This Welsh Language Impact Assessment (WLIS) tool enables RCT Council to consider the principles and requirements of the Welsh Language Standards (No.1) Regulations 2015 to ensure compliance with the Welsh Language (Wales) Measure 2011.

Stage 1 – Information Gathering	
NOTE: As you complete this tool you will be asked for **evidence to support your views**. Please see Welsh Language Impact Assessment Guidance for more information on data sources.	
Proposal Name:	Digital Strategy 2022-2026
Department	ICT & Digital
Service Director	Tim Jones
Officer Completing the WLIA	Gareth Pearce
Email	gareth.pearce@rctcbc.gov.uk
Phone	07769164603
Brief Description	The Digital Strategy 2022-2026 seeks to put in place our vision of being a truly "Digitally Driven Council," that provides excellent services, which are efficient, effective and designed with the person and modern customer expectations at their heart and delivered by a digitally empowered workforce. This Strategy replaces the previous Digital Strategy 2017.
Date	8/2/22
Please outline who this proposal affects? (Service Users, Employees, Wider Community)	Service Users, Employees, Members, Visitors, Wider Community

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What are the aims of the policy, and how do these relate to the Welsh Language?	Our Digital Strategy will aim to better enable a more efficient and effective organisation, one that challenges everything we do to see if we can do it better and continually seeks to maximise the resources, we have available. The Strategy seeks to put in place our vision of being a truly "Digitally Driven Council," that provides excellent services, which are efficient, effective and designed with the person and modern customer expectations at their heart and delivered by a digitally empowered workforce Our strategy will be delivered through four thematic workstream areas: • Digital Solutions and Service Design • Data Insight and Intelligence • Digital Infrastructure • Digital Skills, Learning & Inclusion In relation to the Welsh language our strategy themes are cross cutting however the areas of Digital Solutions & Service Design and Digital Skills, Learning & Inclusion are work streams that will provide positive impacts. For example, Digital Solutions, Software and Services that will be designed to support the Welsh Language and bi-lingual provision to assist improvement to skills, collaboration and digital competency.
Who will benefit / Could the policy affect Welsh language groups? **If so, list them here.**	All learners and bilingual - staff, residents, elected members and partners may be affected by this policy proposal.
Current linguistic profile of the geographical area(s) concerned	Every ten years the nation sets aside one day for the Census, a count of all people and households. The Census is a key source of information about the number of people who can speak Welsh. The 2011 Census[1] indicated that of the 225,555 residents living in the County Borough, 12.3% (27,779) were able to speak Welsh. This can be compared to the all Wales figures that showed of the 2,955,841 residents living Wales, 19.0% (562,016) were able to speak Welsh. The Annual Population Survey[2] collects information about respondents' Welsh speaking ability and includes a question on how often people speak Welsh. The Annual Population Survey for the quarter ending September 2020, reported that 19.3% of respondents living in the County Borough said they could speak Welsh, this is compared to the all Wales percentage of 28.8% of respondents. This can be further broken down to the data contained in the table that follows.

Welsh Language Skills of Residents – (%)

	County Borough of Rhondda Cynon Taf	Wales
Can Read Welsh	18.2%	25.8%
Can Write Welsh	16.7%	23.5%
Can Understand Spoken Welsh	23.5%	33.0%

A breakdown can also be found below for the language skill level of our staff

Level	Percentage
Level 0	43.56%
Level 1	40.50%
Level 2	4.99%
Level 3	1.98%
Level 4	2.19%
Level 5	6.75%

[1] 2011 Census
[2] Annual Population Survey

Other relevant data or research	

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Stage 2 – Impact Assessment

In this section you need to consider the impact, the evidence and any action you are taking for improvement. This is to ensure that the opportunities for people who choose to live their lives and access services through the medium of Welsh are not inferior to what is afforded to those choosing to do so in English, in accordance with the requirement of the Welsh Language (Wales) Measure 2011.

Please note there is a separate impact assessment for Equality and Socio-Economic duty that must also be completed for policy proposals.

Remember that effects that are positive for some groups could be detrimental to others - even among Welsh language groups. Consider the effects on different groups. For example, a proposal may be beneficial to Welsh learners, but not to Welsh speakers.

