

WELSH LANGUAGE IMPACT ASSESSMENT TOOL

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:	Community Meals Service Review
Department	Education & Inclusion Services
Service Director	Gaynor Davies
Officer Completing the WLIA	Lisa Kidner
Email	Lisa.J.Kidner@rctcbc.gov.uk
Phone	07795 391750
Brief Description	<p>The Council is facing significant financial challenges into the medium term and is considering the remodelling of key service areas to contribute to addressing the shortfall in funding. A review of the Community Meals Service has been undertaken and several options for the future of the service have been evaluated.</p> <p>Option 1: to continue the service as it currently operates with increased service user charges.</p> <p>Option 2: to reorganise the existing internal service with increased service user charges.</p> <p>Option 3: to reorganise the existing internal service and provide a hot/frozen Community Meal home delivery service with increased service user charges.</p> <p>Option 4: to cease the current service and support service users to find alternative options.</p>

	<p>There is no statutory requirement for the Council to provide a Community Meals service and it is highly subsidised. The proposal seeks approval from Cabinet to initiate a consultation on the preferred service change proposal of option 3.</p>
<p>Date</p>	<p>21st November 2022</p>
<p>Please outline who this proposal affects? (Service Users, Employees, Wider Community)</p>	<p>The proposal will affect service users, employees and the wider community.</p> <p>The current service provides a prime cooked hot meal and dessert, five days a week, with an option of a frozen meal for the weekend, delivered on a Friday, as part of the regular daily delivery service. Meals are prepared on site at one central kitchen in Ynyshir by a variety of kitchen staff. 2 Members of staff in each of the 14 vans deliver the meals.</p> <p>The proposal would consist of providing service users with a choice of either a hot or frozen meal delivery service, which they could order through a central point of contact within the Council. The frozen meals would be purchased by the Council through a third-party supplier and stored at the central meal kitchen. Part of this option would also entail a proposed price increase of £0.50 to service users, which would increase the price of the meal from £4.05 to £4.55. The meals would be regenerated on-site with a reduced number of staff and hours in the kitchen, half the number of delivery drivers. Community Meals staff will continue to offer a welfare check to service users and support clients with plating a meal if required</p> <p>If the Community Meals Service were to reorganise and move to a hot/frozen meal, instead of a prime cooked meal with increased charges, service users would be affected as they would have to pay more for their meal and it would be a frozen cooked meal in place of a prime cooked meal.</p> <p>Current employees of the Community Meals Service would also be affected by the proposal. The estimated reduction in staffing numbers required would be 21, however, the Council would seek to ensure that compulsory redundancies are avoided by exploring opportunities for redeployment (in particular, in our school kitchens to assist with the roll-out of Universal Free School Meals) and utilising the Council's Enhanced Voluntary Early Retirement/Voluntary Redundancy Scheme for eligible staff, as part of on-going workforce planning arrangements.</p>

The proposal will also impact on the wider community in terms of:-

- Family/carers – potential increased pressure on this group to provide care and support if service users do not want to choose this option.
- Council – potential increased pressure on other parts of the Adult Social Care system.
- Supermarkets/third party meal providers – increased opportunity to provide business if service users are unable to afford increased charges or do not want this option.

