

# The Welsh language scheme monitoring report

1 April 2017–31 March  
2018

## **Introduction**

### **Our role**

We exist to protect the public by regulating nurses and midwives in the UK. We do this by setting standards of education, training, practice and behaviour so that nurses and midwives can deliver high quality healthcare throughout their careers.

We maintain a register of nurses and midwives who meet these standards, and we have clear and transparent processes to investigate nurses and midwives who fall short of our standards.

### **Corporate commitment**

Members of the Council, the Executive team and all employees play a part in delivering our Welsh language scheme.

- The Council is responsible for setting our overall strategy.
- The Executive team is responsible for implementing our strategy and for setting internal policies and business plans that support the delivery of the Welsh language scheme.
- The Director of Registration and Revalidation is responsible for the Policy and Legislation team and the Equality Diversity and Inclusion (EDI) team; and therefore has overall responsibility for the delivery of the Welsh language scheme.
- The Policy and Legislation team are responsible for monitoring legislative change and the impact on our business planning in relation to compliance with the Welsh Language Act 1993.
- The Equality and Diversity team (based in the Policy team) are responsible for driving forward Welsh language awareness and supporting individual action owners and our employees to comply with our Welsh language scheme.

### **Welsh language scheme progress**

In accordance with Section 21 of the Welsh Language Act 1993, we will treat Welsh and English equally in the conduct of public business and the administration of justice in Wales, as far as is appropriate in the circumstances and reasonably practicable. Our Welsh language scheme was approved by the Welsh Language Board in January 2011.

The aim of the annual monitoring report is to summarise our progress in

implementing our Welsh language scheme during the period 1 April 2017 to 31 March 2018. A summary report (based on questions from the Welsh Language Commissioner's Office) is set out in Annexe 1.

We recognise that it's important that we continue to focus on the Welsh language scheme to help us to achieve our aims. We'll continue to engage with the Welsh Language Commissioner to help inform and develop our approach.

Our regulatory engagement in Wales depends on the nature of the policy or project. For corporate change programmes we ensure we hold engagement events across the UK, informing devolved governments where appropriate. For example:

- Events as part of our work to develop the future nurse standards.
- We have kept the Welsh government updated on our work to begin regulating nursing associates in England. We primarily update them via the Chief Nursing Officer.
- We responded to the Welsh government's consultation on nurse staffing levels in 2017.
- Our consultation in 2017 regarding the English language standards for overseas nurses received responses from Healthcare Inspectorate Wales and NHS Wales.
- Our current work on our review of the Overseas process includes an event in Cardiff and other engagement with Welsh representatives.

## **Welsh language standards**

Over the past couple of years we've provided detailed feedback to the Welsh government on its proposals for Welsh language standards, which were intended to replace our Welsh language scheme. We also liaised with other healthcare regulators to discuss the potential implications of any new standards. However, following consultation, in June 2018 the Welsh government announced that it won't introduce sub-legislation to bring more bodies under Welsh language standards. Instead, it will prioritise a new bill to promote growth in the number of people who speak and use the Welsh language.

Our Welsh language scheme therefore remains in force and we'll continue to comply with the commitments in our scheme and submit an annual report to the Welsh Language Commissioner.

We're committed to Welsh language equality and will continue to work with the Welsh government, the professional regulators and the Professional Standards Authority to ensure any future statutory standards are targeted, reasonable and proportionate.

## **Welsh Language Commissioner's regulatory work 2018–19**

In responding to this year's request for information we also considered the letter we received from the Commissioner dated 3 May 2018 setting out the proposed regulatory work the Commissioner will take forward in 2018–19. This included setting out the self-regulatory steps organisations can take to ensure they comply with the duties and how they can increase opportunities for people to use Welsh language. We completed the checklist sent by the Commissioner while compiling this report and will ensure the advice is taken into account going forward. For example:

- We haven't previously published our annual report but will publish this report this year and in the future.

### **Key actions for the next year**

Over the next year, we'll continue to focus our efforts on:

- continuing to raise the profile of the Welsh language scheme across the organisation to ensure employees are fully aware of what is required under and why.
- monitoring the timeline for the implementation of any proposed new standards from the Welsh Language Commissioner.
- using the *Self-regulation: guidance for organisations* to see if there is best practice we can take forward.

