



Welsh Language Standards Annual Report for 2023



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About the General Chiropractic Council

The General Chiropractic Council (GCC) is an independent statutory body responsible for regulating the chiropractic profession in the UK, Isle of Man and Gibraltar. Its role is to protect the health and safety of the public by ensuring the highest standards of practice within the chiropractic profession.

Established by the Chiropractors Act (1994), the GCC is one of ten UK health and social care regulators. Its regulatory responsibilities were enhanced through the Health and Social Care (Safety and Quality) Act 2015, which stipulates that all regulators should:

- 1) Protect, promote, and maintain the public's health, safety, and wellbeing.
- 2) Promote and maintain public confidence in their respective professions.
- 3) Promote and maintain proper professional standards and conduct for members of that profession.

The GCC has a duty within the Chiropractors Act to develop the profession. It undertakes this duty by:

- 1) Maintaining a national register of chiropractors. A person cannot practise or describe themselves as a chiropractor unless registered with the GCC.
- 2) Upholding the Code for standards of conduct, performance, and ethics for chiropractors.
- 3) Acting if a chiropractor fails to meet the standards contained with the Code.
- 4) Setting educational standards for individuals training to become chiropractors.

Implementing the Welsh Language Standards

Background

On 31 October 2022, the Welsh Language Standards (No.8) Regulations 2022 came into force and following draft notices and consultations with the Executive, it was issued by the Welsh Language Commissioner to the GCC via its final compliance notice in June 2023, effective from 6 December 2023.

There are 67 Standards to be met. The GCC welcomed the framework as a clear approach to how we can serve the public in Welsh and consider the impact of our policy making on the use of the Welsh language.

Beyond the standards we acknowledge and support the spirit of the framework as a way to promote and facilitate the use of the Welsh language – and this is something we are looking to encourage with the individuals registered with us.

Summary

The Welsh Language Commissioner issued a final compliance notice to the GCC in June 2023, and from 6 December 2023 the GCC was a party to the Welsh Language Standards (No.8) Regulations 2022.

The GCC Financial year runs from January to December (as it mirrors the registration year) and so this report formally covers between 6 December and 31 December 2023. However, we have also used the opportunity to highlight some of the Welsh Language related activity we carried out earlier in 2023 in preparation for the 6 December.

Our progress in 2023

The GCC has to meet 67 standards. Many of the standards are not triggered until an external action happens (for instance a member of the public contacts us in Welsh) however we are confident that from 6 December we had processes in place to meet 66 of these standards. Implementation of the last standard (20 – concerning registration in the Welsh language) was agreed with the Welsh Language Commissioner to be delayed until 1 June 2024.

Standards 1-7: Correspondence and contact

The GCC did not receive or send any qualifying correspondence or contact during the period. Letter templates and email signatures were updated to highlight:

If you choose to write to us in Welsh, we will respond in Welsh. Corresponding in Welsh will not lead to delays. However, please note that none of our staff speak Welsh at the moment.

Os byddwch yn dewis ysgrifennu atom yn Gymraeg, byddwn yn ymateb yn Gymraeg. Ni fydd gohebu yn Gymraeg yn arwain at oedi. Fodd bynnag, nodwch nad oes yr un o'n staff yn siarad Cymraeg ar hyn o bryd.

The Interactive Voice Response system on the main GCC telephone line was updated to offer callers the full list of services in Welsh.

Standards 8-15: Meetings and public events

The GCC did not hold any qualifying events or meetings during the period.

Standards 16-22: Publications, publicity, documents and forms

The GCC did not publish any qualifying materials during the period, however during 2023 we published in Welsh the [GCC Education Standards](#) (including standards + expectations, and how to use guide); and guidance on how to use the I'm Registered mark.

I'm Registered Mark:

Chiropractors are able to download a personalised poster and I'm Registered mark to highlight to patients that they are registered with the GCC. The personalised poster and mark are both available in Welsh from the registrant portal. During 2023 eight unique Welsh Language posters were downloaded (230 English language – across all countries).



Standards 23-32: Investigations and legal proceedings

The GCC did not receive any qualifying requests for proceedings or documentation in the Welsh language during the period. Hearing templates and documentations that are sent to the registrant were updated to highlight:

You have the right to use the Welsh language when presenting written cases or submitting documents to us in relation to this investigation. Please let us know if you would like to speak Welsh in meetings, hearings, or arranged telephone calls, or if you would like to receive documents relating to this investigation in Welsh; and we will make the relevant arrangements. Please note that none of our staff speak Welsh

Mae gennych yr hawl i ddefnyddio'r Gymraeg wrth gyflwyno achosion ysgrifenedig neu gyflwyno dogfennau i ni mewn perthynas â'r ymchwiliad hwn. Rhwch wybod i ni os hoffech siarad Cymraeg mewn cyfarfodydd, gwrandawiadau, neu alwadau ffôn wedi'u trefnu, neu os hoffech dderbyn dogfennau sy'n ymwneud â'r ymchwiliad hwn yn Gymraeg; a byddwn yn gwneud y trefniadau perthnasol. Sylwer nad oes yr un o'n staff yn siarad Cymraeg

Standards 33-36: Websites and social media

The entire GCC website is available in the Welsh language and can be toggled between English and Welsh using the CY and EN links in the navigation bar. The GCC website can be found [here](#).

Standards 37-38: Official Notices

We did not produce any qualifying official notices during the relevant period in 2023.

Standards 39-41: Raising awareness about our Welsh language services, and our corporate identity

We did not provide any qualifying services during the relevant period in 2023. Our contact page on the website was updated to include:

If you choose to communicate with us in Welsh, we will respond in Welsh. Corresponding in Welsh will not lead to delays. However, please note that none of our staff speak Welsh at the moment.

We have, and use when appropriate, a Welsh language version of the corporate identity.

Standards 42-50: Policy Making

The GCC did not make any policy decisions, carry out any research in preparation for making a policy decision, or carry out any consultations during the period. Prior to the 6 December we ensured that all relevant processes – including the Equality and Welsh Language Impact Assessment form – were updated to meet the standards.

Standards 51-56: Developing our workforce

The GCC assessed the language skills of our workforce and asked all staff to take the Work Welsh Online Taster course. A Welsh section was added to the staff induction pack to ensure that future staff also develop an awareness of the Welsh language and understand our responsibilities under the standards.

Standards 57-60: Recruiting and Appointing workforce

The GCC did not begin any recruitment processes, or appoint any staff, during the relevant period in 2023.

Standards 60-67: Records, standards and information relevant to the Welsh Language Standards

The GCC put in place records to capture the metrics required by the Welsh Language Standards. The details are below.

On 6 December we promoted that we were now party to the Welsh Language Standards in the December newsletter, linked to [a news story on the website](#) and the [list of standards on our website](#).

Welsh language metrics

As per our duty in standard 66, during the period from the commencement of the Welsh Language Standards (8) on the GCC (6 December 2023) and the end of the financial year (31 December 2023) the GCC recorded:

Complaints	
The number of complaints received related to our compliance with the Welsh Language Standards.	0
Staff Recruitment	
Number of new and vacant posts advertised	0
Of which number categorised as:	
Welsh language skills essential;	0
Welsh language skills needed to be learned on appointment;	0
Welsh language skills desirable;	0
Welsh language skills not necessary;	0

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This document is also available in Welsh