



# **Welsh Language Standards Annual Report for 2024**



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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 within the Code.
- 4) Setting educational standards for individuals training to become chiropractors.

## Implementing the Welsh Language Standards

### Background

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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 effective from 6 December 2023.

There are 67 Standards to be met. The GCC welcomes 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 embrace the spirit of the framework as a tool to promote and facilitate the use of the Welsh language – and we look to encourage the use of Welsh by the individuals registered with us.

## Summary

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The Welsh Language Commissioner issued the 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.

This report covers January to December 2024, which mirrors both the registration and financial years of the GCC.

## Our progress in 2024

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The GCC has to meet 67 Welsh Language standards. Many of the standards are triggered by an external event (for instance a member of the public contacts us in Welsh) however we are confident we have processes in place to meet these standards when the circumstances arise.

During 2024 we implemented the final standard (20 – concerning registration in the Welsh language) which the Welsh Language Commissioner had graciously allowed us to delay 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 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 offers callers the full list of services in Welsh.

### Standards 8-15: Meetings and public events

The GCC did not hold any in-person meetings in Wales during 2024.

The GCC Teams meeting invitation template highlights:

If you are based in Wales and wish to conduct this meeting in Welsh, please let us know so that we can best consider the translation requirements. However, please note that currently none of our staff speak Welsh.

Os ydych chi wedi'ch lleoli yng Nghymru ac yn dymuno cynnal y cyfarfod yn Gymraeg, rhowch wybod i ni fel y gallwn ystyried orau'r gofynion cyfieithu. Fodd bynnag, nad oes yr un o'n staff yn siarad Cymraeg ar hyn o bryd.

However, the GCC did not receive any requests to conduct online meetings in Welsh.

The GCC did not organise any events or meetings in Wales in 2024 that were open to the public.

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

During 2024 we completed our work to make the application form for individuals wishing to register as a chiropractor available in Welsh (standard 20).

We also published, in English and Welsh:

- The [2023 Annual Report and “at a glance” version](#)
- The 2023 Welsh Language Standards Annual Report
- The recruitment monitoring (EDI) form
- The Code of Professional Practice
- The Code of Professional Practice Equality Impact Assessment

As well as a number of documents relating to our consultation as we developed the Code of Professional Practice (see [standards 42-50](#) below).

**I’m Registered Mark:**

Chiropractors can 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. In total, 11 different chiropractors have downloaded the Welsh language version of their personalised poster.

| Personalised I’m Registered Posters downloaded annually. |       |         |
|--|-------|---------|
|  | Welsh | English |
| 2023   | 8     | 230     |
| 2024   | 3     | 170     |



**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 documents that are sent to registrants and witnesses 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, gwrandawriadau, 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 [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.

We did not post any social media content which related exclusively to Wales, however we did use [a Welsh language video](#) on St David’s day to highlight how we use the Welsh Language Standards and wish to encourage Welsh speaking chiropractors.

**Standards 37-38: Official Notices**

We did not produce any qualifying official notices during the relevant period in 2024.

**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 2024. Our contact page on the website includes:

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

During 2024 the GCC reviewed, revised and consulted on the Code. The Code outlines the standards of performance, conduct and ethics expected of chiropractors in the UK. Chiropractors must meet these standards to join and remain on our register.

In preparation for the formal consultation we considered what effects, if any, the proposal would have on opportunities to use the Welsh language, and treating the Welsh language no less favourably than the English language. This consideration was informed by the lived experience of a Welsh speaking member of staff. We also considered if there were further steps we could take to positively impact the use of the Welsh language. Our final considerations were outlined in our [Equality and Welsh Language Impact Assessment](#).

We prepared supporting documents to explain the proposed changes in more detail, and these were available in English and Welsh:

- [Proposed Code of Professional Practice](#)
- [Consultation Guide](#)
- [Equality Impact Assessment \(including Welsh Language\)](#)
- [Glossary of Terms used](#)
- [Mapping of 2016 Code to proposed Code](#)

The consultation questionnaire was published bilingually and we sought the views of all respondents (both English and Welsh speakers) as to if the Equality and Welsh Language Impact Assessment accurately described the impact on the Welsh Language, with an opportunity to comment further if appropriate.

Following the consultation, and further refinement, the Code of Professional Practice was agreed by Council and published at the end of 2024.

We believe that Principle G is of most relevance to encouraging the use of the Welsh Language by our registrants, and highlight standard G3 which we hope will have a positive impact on the use of the Welsh language by chiropractors and their patients. We understand this to be a first among UK health care regulators.

|  |   |
|--|---|
| <b>Principle G</b><br>You must communicate professionally, properly, and effectively |   |
| <b>As a chiropractor, you must:</b>  |   |
| <b>G3</b>  | have visible and easy to understand information for the patient on fees, charging policies and how to make a complaint. This information must include the patient's right to change their mind about their care and their right to refer any unresolved complaints to the GCC.<br><br>You must respond promptly and appropriately to any complaints that arise.<br><br>If you practise in Wales, you should consider also making information available in the Welsh language. |

## Standards 51-56: Developing our workforce

The GCC regularly assesses the language skills of our workforce and gives all staff and partners an opportunity to take the Work Welsh Online Taster course.

The staff induction pack includes a Welsh section 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

During 2024 we recruited to fill 9 staff vacancies, and 13 partner roles. In each case it was judged that Welsh language skills were not necessary for the role.

We did, however, recruit a member of staff on a fixed term basis who was fluent in Welsh. While her role did not require the ability to speak Welsh, her lived experience as a Welsh speaker was invaluable in our preparations for the Code of Professional Practice consultation. She has since left the GCC.

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

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

### Welsh language metrics

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As per our duty in standard 66, during 2024 the GCC recorded:

| <b>Complaints</b>  |                                |
|--|--------------------------------|
| The number of complaints received related to our compliance with the Welsh Language Standards.   | 0                              |
| <b>Staff Welsh Language Skills</b>   |                                |
| Number of employees who have Welsh language skills as at 31 December 2024*<br><i>*We employed a member of staff on a fixed term during the year who was fluent in Welsh, however she has left the GCC.</i> | 0                              |
| <b>Staff Recruitment</b>   |                                |
| Number of new and vacant posts advertised<br>Of which number categorised as:   | 22<br>(9 staff,<br>13 partner) |
| 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;   | 22                             |

**General Chiropractic Council**

Park House  
186 Kennington Park Road  
London  
SE11 4BT

T: +44 (0) 020 7713 5155

E: [enquiries@gcc-uk.org](mailto:enquiries@gcc-uk.org)

W: [www.gcc-uk.org](http://www.gcc-uk.org)

This document is also available in Welsh