

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:	Modernisation of the Council’s Residential Care Homes
Department	Adult Social Services
Service Director	Neil Elliott
Officer Completing the WLIA	Jill Bow
Email	Jill.bow@rctcbc.gov.uk
Phone	07786523926
Brief Description	<p>New proposals to invest in new modern care accommodation.</p> <p>These proposals build on the already significant investment in care accommodation by this Council over recent years, will continue to provide access to local Council-led provision, while also addressing the longstanding oversupply of resident care provision and focussing on current and future demand needs by creating more modern care accommodation for people, which offers increased choice and independence in their local communities.</p> <p>Proposals are as follows:</p> <p>Retaining current service provision at five Council care homes – Clydach Court, Pentre House, Tegfan, Cae Glas and Parc Newydd.</p>

	<p>Providing a new extra care and residential dementia accommodation in Treorchy. Ystrad Fechan Care Home, which is currently temporarily closed is recommended to be permanently decommissioned.</p> <p>Providing a new extra care and residential dementia accommodation in Ferndale. Ferndale House Care Home would be decommissioned when this new accommodation is built.</p> <p>Providing a new extra care and residential dementia accommodation in Mountain Ash. Troedyrhiw Care Home would be decommissioned when the new accommodation is built.</p> <p>Providing a new supported accommodation for people with learning disabilities in Church Village, by redeveloping the existing Garth Olwg Care Home and would be decommissioned when suitable placements are found for its residents, in a home of their choice which meets their assessed needs.</p>
Date	February 2023
Please outline who this proposal affects? (Service Users, Employees, Wider Community)	<p>Current and future service users</p> <p>Service user family, carers and friends</p> <p>Employees</p>

What are the aims of the policy, and how do these relate to the Welsh Language?	<p>The aim of the proposal is to consult with residents, staff and families around potential future changes to current service delivery as part of the moderation of the Council's residential care home provision.</p> <p>The Consultation process will engage with residents, families, employees and the wider community, and will be undertaken in both Welsh and English and in accordance with the requirements of the Welsh Language (Wales) Measure 2011.</p>
Who will benefit / Could the policy affect Welsh language groups? If so, list them here.	<p>Welsh language groups such as service users, employees and the wider community will continue to be able to contact the Council in the Welsh language, if they choose to do so, as this will provide continuity of service delivery. All documentation relevant to the proposed service change will be available bilingual formats</p>

<p>Current linguistic profile of the geographical area(s) concerned</p>	<p>The 2011 census 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>Mwy Na Geiriau 2022 -2027 ('More than Just Words') is the Welsh Government's strategic framework for improving and promoting Welsh language services in health, social services and social care. The aim of the framework is to ensure that organisations recognise that language is an intrinsic part of people's care and the offer of Welsh language services to people is so important. Ensuring positive well-being outcomes for individuals, is something which underpins the Social Services and Well Being (Wales) Act 2014. The Codes of Practice under the Act require local authorities to ensure Welsh language services are built into service planning and delivery and that services are offered in Welsh, to Welsh speakers, without them having to request it as required by the 'Active</p> <p>Legislation and policy in Wales require that Welsh language services in social care are:</p> <ul style="list-style-type: none"> • Of the same standard and are as easily and promptly available as English medium services • As wide-ranging and thorough • Organisations shouldn't assume English as the default languages when providing their services • Welsh speakers should not be required to ask for a service in Welsh.
<p>Other relevant data or research</p>	<p>Recently released 2021 Census figures regarding the Welsh language show that the anticipated increase in Welsh speakers across Wales as a whole has not been realised. The all-Wales figured showed a decrease in the percentage of Welsh speakers to 17.8% percent. There was a small increase in RCT, however – the percentage of our population who can speak Welsh increased from 12.3% to 12.4%, and we saw a 2.8% increase in the number of Welsh speakers in the county borough (from 27779 to 28556).</p> <p>RCT was also one of only for LAs in Wales to see an increase in the percentage of Welsh speakers – the others were Cardiff, the Vale of Glamorgan and Merthyr Tudful, all neighbouring county boroughs, which could demonstrate that our region is seeing some positive trends in terms of increases in Welsh speakers, and that there may be a resulting increase for services through the medium of Welsh. As further, more detailed data from the Census becomes available for RCT (e.g. LSOA data), we will need to consider how it may impact the services we provide.”</p>

Breakdown of Welsh speaking residents and staff situated within the Council's residential care homes:

Garth Olwg - Residents 2– staff 0
Pentre House - Residents 1 - staff 3
Parc Newydd - Residents 0 - staff 2
Caeglas - Residents 0 - staff 2
Clydach Court - Residents 0 - staff 2
Ferndale House - Residents 0 - staff 3
Troedyrhiw House - Residents 0 - staff 1
Tegfan - Residents 0 - staff 4

