

The Welsh language scheme monitoring report

1 April 2020–31 March 2021

About us

Our vision is safe, effective and kind nursing and midwifery that improves everyone's health and wellbeing. As the professional regulator of almost 732,000 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 education and professional standards for nurses and midwives across the UK.. Second, we maintain the register of professionals eligible to practice. Third, we investigate concerns about nurses, midwives and nursing associates – something that affects less than one percent of professionals each year. We believe in giving professionals the chance to address concerns, but we'll always take action when needed.

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 Executive Director of People and Organisational Effectiveness has overall responsibility for the delivery of the Welsh language scheme, while our Chief Executive is currently the executive lead for Wales.
- The Policy and Legislation teams 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 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 2020 to 31 March 2021, 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 2020 our Director of Professional Regulation Emma Broadbent was the lead director for Wales. Our Chief Executive and Registrar Andrea Sutcliffe is currently the lead director for Wales. During the reporting period colleagues from across the organisation held a number of meetings and events with key stakeholders in Wales. Some examples include:

- Hosting stakeholder roundtables with midwifery, nursing and regulatory partners in Wales to explore the impact of the pandemic on nursing and midwifery, alongside exploring broader themes, such as EDI, and NMC activity.
- Hosting a webinar for students in partnership with Health Education and Improvement Wales, Council of Deans of Health and the Chief Nursing Office to explain the changes to the NMC's emergency standards in January 2021 and how they have been implemented across the UK.
- Continuous engagement with other professional and system regulators in Wales to ensure regulatory alignment, this includes attending and contributing to Healthcare Inspectorate Wales' Healthcare summit.
- Working closely with former and interim Chief Nursing Officer and their team, such as on our post-registration standards consultation, our review of our education programme standards and the introduction of our emergency and recovery standards.
- Conducting virtual visits to Wales to learn about the experiences of our registrants, such as visiting Asylum Health Team at Swansea Bay.

- Hosting events for registrants in Wales about our key programmes of activity. These events have been hosted in partnership with stakeholder organisations in Wales.
- The NMC have produced an animation on our midwifery standards based on feedback from parents in Wales to ensure the public understand the impact of the standards on care.

Jacqui Williams, our Senior Midwifery Advisor has met regularly with the Lead Midwives for Education in Wales as well as having monthly catch ups with Karen Jewell, Nursing Officer for Maternity and Early Years, Office of the CNO Wales. Jacqui has also attended a number of All Wales stakeholder events as they prepare for their new programmes.

Kristian Garsed, our Regulation Advisor for Wales in the Employer Link Service has been learning Welsh since May 2020 as a professional development commitment to the role. Kristian has also been providing:

- Regular bespoke written updates to all Executive Nurse Directors in the NHS in Wales, informing them of key changes and developments regarding the NMC's regulatory response to the Covid 19 pandemic.
- Virtual face-to-face regulatory updates / workshops for employers in Wales upon request highlighting and exploring the changes to how we regulate our professions introduced in response to the pandemic.
- Routine support to all employers of our nursing and midwifery professionals in Wales across health and care and the independent sector, in the form of *ad hoc* regulatory advice, information and learning opportunities.
- And establishing and maintaining a regular forum for the NMC, GMC, GPhC and GDC in Wales and HIW to share information, intelligence, policy considerations and shared stakeholder engagement priorities during the pandemic.

In May 2020, our CEO worked with the Welsh Government to acknowledge social care nurses in a [joint letter](#) and in November 2020 we responded to Healthcare Inspectorate Wales' [National Review of Maternity Services](#). Both responses were posted to the NMC website and shared on our internal social media platform, Workplace.

We launched a [new EDI web hub](#) last October and we ensured we had a dedicated page, in Welsh first and then English, for our Welsh Language Scheme.

We also continued to carefully consider Welsh language and the needs of Welsh speakers as part of our ongoing response to the Covid-19 pandemic, including continuing to work in collaboration with the Chief Nursing Officer for Wales to ensure our approach was aligned with their ongoing activity in this area. 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 also [available](#) on our website in Welsh. As with all of our standard equality impact assessments we have a dedicated area to assess the impact of activity on Welsh Language speakers. Although the activity falls out of the reporting period, our most recent regulatory Covid-19 equality impact assessment was [published](#) in July 2021 and our Welsh Language assessment can be seen in section 5.