<p>What are the aims of the policy, and how do these relate to the Welsh Language?</p>	<p>The aim of the proposal is to consult on the preferred option, which is to reorganise the existing internal service and provide a hot/frozen Community Meal delivery service, with increased service user charges, thus reducing the subsidy per meal. The Consultation with service users, employees and the wider community will be undertaken in both Welsh and English and accordance with the requirements of the Welsh Language (Wales) Measure 2011.</p>																											
<p>Who will benefit / Could the policy affect Welsh language groups? If so, list them here.</p>	<p>Welsh language groups such as service users, employees and the wider community will continue to be able to deal with the Council in the Welsh language, if they choose to do so, as there will be continuity of service.</p>																											
<p>Current linguistic profile of the geographical area(s) concerned</p>	<p>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</p> <p>The 2011 indicated that of the 225,555 residents living in the County Borough of Rhondda Cynon Taf, 12.3% (27,779) were able to speak Welsh, whilst the remaining 87.6% (197,776) were not able to speak Welsh. This can be compared to the All-Wales figures that showed, of the 2,955,841 residents living in Wales, 19.0% (562,016) were able to speak Welsh, whilst the remaining 81.0% (2,393,825) were not able to speak Welsh.</p> <p>The table that follows illustrates the Welsh language skills of residents living in the County Borough of Rhondda Cynon Taf</p> <table border="1" data-bbox="801 839 1957 1297"> <thead> <tr> <th colspan="3">Welsh Language Skills of Residents</th> </tr> <tr> <th></th> <th>Rhondda Cynon Taf</th> <th>All Wales</th> </tr> </thead> <tbody> <tr> <td>Can Speak, Read and Write Welsh</td> <td>9.7%</td> <td>14.6%</td> </tr> <tr> <td>Can Speak and Read but Cannot Write Welsh</td> <td>0.9%</td> <td>1.5%</td> </tr> <tr> <td>Can Speak but Cannot Read or Write Welsh</td> <td>1.6%</td> <td>2.7%</td> </tr> <tr> <td>Can Understand Spoken Welsh Only</td> <td>4.2%</td> <td>5.3%</td> </tr> <tr> <td>Other Combination of Skills</td> <td>3.3%</td> <td>2.5%</td> </tr> <tr> <td>No Skills</td> <td>80.4%</td> <td>73.3%</td> </tr> <tr> <td>Total</td> <td>100.0%</td> <td>100.0%</td> </tr> </tbody> </table>	Welsh Language Skills of Residents				Rhondda Cynon Taf	All Wales	Can Speak, Read and Write Welsh	9.7%	14.6%	Can Speak and Read but Cannot Write Welsh	0.9%	1.5%	Can Speak but Cannot Read or Write Welsh	1.6%	2.7%	Can Understand Spoken Welsh Only	4.2%	5.3%	Other Combination of Skills	3.3%	2.5%	No Skills	80.4%	73.3%	Total	100.0%	100.0%
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The Annual Population Survey collects information about respondents Welsh speaking ability and includes a question on how often people speak Welsh. It is updated quarterly, so is a more up-to-date source than the Census. The most recent Annual Population Survey, for the quarter ending June 2022, reported that 20.5% of respondents living in the County Borough of Rhondda Cynon Taf said they could speak Welsh this is compared to the All-Wales figure of 29.7% of respondents. This can be further broken down into the data contained in the table below:-

Welsh Language Skills of Residents – (%)		
	County Borough of Rhondda Cynon Taf	Wales
Can Read Welsh	17.9%	26%
Can Write Welsh	17.2%	24%
Can Understand Spoken Welsh	24.1%	33.4%

The data demonstrates that in each Welsh language skill area, the ‘all Wales’ percentages are notably higher than the County Borough percentages. However, the current data shows a significant increase in the number of residents that can read, write, and understand spoken Welsh since the last Census in 2011.

When asked about their frequency of speaking Welsh, the table below provides a breakdown of responses of respondents living in the County Borough of Rhondda Cynon Taf compared to the all Wales responses.

Welsh Language Skills of Residents – (%)		
	County Borough of Rhondda Cynon Taf	Wales
Speak Welsh Daily	7.4%	14.8%
Speak Welsh Weekly	5.0%	5.6%
Use it Less Often	6.1%	7.6%

The data demonstrates that the percentage of respondents that speak Welsh daily is far lower for the County Borough than the all Wales percentage.

	<p>The Welsh Language Use Survey for the years 2013 to 2015, contains detailed information about Welsh speaker's fluency and their use of the Welsh language in a range of settings. When looking where respondents living in Wales learned to speak Welsh, the majority, 45.0%, learned to speak Welsh at home, followed by 26.0% who learned to speak Welsh at nursery school and primary school between the ages of 2 to 10 and 14.0% who learned to speak Welsh at secondary school at the age of 11 plus. The remaining 2.0% learned to speak Welsh in other settings, including at 'Welsh for Adults' courses.</p>
Other relevant data or research	N/A

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.