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 on Inform 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	<p>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 for the modernisation of the Council's residential care home services.</p> <p>Existing and new staff are being encouraged to begin Welsh language lessons and continue on their language journey. Six staff have recently completed The Welsh Language Level 1 training as part of the Social Care Wales Induction Framework for social care workers.</p> <p>Recruit Welsh speakers to increase face-to-face Welsh language service provision</p>	<p>Welsh language Level 1 skills / training forms part of the Social Care Wales Induction Framework and is also incorporated into the Social Care Wales registration process. (All social care staff must complete the above as part of their registration process, this also applies to staff working for private sector organisations).</p> <p>The service has recently recruited another Welsh speaking social care worker who will be based in Tegfan residential care home - this appointment will increase the number of Welsh speaking staff based within the home (as outlined in the data section).</p>	<p>To actively offer Welsh language services to ensure that people's needs are understood and met, and those who access and work in residential care home services can rely on being treated with dignity and respect they deserve. As outlined in Mwy Na Geiriau 2022-2027 ('More than Just Words') is the Welsh Government's strategic framework for improving and promoting Welsh language services in health and social care.</p>

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>Negative / Positive</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>Garth Olwg Care Home is based in the most “Welsh-speaking” area of the County Borough, and, if Cabinet agree to decommission it as a care home, this could potentially have negative impact on people’s ability to receive care in an area where Welsh Language is more prevalent than others. However, in adult services we are committed as a care service to providing the Welsh language “Active Offer” irrespective of individual service location in line with Mwy Na Geiriau 2022-2027</p>	<p>All new staff who don’t already meet Level 1 Welsh requirements undertake online Level 1 training, (2-hour online course). This process is incorporated into our Employee Induction Framework.</p> <p>Welsh speaking residents and staff will also be able to access all consultation documentation in the Language of Welsh.</p> <p>Welsh speaking residents and staff will have the option of the resident’s/staff consultation meeting being discussed with them in the medium of Welsh</p> <p>RCTs 5-year strategy requires the Council to increase Welsh language skills of our workforce. In addition, the Welsh Government Cymraeg 2050</p>	<p>Staff training to enhance learners’ bilingual skills</p> <p>Work with the relevant departments/ services to Provide online course for beginners that’s tailored to those working in care</p> <p>Advise residents of the homes that have Welsh speaking staff, so they have an opportunity to converse in the medium of Welsh if they choose to do so.</p> <p>Utilise our pre-admission checklist for the relocation of residents as this will highlight residents Welsh language preference.</p>

		<p>('More than Just Words'), Welsh Government's strategic framework for improving and promoting Welsh language services in health, social services and social care.</p> <p>If agreed, the decommissioning of Garth Olwg Care Home will directly impact two Welsh-speaking residents who reside there (amongst other residents), who would be required to move, possibly to different settings where they would no longer have the opportunity to speak Welsh with other residents as they do with each other at present. Although there are possible negative impacts that need to be acknowledged, it should also be noted that Garth Olwg currently has no Welsh-speaking staff who can converse fluently with these residents, whilst other settings across the County Borough do employ Welsh-speakers at this time. Short of ensuring Welsh-speaking staffing capacity at Garth Olwg in the interim period, moving from Garth Olwg could possibly have positive impacts</p>	<p>strategy wants a million Welsh Speakers by 2050.</p> <p>The service currently has 17 staff and 2 service users who can communicate in Welsh.</p>	<p>Recruiting Welsh speakers will contribute to creating this environment and would increase opportunities to use the Welsh language.</p>
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		<p>in the longer term for these Welsh-speaking</p> <p>Staff are actively encouraged and supported to learn Welsh and speak Welsh in work.</p> <p>Welsh language preference has been incorporated into our pre-admission checklist for individuals' who access the service.</p> <p>All staff records include details of language preference.</p> <p>Care Inspectorate Wales Care Home Inspection reports are available bilingually.</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>	Positive	<p>The proposal will have a positive effect on opportunities for persons to use the Welsh language no less favourably than the English language.</p> <p>Legislation places a duty on Council's to consider the Welsh language in accessing, commissioning, and delivering care to individuals in order to ensure that they experience the best possible outcomes.</p>	<p>Consultation documentation is published in hard copy and online in both Welsh and English and includes a response proforma to enable collection of the views of stakeholders.</p> <p>All Council residential care homes are named in Welsh</p> <p>All communication is bilingual. Enquiries / comments/ complaints, emails /out of office notifications are bilingual, and if</p>	<p>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.</p> <p>Supporting access to Welsh language for service users/staff via radio, television, and books.</p>

		Welsh language preference has been incorporated into our pre-admission checklist for individuals' who access the service	Welsh is the preferred language, they will be responded to in Welsh.	<p>Review promotional materials when consulting with residents in order to ensure compliance with Welsh Language Standards.</p> <p>Service to explore opportunities to deliver Welsh medium activities in our care home settings</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><u>Compliance with the Council's Statutory Welsh Language Standards</u> e.g. increasing or reducing the Council's ability to deliver services through</p>	Positive	<p>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>Welsh Language is embedded into the Social Care Wales</p>	The consultation process will follow the Welsh Language standards as will all correspondence with service users and staff.	The service supports Welsh speaking staff to communicate with Welsh speaking residents and colleagues in their preferred language.