Will the proposed action affect any or all of the following?

	Does the proposal have any positive, negative or neutral impacts?	Describe why it will have a positive/negative or neutral impact on the Welsh language.	What evidence do you have to support this view?	What action(s) can you take to mitigate any negative impacts or better contribute to positive impacts?
Opportunities for persons to use the Welsh language e.g. staff, residents and visitors The rights of Welsh speakers and learners to use Welsh when dealing with the council and for staff to use Welsh at Work	Positive	The Digital Strategy will support people who choose to access services through the medium of Welsh, being able to participate fully as digital citizens / staff and members. Ensuring new digital services are built on user-centred design principles, and that they are developed to be bilingual and fully accessible will help support the use of the Welsh language	• Local User Research – Addressing Digital Exclusion. • Welsh Government – Welsh Language Technology Plan • Council Staff Strategy Consultation • National Wales Survey's • Office National Statistics • Partner Engagement o Digital Communities Wales	Digital Work Programme deliverables will consider the impact on the Welsh language as part of its acceptance, design and solution process. The Strategic Digital Delivery Board will act as the gatekeeper for digital project approval. It should be noted that the digital marketplace does not always allow for the procurement of compliant bilingual solutions however this

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			o Centre Digital Public Service o Office of Chief Digital Officer Wales (LocGov) o SOCITM Cymru o Welsh Government	will always be stated as a requirement. Should we need to procure a solution that is not fully compliant, we will work with vendors to improve, lobby for change with partners e.g. CDPS/WLGA, and consider alternative options e.g. software that replaces text in real-time. Continually engage with key incumbent software providers to discuss opportunities to improve their solutions to the benefit of Welsh. Continue to use the Welsh Governments Procurement toolkit re: Making multilingual technology easy. Work with the Welsh Language unit to implement Welsh Digital Tools as choice.

Stage 2 – Impact Assessment

Will the proposed action affect any or all of the following?

	Does the proposal have any positive, negative or neutral impacts?	**Describe why it will have a positive/negative or neutral impact on the Welsh language.**	**What evidence do you have to support this view?**	**What action(s) can you take to mitigate any negative impacts or better contribute to positive impacts?**

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Numbers and / or percentages of Welsh speakers
e.g. Welsh Medium Education / Study Opportunities. Links with the Welsh Government's [Cymraeg 2050 Strategy](#) / [RCTCBC Five Year Welsh Language Strategy](#)
	Neutral	Although the Digital Strategy is not likely to have a substantial direct impact on its own, the improved coordination and strategic direction for the development of digital services, the increased use of user-centred design, improving infrastructure and creation of bilingual, accessible digital services will create an improved environment for wider initiatives to have a positive impact.	• Local User Research – Addressing Digital Exclusion
			• Welsh Government – Welsh Language Technology Plan
			• National Wales Survey's
			• Council Staff Strategy Consultation
			• Office National Statistics
			• Partner Engagement
			   o Digital Communities Wales
			   o Centre Digital Public Service
			   o Office of Chief Digital Officer Wales (LocGov)
			   o SOCITM Cymru
			   o Welsh Government
				Promote the availability of Welsh digital channels, tools and services.
				
				Delivery of skills and learning activities through the medium of Welsh.
				
				Work with the Welsh Language unit to implement Welsh Digital Tools as choice.

Opportunities to promote the Welsh language
e.g. status, use of Welsh language services, use of Welsh in everyday life in work and in the community
 	
Actively encourage and promote the use of our services in Welsh to see an increase in demand over time
	Positive	The Digital Strategy will support people who choose to access services through the medium of Welsh, being able to participate fully as digital citizens / staff and members.
		
		Ensuring new digital services are built on user-centred design principles, and that they are developed to be bilingual and fully accessible will help support the use of the Welsh language.
		
		Improving Digital Skills, Learning and Inclusion will be key to encourage, promote and sustain the use of Digital Services.
			• Local User Research – Addressing Digital Exclusion
			• Welsh Government – Welsh Language Technology Plan
			• National Wales Survey's
			• Council Staff Strategy Consultation
			• Office National Statistics
			• Partner Engagement
			   o Digital Communities Wales
			   o Centre Digital Public Service
			   o SOCITM Cymru
			   o Office of Chief Digital Officer Wales (LocGov)
			   o Welsh Government
				Promote the availability of Welsh digital channels, tools and services.
				