Previous Welsh Language Impact Assessments can be found by [clicking here](#).

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?
<p>Opportunities for persons to use the Welsh language</p> <p>e.g. staff, residents and visitors</p> <p>The rights of Welsh speakers and learners to use Welsh when dealing with the council and for staff to use Welsh at Work</p>	Positive	The proposal will have a positive impact on service users, staff and the wider community, to use the Welsh language, if Cabinet approve the proposal to reorganise the existing internal service and provide a hot/frozen Community Meal home delivery service with increased service user chargers.	Clients of the Community Meals Service, employees and the wider community are currently able to deal with the Council through the medium of Welsh, if they choose, and our website and correspondence is bi-lingual. Phone greetings are also bi-lingual and customers are	Service users, staff and the wider community will be able to use the Welsh language, when they are given the opportunity to express their views on the proposal during the consultation process.
				Opportunities for redeployment (in particular,

		<p>The above Groups will continue to have opportunities to use the Welsh Language and have dialogue with the Council through this medium if they choose as there will be continuity of service. The Community Meals Service will also continue to promote the use and development of the Welsh Language in its operation.</p> <p>However, for those staff potentially made redundant as part of this proposal, the opportunity for them to use the Welsh Language with future employers may be limited or non-existent as the Welsh Language (Wales) Measures do not apply to non-public bodies.</p>	<p>encouraged to communicate with the Service in Welsh.</p> <p>Staff are encouraged to greet service users in Welsh and use the Welsh Language in work.</p> <p>All new starters must complete Level 1 Welsh, if they are not already a Welsh speaker, and there are opportunities to learn Welsh in the Council.</p>	<p>in our school kitchens to assist with the roll-out of Universal Free School Meals) will be explored so that staff affected by the proposal would continue to be employed by RCTCBC.</p> <p>School kitchen staff will be given Welsh lessons as part of Outcome 7 of the new Welsh in Education Strategic Plan.</p>
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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?
<p>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</p>	<p>Neutral</p>	<p>The proposal would have a neutral impact on the numbers and/or percentages of Welsh speakers with service users, employees and the wider community.</p> <p>The Community Meals Service will continue to promote and use the Welsh Language in line with statutory standards.</p> <p>Staff are encouraged to learn Welsh and speak Welsh in work.</p>	<p>Staff are encouraged to learn and speak Welsh and are provided with staff updates from the Translation unit on training opportunities.</p> <p>All new starters must complete a Level 1 Welsh course if they are not already a Welsh speaker.</p> <p>The Community Meals Service currently has no Welsh speakers, however, as Catering is part of the 21st Century Schools Team and Education & Inclusion Directorate, there are Welsh speakers who can assist.</p> <p>The Service is currently unaware of the number of service users who are Welsh speakers.</p>	<p>Catering Services are working with the Translation Unit to develop a tailored Level 1 Welsh course for kitchen staff which Community Meals staff would also benefit from. They will be able to learn Welsh words and phrases that would be specific to their role.</p> <p>The Service will update its referral form so that it captures information on service users' ability to speak Welsh.</p>