<p>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>Induction Framework – staff wellbeing meetings form an integral part of this framework.</p>	<p>Job descriptions / advertisements are presented in a bilingual format.</p> <p>Social care staff participate in the Welsh language training sessions in line with the SCW Induction Framework</p> <p>Staff are encouraged to greet service users in Welsh and use the Welsh Language in work.</p>	
<p>Treating the Welsh language, no less favourably than the English language</p>	<p>Positive</p>	<p>All service communications, whether via letter, website or telephony is bilingual, with Welsh text first or to the left of English text - this will remove the risk of isolating individuals who communicate in Welsh by failing to provide services in their preferred language.</p>	<p>Promotional materials, website, and all subsequent correspondence available bilingually.</p> <p>Signage throughout all our residential care homes is displayed bilingually</p>	<p>Ensure greater consistency in terms of the Welsh language services on offer and improve their quality across the service. All residential care home services have been provided with laptops, the service will utilise this technology to promote and deliver Welsh language sessions to staff, this will enable them to access the training in a more flexible and convenient means.</p> <p>Promote Welsh speaking staff via our rolling advertisement for casual social care staff.</p>

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?
All residential care home services have been provided with laptops, the service will utilise this technology to promote and deliver Welsh language sessions to staff, this will enable them to access the training in a more flexible and convenient means.	On-going	Head of Service
The service will continue to promote Welsh speaking staff via our rolling advertisement for casual social care staff	On-going	Care Home Registered Manager/s

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?

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
<p>Welsh Language Services welcome the attention paid here to matters regarding recruitment and training of Welsh speakers relating to these proposals. We would, however, like to see more attention paid to how these proposals will make it possible to recruit more Welsh speakers to ensure an active offer of care in Welsh can be made, and care received in the language of the service user's choice.</p> <p>We would also like to see an acknowledgement of the potential negative impact the closure of Garth Olwg may have on residents ability to receive care within a community where the Welsh language is more prevalent than others within the County Borough, and what will be</p>	February 2023	<p>The service will continue to promote Welsh speaking staff via our rolling advertisement for casual social care staff</p> <p>Welsh language preference has been incorporated into our pre-admission checklist for individuals' who access the service</p> <p>Service to explore opportunities to deliver Welsh medium activities in our care home settings</p> <p>There are currently two Welsh speaking residents that reside at Garth Olwg and this is the only home that does not have any Welsh speaking staff. To promote the Welsh language within our service we can offer the residents relocation to homes of their</p>

<p>done to ensure other Council-run services, and privately commissioned services, can offer activities etc in Welsh to mitigate against any potential negative impact.</p> <p>Some detailed data about Welsh - speaking staff, service users and their families may help demonstrate how Welsh language services can be provided elsewhere to mitigate against any negative impacts too.</p>		<p>choice and homes that employ Welsh speaking staff, providing residents and staff with the opportunity of conversing in the medium of Welsh. In addition to this, Welsh speaking residents and staff will also be able to access all consultation documentation in the Language of Welsh.</p> <p>Welsh speaking residents and staff will also have the option of the resident's/staff consultation meeting being discussed with them in the medium of Welsh.</p> <p>Expanded on the legislative requirements of the Welsh Government's strategic framework for improving and promoting Welsh language services in health, social services and social care.</p>
Officer Review Panel Comments	Date Considered	Brief description of any amendments made following Officer Review Panel considerations
<p>1. Include the following note regarding Welsh Language figures from 2021 Census:</p> <p>“Updated following review panel on 16.02.23 to reflect 2021 Census figures:</p> <p>Recently released 2021 Census figures regarding the Welsh language show that the anticipated increase in Welsh speakers across Wales as a whole has not been realised. The all-Wales figured showed a decrease in the percentage of Welsh speakers to 17.8% percent. There was a small increase in RCT, however – the percentage of our population who can speak Welsh increased from 12.3% to 12.4%, and we saw a 2.8% increase in the number of Welsh speakers in the county borough (from 27779 to 28556).</p>	<p>February 2023</p>	<p>All comments made at the review panel have been actioned</p>

