# Website verification surveys: Health Professions Regulators (No. 8 Regulations)
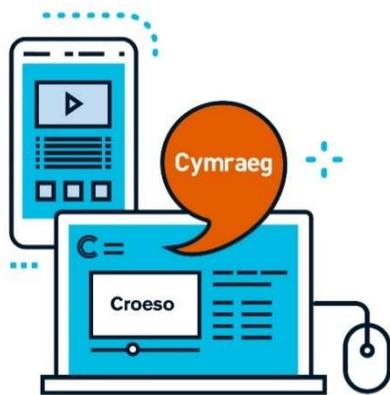
# Cynnwys

# 1 Introduction

1.1 This year, we have reviewed our arrangements for monitoring and regulating the compliance of public organisations with their language duties, to ensure that they are in line with the goals of the Strategic Plan and the Regulatory Outcomes published in 2024-2025.

1.2 As part of this review, we considered what changes and alternative approaches were needed to make the best use of our resources, and to promote compliance in a more proactive manner.

1.3 We were keen to develop monitoring and promotion methods that would give us more certainty about organisations' compliance. It was decided to plan verification surveys to be carried out on a quarterly basis, with results being reported back to the individual organisations within the same quarter.

1.4 One of the key benefits of this method of monitoring is that organisations are notified of any compliance issues in a timely manner throughout the year, giving them the opportunity to implement appropriate solutions promptly.

1.5 We have decided to inspect the websites of this sector during the current quarter. The main reason for this is that the websites have not been checked before as part of the last monitoring plan, as the sector had not been subject to the standards for a long time. As a result, we are keen to collect robust baseline data in order to get a clearer picture of the current level of compliance of these organisations with the relevant standards.

1.6 This report provides an overview of the findings of the verification surveys carried out with the Health Professions Regulators subject to the Welsh Language Standards No. 8 Regulations. It also presents recommendations for consideration in order to ensure better compliance within your organisation.

# 2 Methodology

2.1 The main corporate websites of the nine institutions subject to Welsh Language Standards No. 8 Regulations. The surveys were conducted during the months of October and November 2025.

2.2 The No.8 Regulations, which are the Regulations that apply to this sector, contain two standards relating to websites, standard 33 and standard 34, which set out specific requirements for the availability and consistency of Welsh language provision on online platforms.

2.3 Standard 33 states:

*"You must designate and maintain a page (or pages) on your website that provides (provide) information (in Welsh) –*

*(a) About you,*

*(b) About the services you provide in general,*

*(c) About the services you provide in Wales,*

*(d) About how to make a complaint about a person who is regulated by you,*

*(d) About the Welsh language services you provide and how each of those Welsh language services can be accessed."*

2.4 Standard 34 states:

*"If you have a Welsh language page on your website that corresponds to an English language page, you must state clearly on the English language page that the page is also available in Welsh, and must provide a direct link to the Welsh language page on the corresponding English language page"*

2.5 These surveys focused on assessing compliance with the above two standards, verifying the extent to which the institutions meet the requirements.

2.6 In carrying out the survey, it was checked that all the required information listed under standard 33 was available in Welsh on the website. In addition, it was assessed whether the corresponding pages in English included a link and a clear statement advertising that all information was available in Welsh, as required by the standard.

2.7 A total of 24 pages were checked.

# 3 Findings and Trends

3.1 Each of the organisations had a website with Welsh pages, although the content and the way in which the pages were laid out varied.

3.2 Three organisations provided a dedicated 'Hafan Cymraeg' where all the information required under standard 33 was available in Welsh in one location. This was a convenient way to present the information, and easy for users to find the relevant Welsh language information.

3.3 Some organisations had translated only the relevant pages, in accordance with the requirements of standard 33. In these cases, the English pages contained a clear statement or a language link/toggle indicating that the information was available in Welsh.

3.4 Although there is no statutory requirement to ensure that their website is available fully bilingually, many organisations include many additional Welsh pages beyond the requirements. This shows a conscientious and deliberate effort to increase and improve their Welsh language provision.

3.5 Each organisation provided the information required under points (a) and (b) of Standard 33 in Welsh, namely information about the organisation and information about their activities in general.

3.6 Some organisations also provided specific information about their activities in Wales (in accordance with point (c) of standard 33). However, the majority did not detail this, and only general information about their activity across the UK was available.

3.7 Each organisation included information in Welsh on how to make a complaint about an individual who is regulated by them, as required under point (d) of standard 33.