<p>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</p> <p>Actively encourage and promote the use of our services in Welsh to see an increase in demand over time</p>	<p>Positive</p>	<p>The proposal would have a positive impact on the opportunities to promote the Welsh language with service users, employees and the wider community.</p> <p>The Community Meals Service is already promoted through the medium of Welsh on the Councils website and the continuation of the Service, will allow opportunities to further encourage and promote the Welsh language.</p> <p>All communication is bi-lingual. Enquiries in Welsh are responded to in Welsh. All consultation is undertaken bi-lingually.</p>	<p>Current service users can have daily contact with Community Meals staff in person and over the telephone where the Welsh language can be promoted as all staff have to undertake Level 1 training. Staff are provided with opportunities to learn Welsh.</p> <p>The Service is looking to develop an on-line referral form, which will be available in both Welsh and English.</p>	<p>Current service users will continue to receive a service from the Council so the Welsh language will continue to be promoted and all promotional material to new service users will be bi-lingual.</p>
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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?
<p>Compliance with the <u>Council's Statutory Welsh Language Standards</u> e.g increasing or reducing the Council's ability to deliver services through the Medium of Welsh.</p> <p>Consider the rights of Welsh speakers to use Welsh when dealing with the Council and for staff to use Welsh at Work</p>	<p>Positive</p>	<p>The proposal will have a positive impact on compliance with the Council's Statutory Welsh Language Standards as the new proposal is not reducing the Council's ability to deliver service through the medium of Welsh. A reorganisation of the Service will provide an opportunity to strengthen the standards.</p> <p>All digital and offline communications are bi-lingual. All consultation with customers is undertaken bi-lingually.</p> <p>We have a good working relationship with the Translation Unit, ensuring that all our</p>	<p>The consultation process will be in compliance with the Welsh Language standards as will all correspondence with service users and staff.</p> <p>Staff will be enrolled on a proposed bespoke Level 1 Welsh course with the aim of further development.</p>	

		documentation, letters, online material is compliant with the Welsh standards.		
Treating the Welsh language, no less favourably than the English language	Positive	<p>We will continue to monitor and improve systems in place to ensure that the Welsh language is treated no less favourably than the English language.</p> <p>All consultation documents and correspondence will be produced in both Welsh and English.</p> <p>All digital and offline communications are bi-lingual and any enquires/complaints in Welsh will be replied to in Welsh.</p> <p>Staff are encouraged to learn Welsh and speak Welsh in work. All new starters must complete Level 1 Welsh, if they are not already a Welsh speaker.</p>	The Community Meals Service ensures their website content, correspondence with service users, signage, phone greetings etc are bi-lingual.	

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?
We will require staff to complete the tailored Level 1 Welsh course	Once finalised by the Translation Unit	Principal Officer, Community Meals
Revise the referral form to capture if service users are Welsh speaking	Once service review is complete	Principal Officer, Community Meals
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.		
What was identified?	Why is it not possible?	
N/A	N/A	
N/A	N/A	

Stage 4 – Review

For all policy proposals, whether it is a Significant Key Decision or not, you are required to forward this assessment to Welsh Language services – welshlanguageofficer@rctcbc.gov.uk and the Consultation and Engagement team – consultation@rctcbc.gov.uk in the first instance for some initial guidance and feedback.

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 completed (Stage 1>6) impact assessment, policy proposal/report and consultation report 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.

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 in collaboration with the relevant departments.

Welsh Language Services Comments	Date Considered	Brief description of any amendments made following Welsh Language Services feedback
Officer Review Panel Comments	Date Considered	Brief description of any amendments made following Officer Review Panel considerations
Consultation Comments	Date Considered	Brief description of any amendments made following consultation

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Stage 5 – Monitoring, Evaluating and Reviewing

How and who will you monitor the impact and effectiveness of the proposal?

Following the Consultation, Cabinet will receive a further report on the outcome of the consultation.

Stage 6 – Summary of Impacts for the Proposal

Provide below a summary of the impact assessment, to include some of the main positive and negative impacts along with an overview of actions taken since the impact assessment to better contribute to more positive impacts. This summary must be included in the Welsh Language Considerations section of the SLT/Cabinet report template. It is not suitable to only write 'please see full report at Appendix x' in the body of the report. The impact assessment must be published alongside the report.

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

Welsh language groups such as service users, employees and the wider community will continue to be able to deal with the Council in the Welsh language, if they choose to do so, as there will be continuity of service. There are no negative or adverse Welsh Language implications associated with the proposal.

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Stage 7 – Sign Off			
Name of Officer completing the WLIA	Lisa Kidner	Service Director Name:	Gaynor Davies
Position	Service Manager, Catering Services	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	<i>LJ Kidner</i>	Service Director Signature	<i>Gaynor Davies</i>
Date	21.11.22	Date	21.11.22