<p>RCT was also one of only for LAs in Wales to see an increase in the percentage of Welsh speakers – the others were Cardiff, the Vale of Glamorgan and Merthyr Tudful, all neighbouring county boroughs, which could demonstrate that our region is seeing some positive trends in terms of increases in Welsh speakers, and that there may be a resulting increase for services through the medium of Welsh. As further, more detailed data from the Census becomes available for RCT (e.g. LSOA data), we will need to consider how it may impact the services we provide.”</p> <p>2. Update Cabinet report to include reference to WLIA at 2.1 and 4.8.2</p> <p>3. Update Cabinet report (9.2) and Stage 6 of WLIA to include acknowledgement of negative impact identified in WLIA, whilst also demonstrating longer term positive effects/mitigations in place to turn help ensure a more positive outcome.</p>		
Consultation Comments	Date Considered	Brief description of any amendments made following consultation
<p>The Residential Care consultation was conducted in-house</p> <p>The consultation period ran from the 12th December 2022 and ended on the 27th January 2023.</p> <p>The consultation used an online and paper survey which was built using Snap XMP. The survey aimed to gain feedback on the proposals.</p>	<p>February 2023</p>	<p>The consultation has been appropriately publicised in order for anyone who wishes to have the opportunity to contribute – all consultation documentation was available bilingually.</p> <p>We have 3 Welsh speaking staff employed at Pentre House and had Welsh speakers present in all the consultation events.</p> <p>The Welsh speaking staff member attended the residents meeting at Pentre House and. communicated with the resident in the medium of Welsh.</p>

<p>A consultation booklet was provided to all care home residents and their relatives, which included the survey, and an easy read document.</p> <p>To ensure wide outreach and involvement of the wider community the consultation was promoted on the <u>Councils online consultation webpage</u> to encourage engagement. An email was also sent to key stakeholders to promote the consultation and encourage participation on the Snap XMP survey.</p> <p>3 public drop-in sessions were also held.</p> <p>The majority of comments received stated that there would be no impact on the Welsh Language.</p> <p>One resident (Pentre House) noted there were no staff in the care home that she could communicate with fluently in Welsh (her first language). However, staff do make a conscious effort to use Welsh phrases and sayings to engage with her and this is much appreciated.”</p> <p>Other comments received from the survey analysis in relation to the Welsh Language</p> <p>Language is irrelevant but good care isn't!</p> <p>The council should ensure that the care provision is provided using both Welsh and English, according to the resident's preferences. Staff should receive appropriate training in both languages, signage should be bilingual and there should be no discrimination according to language in treatment or care, and staffing should be arranged so that there should always be a Welsh speaker working.</p>		
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Wales should make the language compulsory in all departments and general use. It should be the main language taught in schools. English to be taught as secondary.

Where possible residents should have the opportunity to speak in their preferred language.

I am Welsh speaking and an advocate for keeping the language alive.

WELSH LANGUAGE SERVICES RESPONSE TO THE CONSULTATION.

We appreciate that Welsh speaking staff were in attendance throughout the consultation events and were able to converse with residents and other potential affected parties in Welsh. This is really good practice and we're sure it was appreciated by Welsh-speaking service users.

The comments from the consultation, such as those listed above, are addressed within the evidence provided and the mitigations noted in the Welsh Language impact assessment – e.g. the importance of language choice in ensuring the quality of care, and the availability of Welsh speaking staff and the need to increase numbers of Welsh-speaking staff where possible.

Stage 5 – Monitoring, Evaluating and Reviewing

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

If agreed, actions related to the implementation of the proposals will be monitored through the Service's Delivery Plan in line with the Council's Performance Management Framework. This will include the actions identified in Stage 3 'Strengthening the proposal'.

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:

A possible negative impact on the Welsh language was identified in Stage 2 of the WLIA, as the closure of Garth Olwg Care Home will directly impact two Welsh-speaking residents who reside there (amongst other residents), who would be required to move, possibly to different settings where they would no longer have the opportunity to speak Welsh with other residents as they do with each other at present.

Whilst there is possible negative impact that needs to be acknowledged, it should also be noted that Garth Olwg currently has no Welsh-speaking staff who can converse fluently with these residents, whilst other settings across the County Borough do employ Welsh-speakers at this time. Short of ensuring Welsh-speaking staffing capacity at Garth Olwg in the interim period, moving from Garth Olwg could possibly have positive impacts in the longer term for these Welsh-speaking residents, were they to move to another setting where Welsh-speaking staff are employed.

If agreed, all recommended proposals will comply with Mwy Na Geiriau 2022-2027 ('More than Just Words'), Welsh Government's strategic framework for improving and promoting Welsh language services in health, social services and social care.

Stage 7 – Sign Off			
Name of Officer completing the WLIA	Jill Bow	Service Director Name:	Neil Elliott
Position	Head of Accommodation 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>J Bow</i>	Service Director Signature	
Date	10/02/2023	Date	16 th February 2023