				Delivery of skills and learning activities through the medium of Welsh.
				
				Work with the Welsh Language unit to implement Welsh Digital Tools as choice.
				
				Researching Welsh only digital tools and solutions that will support and encourage learners and fluent speakers digitally

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Stage 2 – Impact Assessment

Will the proposed action affect any or all of the following?

	Does the proposal have any positive, negative or neutral impacts?	Describe why it will have a positive/negative or neutral impact on the Welsh language.	What evidence do you have to support this view?	What action(s) can you take to mitigate any negative impacts or better contribute to positive impacts?

Compliance with the [Council's Statutory Welsh Language Standards](#) e.g. increasing or reducing the Council's ability to deliver services through the Medium of Welsh.
 	
 Consider the rights of Welsh speakers to use Welsh when dealing with the Council and for staff to use Welsh at Work
	Positive	The Digital Strategy will support people who choose to access services through the medium of Welsh, being able to participate fully as digital citizens / staff and members.
		
		 Ensuring new digital services are built on user-centred design principles, and that they are developed to be bilingual and fully accessible will help support the use of the Welsh language. This will increase the ability to deliver services through the medium of Welsh.
			• Local User Research – Addressing Digital Exclusion
			 • Welsh Government – Welsh Language Technology Plan
			 • National Wales Survey's
			 • Council Staff Strategy Consultation
			 • Office National Statistics
			 • Partner Engagement
			     o Digital Communities Wales
			     o Centre Digital Public Service
			     o Office of Chief Digital Officer Wales (LocGov)
			     o SOCITM Cymru
			     o Welsh Government
				The assessment of all Digital Work Programme deliverables will consider the impact on the Welsh language as part of its acceptance, design and solution process. The Strategic Digital Delivery Board will act as the gatekeeper for digital project approval.
				
				 It should be noted that the digital marketplace does not always allow for the procurement of compliant bilingual solutions however this will always be stated as a requirement. Should we need to procure a solution that is not fully compliant, we will work with vendors to improve, lobby for change with partners e.g. CDPS/WLGA, and consider

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			alternative options e.g. software that replaces text in real-time. Continually engage with key incumbent software providers to discuss opportunities to improve their solutions to the benefit of Welsh. Work with the Welsh Language unit to implement Welsh Digital Tools as choice.
Treating the Welsh language, no less favourably than the English language			

Stage 3 - Strengthening the proposal

Having listed actions in section 2 which may mitigate any negative impacts or better contribute to positive impacts – please record below which ones you will imbed into the policy proposal and who will be responsible for them.

Also consider is the proposal necessary? Would it be possible to meet demand without any new developments? Could other existing provision be used? Where should the development be?

What are you going to do?	When are you going to do it?	Who is responsible?
Ensure the process for Digital Service / project take on, design process and solution includes steps to assess, consider and incorporate the Welsh Language.	As part of an action plan subject to Strategy approval	Head of Digital Transformation
Work with the Welsh Language unit to implement Welsh Digital Tools as choice.	As part of an action plan subject to Strategy approval	Head of Digital Transformation
Promote the availability of Welsh Digital Channels, tools and Services	As part of an action plan subject to Strategy approval	Head of Digital Transformation
Ensure digital skills, learning and inclusion activities are offered to meet demand through the medium of Welsh.	As part of an action plan subject to Strategy approval	Head of Digital Transformation
Ongoing engagement with incumbent Council system suppliers to seek opportunities to improve their solutions for the benefit of Welsh	As part of an action plan subject to Strategy approval	Head of ICT Operations
Ensure process in place for digital project assessment to undertake analysis of digital/internet poverty and excluded when providing bilingual services.	As part of an action plan subject to Strategy approval	Head of Digital Transformation

If ways of reducing the impact have been identified but are not possible to implement, please explain why. Give sufficient detail of data or research that has led to your reasoning.

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What was identified?	Why is it not possible?
Some digital systems that are implemented either do not provide or fully provide the ability to use Welsh.	Software suppliers may not support or plan to incorporate Welsh language within their offerings.

