

# The Welsh language scheme monitoring report

1 April 2018–31 March  
2019

## **About us**

We're the independent regulator for nurses, midwives and nursing associates. We hold a register of the 698,000 nurses and midwives who can practise in the UK, and nursing associates who can practise in England.

Better and safer care for people is at the heart of what we do, supporting the healthcare professionals on our register to deliver the highest standards of care.

We make sure nurses, midwives and nursing associates have the skills they need to care for people safely, with integrity, expertise, respect and compassion, from the moment they step into their first job.

Learning does not stop the day nurses, midwives and nursing associates qualify. To promote safety and public trust, we require professionals to demonstrate throughout their career that they are committed to learning and developing to keep their skills up to date and improve as practitioners.

We want to encourage openness and learning among healthcare professionals to improve care and keep the public safe. On the occasions when something goes wrong and people are at risk, we can step in to investigate and take action, giving patients and families a voice as we do so.

We are committed to improving the services that we are able to offer to Welsh language speakers.

## **Our commitment to Welsh language**

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 has overall responsibility for the delivery of the Welsh language scheme.
- The Policy and Legislation team is responsible for monitoring legislative change and the impact on our business planning in relation to compliance with the Welsh Language Act 1993.

- The regulatory Equality Diversity and Inclusion (EDI) team is 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 this annual monitoring report is to summarise our progress in implementing our Welsh language scheme during the period 1 April 2018 to 31 March 2019 in compliance with the requirement of the Welsh Language Commissioner. 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 comply with our Welsh language scheme. We will continue to engage with the Welsh Language Commissioner to help inform and develop our approach. Last year, following the direction of the Commissioner we published our annual report for the first time on our website. This year's report and future annual reports will also be available online.

Our regulatory engagement in Wales depends on the nature of the policy, project or standards development that we undertake. For corporate change programmes we ensure we hold engagement events across the UK, informing devolved governments where appropriate. For example, when we developed our future midwife standards we promoted the Welsh language in the following ways:

- The documents that we put out to consultation (the draft new standards of proficiency for midwives and draft standards for pre-registration midwifery programmes) were translated into Welsh and made accessible on our website.
- We directed the independent research company that we contracted to host our consultation surveys to make a Welsh version of the surveys available.
- When we hosted a consultation workshop in Cardiff, we offered everyone who registered for the event an opportunity in advance to request a Welsh translator (no one took us up on the offer).
- At all our engagement workshops (including Cardiff) our facilitators had access to Welsh copies of the draft new standards.

We started regulating the new role of nursing associates in England in January 2019. Throughout the project to bring them into regulation we have kept the Welsh

government updated on our work via the Chief Nursing Officer for Wales, and considered any resultant implications that there may be for Wales.

In the reporting year we also included Welsh language awareness in our internal staff engagement activities, including:

- Scheduling a speaker to talk to staff about working with Welsh language speaking communities in Wales, and
- A welsh cakes baking competition for St. David's Day with associated communications that linked to our Welsh language scheme.

We're particularly proud of a new e-learning module available to all employees, which provides a background and history of the language, highlights current usage and emphasises the legal duty of public bodies in Wales to provide services to members of the public in this medium. This was launched on St. David's Day 2019.

Additionally, as part of our work in regulating the education of the nursing and midwifery professions we included thematic questions on Equality, Diversity and Inclusion (EDI) in our Approved Education Institutions (AEIs) annual self-assessment. This survey included a question about how many students were taught and assessed in languages other than English. One university responded that they had students completing a pre-registration programme in the Welsh language. Further feedback we received through this survey included information about Welsh universities providing various support avenues for students to use Welsh, including: being allocated a Welsh speaking academic tutor, being able to take up to 50 per cent of their programme in Welsh, and submitting academic assessments in Welsh. We will continue to monitor how AEIs are teaching and assessing in Welsh.

## **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 the standards would not be taken forward in their proposed form.

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

We have recently met with representatives from the Welsh government and the other regulators and look forward to working with them to introduce new requirements for regulators when these are finalised. We remain committed to Welsh language equality and will continue to work with key stakeholders towards this goal.

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

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

- 1 Raising the profile of the Welsh language scheme across the organisation to ensure employees are fully aware of what is required and why, for example by promoting our new e-learning module raising awareness of the Welsh language, and
- 2 Monitoring the timeline for the implementation of any proposed new standards from the Welsh Government, and working with key stakeholders to introduce the new requirements.

## Annexe 1: Summary report of the implementation of the Welsh language scheme from 1 April 2018 to 31 March 2019

Policy impact assessment	Our work
<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 programme standards and related policies (including Return to practice and Future midwife)</li> <li>2. Nursing associate fees policy</li> <li>3. Nursing associate regulatory approach policy</li> <li>4. English language registration policy</li> <li>5. Fitness to practise strategy</li> <li>6. Revalidation review</li> </ol> <p>All policies have equality impact assessments that include consideration of the effects the policy has on the use of the Welsh language. Welsh language translations are published alongside English language standards documents.</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 programme includes Standards for education and training and Standards of proficiency for all our professions.</p> <p>One of our most recent set of standards under development is the Future Midwife standards which consist of Standards for pre-registration midwifery programmes and the Standards of proficiency for midwives.</p> <p>We have recently completed our public consultation on these draft standards and are entering into the next phase of development. This phase will see us making adjustments and refinements to the draft standards based on the responses received during the consultation. We have commissioned an independent research company to manage the analysis of the consultation responses and expect to receive their report in mid-June. Once we have this report we can further assess the impact the new standards may have on Welsh language speakers and consider whether any adjustments are required based on the responses. The standards will be presented to our Council in October. If approved, the standards will first take effect in September 2020 and be fully implemented by September 2021.</p> <p>As with all our standards and policy work we make sure that Welsh language speakers are included by undertaking an equality</p>

