

The Welsh language scheme monitoring report

1 April 2019–31 March
2020

About us

Our vision is safe, effective and kind nursing and midwifery that improves everyone's health and wellbeing. As the professional regulator of more than 700,000 nursing and midwifery professionals, we have an important role to play in making this a reality.

Our core role is to **regulate**. First, we promote high professional standards for nurses and midwives across the UK, and nursing associates in England. Second, we maintain the register of professionals eligible to practise. Third, we investigate when nursing or midwifery care goes wrong – something that affects less than one percent of professionals each year.

To regulate well, we **support** our professions and the public. We create resources and guidance that are useful throughout people's careers, helping them to deliver our standards in practice and address new challenges. We also support people involved in our investigations, and we're increasing our visibility so people feel engaged and empowered to shape our work.

Regulating and supporting our professions allows us to **influence** health and social care. We share intelligence from our regulatory activities and work with our partners to support workforce planning and sector-wide decision making. We use our voice to speak up for a healthy and inclusive working environment for our professions.

Governance of our Welsh language work

Members of the Council, the Executive team and all employees play a part in delivering our Welsh language scheme. Key responsibilities are set out below:

- The Council is responsible for setting and overseeing 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 Strategy and Insight has overall responsibility for the delivery of the Welsh language scheme, while the Director of Professional Regulation is the lead director for Wales.
- 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 Welsh language awareness and supporting our employees to feel confident

and competent complying with our Welsh language scheme.

Our commitment to Welsh language

In accordance with Section 21 of the Welsh Language Act 1993, we are clear about the need to 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 2019 to 31 March 2020, 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're committed to consistent compliance with our Welsh language scheme, and engaging with the Welsh Language Commissioner and others to be responsive and informed as we develop our approach to meeting the needs of Welsh speakers. This report sets out our work in this area, and will be accessible to customers through public discussion at a Council session as well as being published on our website, in line with previous years.

Recent activity

In October 2019 the Executive team implemented a new leadership approach to engaging with and understanding the needs of people across the four nations of the UK by assigning a lead director for each country to strengthen relationships, visibility and partnership working. Our Director of Professional Regulation, Emma Broadbent, is the lead director for Wales. This approach has enabled the Executive team to have a clearer picture of matters affecting people in Wales, including Welsh speakers.

Since taking up this additional responsibility, Emma has met with the Minister for Health and Social Services, Health Education and Improvement Wales, Healthcare Inspectorate Wales, Social Care Wales, the older people's commissioner, Welsh representatives from the Royal College of Nursing and the Royal College of Midwives and the Chief Nursing Officer for Wales.

As well as visiting services in Wales, Emma has attended key meetings such as the GMC's Wales Roundtable on Working and Delivering Change Together, and hosted engagement events in Wales, including for our Future Midwife standards. Members of our UK Registration team also went to the University of South Wales in February 2020 to present to student nurses about the role of the NMC.

In July 2019 we commenced our external engagement on our new [2020-2025](#)

[corporate strategy](#). The needs of Welsh speakers were embraced in this programme of work, including by:

- Our consultation document on the development of our new strategy was translated into Welsh and made accessible on our website.
- We directed the independent research company that we contracted to host our consultation survey to make a Welsh version of the survey 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).
- Throughout the development of our strategy we have kept the Chief Nursing Officer for Wales, and other key Welsh stakeholders, updated on our work, and considered any resultant implications that there may be for Wales.
- The final version of the strategy was translated into Welsh and published on our website.

In the reporting year we also promoted the need for our employees to become more competent in their awareness of Welsh language, including by:

- Encouraging employees to complete our e-learning module on Welsh language, 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.
- Holding a Welsh cakes baking competition for St. David's Day with associated communications that linked to our Welsh language scheme. This event is fast becoming an annual and very welcome tradition for the NMC.

Welsh language considerations are embedded in our Education Standards development process. We have Welsh language documents at key stages of consultation, such as draft standards and consultation questions, and we offer the option of responding to our consultations in Welsh. Feedback and evidence on the impact on Welsh speakers is also captured as part of our equality impact assessment work for our standards. During the reporting period this approach was followed during our review of our [Return to practice](#) standards, our new Standards of proficiency for [midwives](#), as well as the planning stage for the review of our [Post-registration](#) education standards.