3.8    Levels of compliance with point (d) of standard 33, namely the provision of information in Welsh about the Welsh language services they provide and how to access them, varied significantly.

3.9    A number of organisations included a dedicated page on Welsh Language Standards, outlining the Welsh language services available, and often providing copies of their most recent Welsh Language Standards compliance notice or annual report. We would consider that this meets the requirements of the standard.

3.10   However, there were at least two organisations that did not include any information about the Standards or their statutory duty in relation to the Welsh language, meaning it was not clear which Welsh language services were available to users.

**COMPLIANCE WITH STANDARD 33**

Partial compliance 44%

Fully compliant 56%
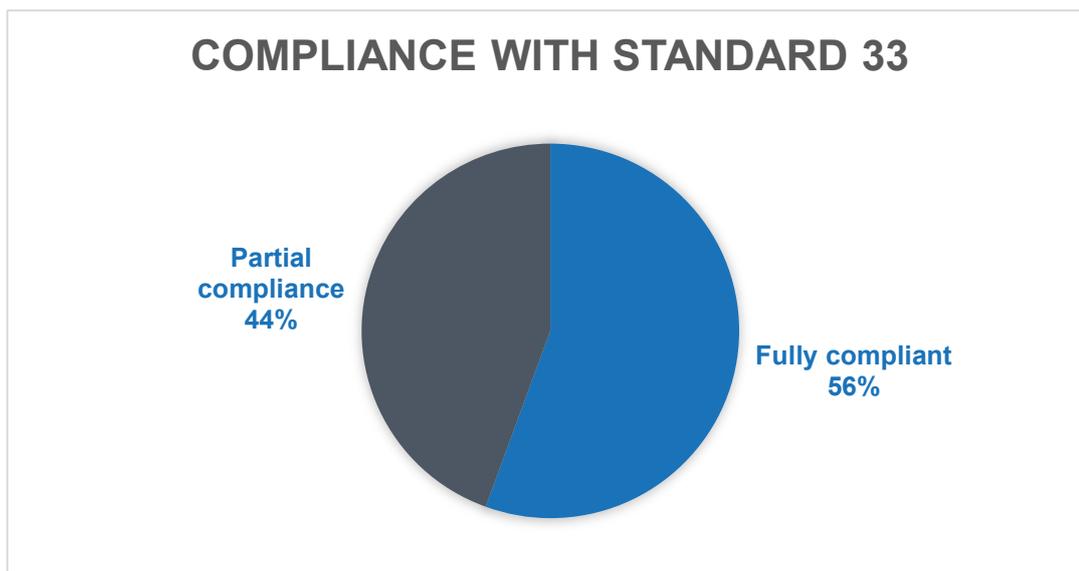
3.11   Under standard 34, six organisations were found to use a language toggle button at the top of the website where it was possible to access the Welsh version of that page if a Welsh version existed. The other three organisations used a similar 'Cymraeg' button, but instead of taking a user to the corresponding page, the button took the user directly to the 'Hafan Cymraeg', where all Welsh content was available in one place.

Standard 34 requires organisations to provide a clear statement on any page where a Welsh version is available, together with a direct link to that Welsh page. A language toggle button meets the requirement for a direct link, but organisations can further improve compliance by including a prominent statement on the English page as well, making the Welsh provision more visible and easier to use.