## Annexe 1: Summary report of the implementation of the Welsh language scheme from 1 April 2017 to 31 March 2018

<p><b>Policy impact assessment</b></p>	
<p>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.</p>	<ol style="list-style-type: none"> <li>1. Education change programme</li> <li>2. Nursing associate fees policy</li> <li>3. Nursing associate regulatory approach policy</li> <li>4. Overseas policy</li> <li>5. English language policy</li> <li>6. Fitness to practise strategy</li> </ol> <p>All policies have equality impact assessments which include consideration of the effects the policy on the use of the Welsh language.</p>
<p>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>	<p>Our education change programme included the following set of standards:</p> <ol style="list-style-type: none"> <li>1. <a href="#">Standards framework for nursing and midwifery education</a></li> <li>2. <a href="#">Standards for student supervision and assessment</a></li> <li>3. <a href="#">Standards for pre-registration nursing programmes</a></li> <li>4. <a href="#">Standards of proficiency for registered nurses</a></li> </ol> <p>This programme of change took place from 2016–2018. An equality impact, including a Welsh language impact assessment, was conducted at several stages of the programme.</p> <p>As part of the formative engagement and pre-consultation and consultation we held events in Wales. We printed copies of all documents were available in Welsh and participants were encouraged to engage with us in Welsh if they preferred. Four country experts, including from Wales were part of our subject matter expert (SME) group whom we worked with closely in the pre and post-consultation assimilation and drafting stage. A wide variety of stakeholders from the four countries of the UK responded to our consultation. 1,932 individuals and organisations responded to consultation one on the new education standards and 706 organisations and individuals responded to consultation two on prescribing and medicines management.</p>

We also received a response from the Welsh Language Commissioner which we have taken into consideration when the standards were refined following consultation.

In fact Wales, NI and Scotland were statistically over-represented in their responses to the consultation as compared to England. The following table was generated by Why Research, the external research agency which analysed our consultation responses.

	Proportion from our register	Proportion responding to consult 1	Net difference (% points)
England	78.9%	71.0%	-7.9%
Scotland	10.0%	14.0%	+4.0%
Wales	5.2%	7.0%	+1.8%
N. Ireland	3.5%	7.0%	+3.5%
Non-UK	2.4%	2.0%	-0.4%

All the five sets of standards are now available on our website, including Welsh versions. Following publication of the standards we have now progressed into implementation stage. This includes engaging with four country stakeholders with implementation events planned for autumn. We have also commenced work on supporting information for our new standards for student supervision and assessment and have subject matter experts from the four countries of UK. At a recent NMC event on practice assessment documentation (PAD) we had presentations from different PAD best practice including Wales. The engagement will form part of our next phase of work on implementation and this also includes engagement with all four countries at a strategic level.

One key action we have taken as a result of our Welsh language impact assessment and engagement was including a question in our survey of all Approved Education Institutions to determine if they provide courses in the Welsh language.

<b>Publications</b>	
Number of publications	2827

available to the public	
Number of publications available to the public in Welsh	<p>128</p> <p>This is in line with our Welsh language scheme that says information aimed at patients and members of the public will be available in English and Welsh. Standards, guidance and other technical or specialised material aimed at professionals and not directly at the public is published in English. However we offer a translation into Welsh on request. In addition to what we set out in the scheme we translate materials when we engage with the Welsh speaking public e.g. our consultation materials and documents for engagement events in Wales.</p>
<b>Complaints</b>	
Number of all complaints received about the conduct of practitioners in Wales	264 referrals were received regarding nurses and midwives with a registered address in Wales.
Number of complaints received in Welsh about the conduct of practitioners in Wales	We received no referrals in Welsh during 2017–18.
Number of complaints received related to the Council’s compliance with its Welsh language scheme	We received no complaints about the operation of the Welsh language scheme in the reporting period 2017–18.
<b>Website</b>	
Percentage of the organization’s website that is available in Welsh	<p>Less than 1%.</p> <p>The main website features an ‘About us’ page in Welsh, accessed through a ‘Cymraeg’ button in the navigation bar. This page draws together key information about us as a regulator.</p> <p>As stated above this is in line with our Welsh language scheme that says information aimed at patients and members of the public will be available in English and Welsh. Standards, guidance and other technical or specialised material aimed at professionals and not directly at the public is published in English. We offer a</p>