Stage 4 – Review

As part of the Welsh Language, Equalities and Socio-Economic Duty Impact Assessment Process all proposals that fall within the definition of Significant Key Decision should present at the Officer Review Panel. This panel is made up of officers from across Council Services and acts as a critical friend before your report is finalised and published for SLT/Cabinet approval.

If this proposal is a Key Strategic Decision please forward your impact assessment to CouncilBusiness@rctcbc.gov.uk for an Officer Review Panel to be organised to discuss your proposal. See our guidance document for more information on what a Significant Key Decision is.

For all policy proposals, whether it is a Significant Key Decision or not you are required to forward this assessment to Welsh Language services in the first instance for some initial guidance and feedback.

It is important to keep a record of this process so that we can demonstrate how we have considered and built in sustainable Welsh language considerations wherever possible. Please ensure you update the relevant sections below

Welsh Language Services Comments	Date Considered	Brief description of any amendments made following Welsh Language Services feedback
This is a detailed impact assessment which lists many of the intended positive impacts this proposal will have on the Welsh Language. Welsh Language Services encourage you to consider further the following - - An analysis of digital/internet poverty within our county borough and how we plan to overcome that challenge	21/02/2022	Comments are agreed. The strategy has been updated to specifically reference the Welsh language within key workstreams of the strategy to further embed Welsh language consideration into these important service delivery areas. Action placed in section 3. to ensure process in place for digital project assessment to undertake analysis of digital/internet poverty and excluded when providing bilingual services.

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when providing our bilingual services.

- How we plan to provide Council services to the digitally excluded, who may not engage in any learning currently proposed?

- Reference to the Welsh language within workstream 1 and 11 of the strategy to further embed Welsh language consideration into these important service delivery areas.

Officer Review Panel Comments	Date Considered	Brief description of any amendments made following Officer Review Panel considerations
	4th March	

Consultation Comments	Date Considered	Brief description of any amendments made following consultation

Stage 5 – Monitoring, Evaluating and Reviewing
How and who will you monitor the impact and effectiveness of the proposal?
To oversee the delivery of this Strategy and its associated Digital Work Programme, a Strategic Digital Delivery Board will be formed. The board will:- • Provide the leadership and strategic direction to drive forward the Councils' Digital ambitions and priorities. • Champion digital, technology and data across the Council, ensuring resources are deployed to achieve the maximum outcomes. • Monitor and challenge progress of the Digital Work Programme to ensure deliverables are met.

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- Act as a gateway for the strategic assessment and approval of future requested digital work proposals to ensure compliance with legislation e.g. Welsh Language, UKGDPR, Equality, and their effective prioritisation.
- Oversee and guide the delivery of actions aligned to the strategy.

The ICT & Digital Service will continue to use data published through the National Survey for Wales, Office for National Statistics (ONS) and Ofcom to monitor levels of Internet Use/Digital Inclusion across Wales and to report against targets set out within the Strategy.

Stage 6 – Summary of Impacts for the Proposal

Provide below a summary of the impact assessment. This summary should be included in the Welsh Language Considerations section of the SLT/Cabinet report template. The impact assessment should be published alongside the report.

A Welsh Language Impact Assessment has been completed and the main findings are as follows -

The Digital Strategy will support people who choose to access services through the medium of Welsh and allow people to participate fully as digital citizens / staff and members. The Digital Work Programme deliverables will be built on user-centred design principles and where possible developed to be bilingual and fully accessible, which will support the use of the Welsh language.

It should be noted that the digital marketplace does not always allow for the procurement of fully compliant bilingual solutions, however this will always be stated as a requirement and should we need to procure a solution that is not fully compliant, we will work with vendors to improve, lobby for change and consider alternative options e.g. software that replaces text in real-time.

Stage 7 – Sign Off			
Name of Officer completing the WLIA	Gareth Pearce	**Service Director Name:**	Tim Jones
Position	Head of Technology	**I recommend that the proposal: (Highlight decision)**	Is implemented with no amendments
			Is implemented taking into account the mitigating actions outlined
			Is rejected due to disproportionate negative impacts on the Welsh language
Signature		**Service Director Signature**	
Date	2/3/22	**Date**	2/3/22

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