**COMPLIANCE WITH STANDARD 34**

Partial compliance 33%

Fully compliant 67%
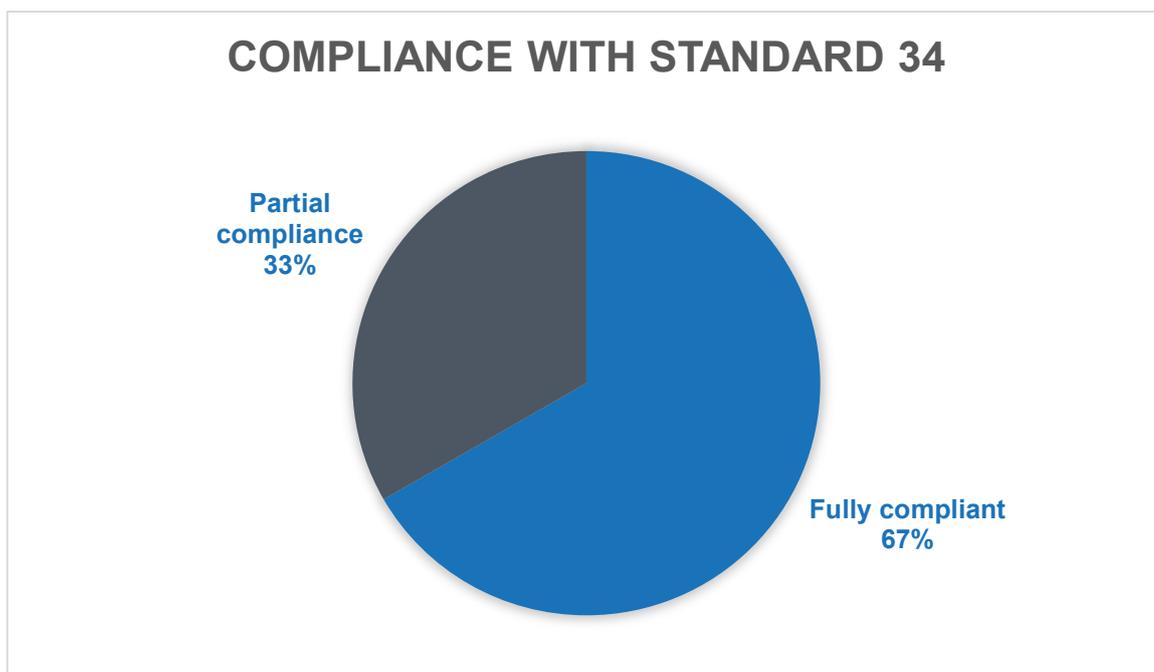
# 4 Conclusions and Recommendations

4.1 Given that the statutory requirements for websites in this sector are relatively limited, compliance should be relatively simple. They are not required to ensure that their websites are fully bilingual, but rather to ensure that the specific content set out in the standards is available in Welsh and easy to find.

4.2 Overall, positive levels of compliance were recorded, with all organisations either fully or partially compliant with the requirements of standard 33. This shows that most organisations are aware of their duties and have taken steps to ensure that the mandatory content is available in Welsh.

4.3 The organisations' methods of presenting the required information varied. Some chose to designate one specific section on the website for the Welsh content, while others translated the relevant pages and kept them in specific places across the website. Because the standards do not prescribe a specific form on the presentation of the information, organisations have the freedom to choose the most practical approach—provided that all required information is present and accessible to users.

4.4 Compliance with standard 34 was also relatively high, with each organisation using a specific language toggle or button for the Welsh language at the front of their website. However, in order to fully comply with the standard, the inclusion of a clear statement on the corresponding English pages would improve transparency and make it easier for users to understand that a Welsh version is available.

4.5 Based on the findings of the survey, we present the following recommendations to the organisations subject to the Welsh Language Standards No.8 Regulations:

**Recommendation 1: Specific information about activity in Wales**

Organisations should ensure that there is clear information on the website that specifically outlines their activity in Wales. This can be in the form of a dedicated

section or page that clearly distinguishes between the organisation's activity in Wales and wider information about work across the UK or internationally.

## Recommendation 2: Arrange information about Welsh language services

Organisations should ensure that there is a specific page or section on the website that clearly states which Welsh language services are provided and explains how users can access them. To improve transparency and accessibility for users, it is also recommended to include a copy of the compliance notice, and a link to the most recent Welsh Language Standards Annual Report. This will give a complete picture of the organisation's Welsh language provision and make that information easy to find.

## Recommendation 3: Ensure clear statements on English pages

In cases where the organisation does not have a 'Hafan Gymraeg', but rather individual pages translated and located across the website, it should be ensured that a clear statement on all relevant English pages indicates that the page is also available in Welsh. This would:

- improve accessibility for users

- increase transparency, and

- reinforce compliance with Standard 34.

# Appendices

## Appendix 1: Survey data

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|---|---|
| The number and % of organisations that are fully compliant with the requirements of standard 33. | 5 (55.5%) |
| The number and % of organisations that partially comply with the requirements of standard 33. | 4 (44.4%) |
| Number and % of organisations that are fully compliant with the requirements of standard 34. | 6 (66.6%) |
| Number and % of organisations that partially comply with the requirements of standard 34. | 3 (33.3%) |

## Appendix 2: A list of the organisations that were part of the survey

- Professional Standards Authority
- General Chiropractic Council
- General Medical Council
- Nursing and Midwifery Council
- General Optical Council
- General Osteopathic Council
- Health Professions Council
- General Dental Council
- General Pharmaceutical Council