Welsh language standards

We have, with the other professional regulators, worked closely with the Welsh Government on its new Welsh language standards and welcomed the opportunity to [respond](#) to their consultation in 2020. 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 our [response](#) to the 2016 Welsh language proposals we affirmed our support for the Welsh Government's ambition to nurture and grow the use of the Welsh language within Wales. We also said that we were happy to work to achieve this goal, and that we wanted all relevant NMC services to be accessible to all parts of the community, including Welsh speakers. This remains our position and affirms our fundamental organisational values – that we are fair, kind and collaborative.

Having engaged with relevant parts of the NMC in addition to our partner regulators, our view of the proposed standards was that they are probably manageable. However, as we originally stated in our 2016 response, we still believe that there needs to be clarity around the scope, extent and application of these standards. Without this clarity it will be difficult for us to accurately assess the impact of the standards and plan for compliance. We set out some of the key areas in our response where we believe more clarity is needed. We look forward to continuing to work with the Welsh Government on this consultation.

A strategic priority

In our 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. Setting out our commitment and approach to Welsh language parity in our updated EDI plan by the end of 2021
2. Broadening our engagement with, and understanding of, the needs of professionals and people who use services in Wales
3. Embedding a systematic approach to Welsh language compliance across the organisation using our established governance processes.

Annexe 1: Summary report of the implementation of the Welsh language scheme from 1 April 2020 to 31 March 2021

| Requested information | Our work |
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| 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>Welsh language considerations are embedded in our education and proficiency standards development process. We have Welsh language documents available at all key stages of consultation, such as draft standards and consultation questions, and we offer the option of responding to our consultations in Welsh.</p> <p>We also provide opportunities for Welsh speakers to be fully involved in the external engagement events we hold in Wales as part of this process through the provision of simultaneous translation service, event documentation, signage etc. Unfortunately however due to the Covid-19 pandemic we were unable to hold any such events anywhere in the UK, including Wales, during this reporting period.</p> <p>Feedback and evidence on the impact on Welsh speakers is also captured as part of our equality impact assessment work for our standards. A full equality impact assessment is an essential part of all of our standards development projects and they are routinely published at the end of each project.</p> <p>During the reporting period this approach was followed during the ongoing work on the review of our Post-registration education and proficiency standards (the formal launch of the consultation itself occurred very shortly after this reporting period concluded).</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 984 publications on the website.</p> |

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| <p>Number of publications available to the public in Welsh</p> | <p>There are 128 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> |
| <p>Complaints</p> | |
| <p>Number of all complaints received about the conduct of practitioners in Wales</p> | <p>We had 198 referrals in relation to a registered nurse, midwife or nursing associate with a registered address in Wales from April 2020 to March 2021.</p> |
| <p>Number of complaints received in Welsh about the conduct of practitioners in Wales</p> | <p>From April 2020 to March 2021, we received a total of 5,547 new referrals. 198 of these related to practitioners whose registered home address was in Wales. Having checked our records, we did not receive any new referrals in Welsh.</p> |
| <p>Number of complaints received related to the Council's compliance with its Welsh language scheme</p> | <p>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 2020 - 2021.</p> |
| <p>Website</p> | |
| <p>Percentage of the organisation's website that is available in Welsh</p> | <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 periodically update this page. In the financial year 2020/2021 that page received 3,139 views.</p> <p>https://www.nmc.org.uk/about-us/our-role/ein-rol/</p> <p>We also have one page on our Welsh language scheme here:</p> |

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| | <p>https://www.nmc.org.uk/about-us/equality-diversity-and-inclusion/welsh-language-scheme/</p> <p>We offer a translation into Welsh on request.</p> |
| Evidence relating to any plans to improve or increase the Welsh Language provision on the website | <p>We are beginning work on redeveloping our website. This programme will consider Welsh language website provision including ways to meet the needs of Welsh language speakers. We're currently carrying out discovery research in 2021 which will actively seek out the views and needs of Welsh language speakers. We'll take these needs into consideration when developing the new website.</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 2018-19) | <p>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.</p> |
| 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. | <p>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.</p> <p>We have had no requests in the contact centre to translate nor any complaints about not having items translated.</p> |
| 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> |

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| | 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. |
| Fitness to practise cases | |
| Number of hearings held in Wales | There have been no physical hearings held in Wales for this period. |
| 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. 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 requests by hearing parties to speak Welsh at a hearing. |
| 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. | 15 3% |
| Number and percentage of the organisation's entire workforce that has received Welsh language awareness training since the training was introduced. | 25 2% |
| Self-regulation | |
| Details of the arrangements and procedures the organisation has adopted to enable it to self-regulate effectively. | We have continued to follow the Welsh Government's legislative timetable for the new language standards. At present, this is still to be decided. Before this happens, the Welsh Government has indicated that it would like to engage with regulators regarding the concerns they raised in their consultation submission in 2020. |