impact assessment that considers our obligation under the Welsh language scheme. The equality impact assessment is an on-going process and is updated regularly when considering all phases of standards development. This assessment informs the development identifying impacts (if any) to Welsh language speakers and presents mitigating actions and amendments to the content of the standards if appropriate and proportionate. To date we have not identified any impact the draft standards will have on meeting the needs of Welsh language speakers (Clause 8). Our equality impact assessment also identifies the public business activities and products that require Welsh language integration in order to be inclusive of Welsh language speakers (Clause 1).

The NMC's activities to date are outlined below showing we are meeting our obligations under the Welsh language scheme.

We treat the Welsh language and English language equally when conducting public business in Wales (Clause 1) by:

- Translating our draft standards for consultation, as well as any supporting documents, into Welsh and making them available alongside the English language versions.
- We provided Welsh language versions of the consultation surveys alongside the English language versions for all the respondents groups ('Professional', 'Other professional' and 'Public').
- During the consultation we hosted an event in Wales. We asked each individual who signed up to attend this event if a Welsh language interpreter was required, no individuals requested this service.
- At the event in Wales we had Welsh language versions of all materials available alongside English language versions. We also ensured we had Welsh language material available at all our events throughout the UK.
- An interpreter was available for the participants of our focus groups in Wales, if requested. No individuals asked for this service. Welsh language versions of material were available to all the participants of these focus groups.

The NMC ensures nurses and midwives meet the needs of the Welsh language speaking community (Clause 8) in our standards in the following ways:

	<ul style="list-style-type: none"> <li>• We ensure our standards are published in Welsh so that they are accessible to the Welsh language speaking community.</li> <li>• We promote the Welsh language scheme by including in our draft midwifery programme standards and our <a href="#">Standards for pre-registration nursing programmes (Welsh version)</a> that ‘<i>approved education institutions together with their practice learning partners must ensure that programmes delivered in Wales comply with legislation which supports use of the Welsh language</i>’.</li> <li>• We have included in the draft ‘Standards of proficiency for midwives’ a distinct section in ‘Domain 1’ that outlines the skills necessary for communication, sharing information, relationship building and advocacy (1.21.7-1.21.18). The skills required within the standards include “<i>using clear language and appropriate written materials, making reasonable adjustments where appropriate, optimising women’s, and their partners’ and families’, understanding of their own and their newborn infant’s health and wellbeing; this should include: recognising the need for, and facilitate access to, translation and interpretation services and materials</i>”. The <a href="#">Standards of proficiency for registered nurses (Welsh version)</a> contains similar communication and relationship management standards in Annexe A.</li> </ul> <p>The NMC will continuously assess the impact our standards have on Welsh language speakers. As we enter the next phase of standards development, the results of our consultation will inform any adjustments needed to ensure we meet the needs of Welsh language speakers.</p>
<b>Publications</b>	
Number of publications available to the public	2910
Number of publications available to the public in Welsh	<p>94</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</p>

	translation into Welsh on request. In addition to our scheme requirements we translate materials when we engage with the Welsh-speaking public, for example our consultation materials and documents for engagement events in Wales.
<b>Complaints</b>	
Number of all complaints received about the conduct of practitioners in Wales	We received 250 referrals 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 2018–19.
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 2018–19.
<b>Website</b>	
Percentage of the organization’s website that is available in Welsh	<p>Less than one per cent.</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. We also offer a translation into Welsh on request.</p>
Evidence relating to any plans to improve or increase the Welsh Language provision on the website	We’ll continue to provide major consultations and publications in Welsh.
Evidence relating to the process used to ensure that existing content, updates and new content,	n/a

complies with the requirements of the Welsh language scheme (if the process is different to that reported in 2017-18)	
<b>Promotion of Welsh language services</b>	
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.	See information above regarding our Welsh language publications and translations of our consultation documents and events held in Wales.
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>We assess the experience of existing users by invitation to our customer feedback surveys. Customers rate their satisfaction and have the opportunity to leave additional comments, such as feedback on Welsh language communications. Quantitative and qualitative analysis of responses are captured in customer satisfaction reviews, which form the bedrock to improving our customer's experience.</p> <p>In addition we use the feedback we gain from consultation responses from bodies that represent Welsh language speakers to consider the quality of our organisation's services for Welsh language speakers (see above section about how we monitored consultation responses to the Education Programme).</p>
<b>Fitness to practise cases</b>	
Number of hearings held in Wales	We held 42 substantive events and 70 non-substantive events (52 substantive cases and 136 non-substantive cases were considered at these events).
Number of hearings where a request was made by the witness to speak in Welsh	There were no requests made by a witness to speak in Welsh.
Number of hearings in which evidence was presented in Welsh.	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.	199 new employees, which is 71 percent of all employees.
Number and percentage of the organisation's entire workforce that has received Welsh language awareness training since the training was introduced.	<p>On 1 March 2019 we launched a new e-learning module to raise awareness of the Welsh language. It is aimed at anyone interested in the history of Welsh, from past to present day. Since it was launched nine employees (one percent) have completed this training.</p> <p>In the reporting period we also held two bespoke equality impact assessment workshops for policy employees, which included Welsh language assessment.</p>