We also carefully considered Welsh language and engagement while developing our response to Covid-19, including working in collaboration with the Chief Nursing Officer for Wales to ensure our approach was aligned with their activity. We ensured that communication about our [emergency education programme](#) Standards were sent in both English and Welsh to educators in Wales and were published in Welsh

for students on our online Covid-19 web hub. Other key documents, such as our guidance on [revalidation during Covid-19](#), were published on our website in Welsh.

Welsh language standards

We have, with the other professional regulators, worked closely with the Welsh Government on its new Welsh language standards. While the current consultation falls outside of this reporting period, this activity has provided us with the opportunity to review our compliance with our existing Welsh language scheme and better understand how we currently meet the needs of Welsh speakers.

In September 2019 we were clear in [our response](#) to Health Education and Improvement Wales' and Social Care Wales' consultation on 'A Healthier Wales: A Workforce Strategy for Health and Social Care' that we believe that people on our register, people who use services and the public should be able to use the Welsh language however they wish to.

We look forward to submitting our response to the Welsh Government on the proposed standards that are likely to replace our existing Welsh language scheme, and mapping how we can meet new requirements most effectively across the organisation.

A strategic priority

In our new 2020-2025 Strategy, published in April 2020, we made it clear that 'we need strong links across the four countries of the UK and an appreciation of the diverse political, service delivery and workforce planning contexts', and we committed to 'review and develop our presence' in Wales and other parts of the UK.

Our accompanying new values and behaviours framework will underpin our approach to Welsh language compliance, as set out below:

- **Fair** – we will ensure people interacting with our services will have fair opportunities to access information in Welsh, and will be able to trust our commitment to our Welsh language scheme.
- **Kind** – we value people who use the Welsh language, and we will be respectful when dealing with Welsh language requests. We will strive to ensure Welsh language speakers feel included and confident to engage with us in Welsh.
- **Collaborative** – we will invest in our existing relationships, including with the Welsh Language Commissioner, and engage with wider Welsh communities, recognising we're at our best when we work well with others.
- **Ambitious** – we will be open to new ways of meeting our Welsh language

requirements, and will always aim to do our best for Welsh language speakers.

Key actions for the next year

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

- 1** Raising awareness of the needs of Welsh speakers, building the competence and confidence of NMC employees to respond effectively to these needs.
- 2** Building on our external engagement, including reviewing and developing our presence in Wales, in line with our strategic aims.
- 3** Reviewing our Welsh language compliance, responding to the Welsh Government on proposed new requirements, and mapping our internal governance and approach to meeting new standards.

Annexe 1: Summary report of the implementation of the Welsh language scheme from 1 April 2019 to 31 March 2020