	<p>translation into Welsh on request. In addition to what we set out in the scheme we translate materials when we engage with the Welsh speaking public e.g. our consultation materials and documents for engagement events in Wales.</p>
<p>Evidence relating to any plans to improve or increase the Welsh Language provision on the website</p>	<p>We continue to offer the Browsealoud function on the website, which enables users to translate the whole site into Welsh, either to read or listen to (using Google translate).</p> <p>Future policy consultations will have Welsh versions available. All core documents are available in Welsh.</p>
<p>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 2016-17)</p>	<p>We continue to review existing website content to ensure compliance with our policy of ensuring all significant documents are available in Welsh. These documents always sit alongside the English language versions.</p>
<p><b>Promotion of Welsh language services</b></p>	
<p>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.</p>	<p>The link to the Welsh language page is prominent on the homepage of our website. There is a clear link, in Welsh, to the page on our commitment to the Welsh language scheme, which sits under 'About us'.</p> <p>We respond to requests for information and resources to be available in different formats but have received none for availability in Welsh by email nor has our contact centre received any requests for a Welsh language speaker. We would, however, respond to any demand.</p> <p><b>NMC Council meeting in Wales</b> The Council held its meetings and a range of stakeholder events in Wales from 22–24 May 2017.</p> <p>We took a number of steps to ensure that the needs of speakers of the Welsh language were accommodated in the stakeholder events and at the public Council meeting. Including:</p> <ul style="list-style-type: none"> <li>• sending invitations to the meeting and stakeholder events in</li> </ul>

both Welsh and English.

- asking people in advance what their Welsh language needs were.
- publishing all materials for the Council meeting in both Welsh and English (both online and hard copies available on the day).
- offering live interpretation at the Council meeting.
- seeking feedback through surveys (in English and Welsh).

In addition, each of the surveys for feedback included a specific question on our approach to the Welsh language scheme:

***Are you satisfied with the approach to communicating with speakers of the Welsh language at these meetings?*** The responses in each case were 'Yes; No; Not applicable.' The combined result for all surveys were:

Yes	68
Not applicable	43
Blank	15
No	1
Yes and No	1
<b>Total</b>	<b>128</b>

The majority of responses (111 out of 128) therefore were either satisfied with our approach to the Welsh language or said it was 'not applicable to them'. A further 15 questionnaires were left blank.

One respondent replying to the 'Nursing and Midwifery in action in Wales' survey selected the 'no' response, however they gave no further explanation as to why they were not satisfied with our approach to the Welsh language.

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)

See above section about how we monitored consultation responses to the Education Programme.

<b>Fitness to practise cases</b>	
Number of hearings held in Wales	We held 77 substantive events and 73 non substantive events (130 substantive cases and 89 non substantive cases were considered at these events).
Number of hearings where a request was made by the witness to speak in Welsh	0. There were no requests made by a witness to speak Welsh.
Number of hearings in which evidence was presented in Welsh.	0. There were no hearings in which evidence was presented in Welsh.
<b>Language awareness training</b>	
Number and percentage of the organisation's new staff (i.e. new since 1 April 2017) that received Welsh language awareness training.	<p>All new starters' complete mandatory equality diversity and inclusion e-learning and face-to-face training that includes Welsh language awareness.</p> <p>EDI training attendance from 1st April 2017 – 31 March 2018: 215 eligible staff joined the organisation and 183 attended face-to-face E&amp;D training = 85% attended.</p> <p>EDI training attendance from 1st April 2014 – 18th June 2018: 632 staff attended E&amp;D training between these dates. We do not hold data about training attendance before 2014 and Welsh language awareness was not included as part of the E&amp;D training course before Summer 2016 – it is now included in all the E&amp;D training sessions after a review.</p>
Number and percentage of the organisation's entire workforce that has received Welsh language awareness training since the training was introduced.	<p>Our equality diversity and inclusion (EDI) e-learning contains awareness raising about our Welsh Language Scheme. All employees must complete the equality diversity and inclusion e-learning every two years.</p> <p>EDI e-learning completions from 1st April 2017 – 31 March 2018: 95% (this includes new starters).</p> <p>Our learning portal has the following resources available to employees:</p> <ul style="list-style-type: none"> <li>• e-Learning course - This module is designed to raise awareness of the Welsh language and is aimed at anyone interested in the history of Welsh, from past to present day</li> </ul>

- |  |   |
|--|---|
|  | <ul style="list-style-type: none"><li>• Welsh Surface languages – Online resources to learning Welsh online</li><li>• BBC learning Welsh - Learning guides and online videos.</li></ul> |
|--|---|

We have bespoke equality impact assessment workshops for policy employees that include Welsh language assessment. In the reporting period we held three workshops.