scheme and its requirements from their manager in their first two weeks of employment.</p> <p>267 (100%) – As above. In addition, all existing staff are kept aware of any developments relating to HCPC's Welsh language requirements through internal communications, including intranet articles and presentation at all employee meetings.</p>