Requested information	Our work
Policy impact assessment	
<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>	<p>We have not undertaken impact analyses on any significant number of policies during this reporting period. In the 2018-19 period we were in the analysis stage of a number of our regulatory work streams and so we undertook a number of Welsh language impact assessments during that period. Most of this work concluded in the 2019-20 period.</p> <p>The only impact assessment that we undertook during this period was in relation to our UK-wide statutory requirement to have knowledge of English in order to hold registration. This related to a minor change in our English language guidance.</p> <p>We also updated the Welsh language impact assessment for the work that was undertaken on our 2018 Fitness to Practise strategy during the 2019-20 period. Again this did not show any negative impact.</p> <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>We have not undertaken any impact analysis which resulted in an amendment to a proposed or existing policy during this reporting period.</p>
Publications	
<p>Number of publications available to the public</p>	<p>We have 695 publications on the website.</p>
<p>Number of publications available to the public in Welsh</p>	<p>95 documents on the website in Welsh including annual reports, standards documents, revalidation documents and education standards documents.</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.</p> <p>However, we offer a 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.</p>
Complaints	
Number of all complaints received about the conduct of practitioners in Wales	We had 228 referrals in relation to a registered nurse, midwife or nursing associate with a registered address in Wales from April 2019 to March 2020.
Number of complaints received in Welsh about the conduct of practitioners in Wales	Between April 2019 and March 2020 we received a total of 5,704 new referrals. 228 of these related to practitioners whose registered home address was in Wales. Having checked our records, we have not received any new referrals in Welsh.
Number of complaints received related to the Council's compliance with its Welsh language scheme	The Customer Enquiries and Complaints team received no corporate complaints in relation to the NMC's compliance with the Welsh language scheme in the reporting period 2019 - 2020.
Website	
Percentage of the organisation's website that is available in Welsh	<p>Less than one per cent.</p> <p>We have one main introduction page in Welsh on the website, accessed through a 'Cymraeg' button in the navigation bar. We will be updating this page so it's in line with our new strategy. In the financial year 2019/2020 that page received 2,979 views.</p> <p>https://www.nmc.org.uk/about-us/our-role/ein-rol/</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 are currently reviewing our accessibility standards, which will also look at provision of Welsh language content on our website. This review has been delayed due to Covid-19.
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 2018-19)	Whenever a publication is produced, an assessment is taken by the Corporate communications team as to whether a Welsh version also needs to be produced for that particular publication.
Promotion of Welsh language services	
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.	There is a page on our website dedicated to giving details of our Welsh language scheme, including the services we offer. Also see information above regarding our Welsh language documents and publications.
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>While we haven't had any customer feedback mentioning Welsh language, 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 our organisation's services for Welsh language speakers.</p> <p>Our Executive lead for Welsh engagement has provided feedback</p>

	from stakeholders throughout the year, which will have been added to the consideration of the quality of our Welsh language services.
Fitness to practise cases	
Number of hearings held in Wales	In the past financial year we held 80 FtP Committee events (113 cases were considered at these events), 49 Investigating Committee events (132 cases were considered at these events) and 5 Registration Appeal hearings.
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, and no requests by hearing parties to speak Welsh at a hearing. We have not received a request for a Welsh interpreter in a hearing in the last financial year.
Number of hearings in which evidence was presented in Welsh.	There were no hearings in which evidence was presented in Welsh.
Language awareness training	
Number and percentage of the organisation's new staff (i.e. new since 1 April 2019) that received Welsh language awareness training.	128 new starters have had Welsh language awareness training since January 2019 (64.6%).
Number and percentage of the organisation's entire workforce that has received Welsh language awareness training since the training was introduced.	193 of employees in the NMC have had Welsh language awareness training (22.7%), plus a further 20 have completed the Welsh language awareness e-learning module. The e-learning is not mandatory, but we have promoted it on St David's Day, as well as on our internal social media platform, Workplace, and in our Equality and Diversity Leadership Group meetings.
Self-regulation	
Details of the arrangements and procedures the organisation has	We have, with the other professional regulators, worked closely with the Welsh Government on its new Welsh language standards. These are the standards that will replace our existing Welsh language scheme, and are expected to come into force in 2021.

<p>adopted to enable it to self-regulate effectively.</p>	<p>The draft standards are currently being consulted on and the consultation closes on 2 October.</p> <p>Even though it is currently at the consultation stage, the ongoing review we are currently undertaking across the organisation is paramount in understanding what we will have to do as an organisation to meet the new standards, and the needs of Welsh speakers. It will also ensure that we will be in the best possible position to implement the new standards when introduced.</p> <p>Additionally, in 2019/20 we responded to the following consultation that relates to health and social care services in Wales, and included a section on the opportunities for Welsh speakers to use the Welsh language. This consultation was:</p> <ul style="list-style-type: none"> <p>Health Education and Improvement Wales’ and Social Care Wales’ consultation on ‘A Healthier Wales: A Workforce Strategy for Health and Social Care’ (September 2019). We said that we believe that registrants, people who use services and their families and the public should be able to use the Welsh language however they wish to. We are fully committed to the principle that the English and Welsh languages will be treated on the basis of equality and this is set out in our Welsh Language Scheme. Our response can be accessed here: https://www.nmc.org.uk/globalassets/sitedocuments/consultations/nmc-responses/2019/nmc-response-to-heiw-and-scw-workforce-consultation-september-2019.pdf</p>
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