

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:	Learning Disability Day services Offer
Department	Adult Social Services
Service Director	Neil Elliott
Officer Completing the WLIA	Alexandra Beckham
Email	Alexandrabeckham@rctcbc.gov.uk
Phone	07384 537270
Brief Description	<p>New proposal to implement the Day Services Strategy and operating model proposal</p> <p><u>Level 1: Community and Employment Offer</u></p> <p>This offer would promote independence, sustainability and prevent a reliance on longer-term or more intensive support provision. This offer would include the routine use of community resources such as leisure services, libraries, and open access groups to provide activities and social contacts for people within a community setting.</p> <p>This offer would also focus on the use of community resources to provide activities such as training, volunteering, and employment for people within their local community. Subject to consultation and Cabinet approval, it is proposed to review and recommission, if appropriate, the Council's current learning disability work-based projects</p>

	<p>to refocus these as social enterprises and / or ongoing work opportunities through Vision Products or other community settings instead of at present through the Council's Day Service provision. This offer would be suitable for people with low support needs.</p> <p><u>Level 2: Maximising Community Connects</u></p> <p>This will focus on enabling individuals to regain their independence, with support for them to connect to their communities over a period of time. This could involve a programme of support which enables people to lead on developing their own services and deliver more themselves, including within a day centre environment which aims to enable people to achieve greater independence.</p> <p>This phase would be suitable for people with higher support needs and may involve development of microenterprises, pooling direct payments and supporting the community hubs. A differing commissioning approach is needed to achieve fundamental changes and focus upon delivering an outcome focused approach and maximising what the community can offer.</p> <p><u>Level 3: Council's Offer</u></p> <p>The council's offer will focus upon developing specialist support for people with complex needs, including those with physical and multiple learning disabilities. This would involve care and support with a focus on an individual's health and wellbeing with the involvement of multi-disciplinary teams (e.g., health, care management). Individuals would be supported to be able to access community-based groups like everyone else but may also involve an element of centre-based support. This offer would be suitable for people with more complex communication needs, in which dedicated staff would provide person-centred communication support, whilst offering choices and activities to enhance people's outcomes. The Complex Autism Service is a good example of how such tailored specialist support offers a preventative approach whilst individuals move through pathways into less intensive support.</p>
Date	26/04/2023
Please outline who this proposal affects? (Service Users, Employees, Wider Community)	Current and future service users Parents and Carer Employees Stakeholders and wider community resource

<p>What are the aims of the policy, and how do these relate to the Welsh Language?</p>	<p>The aim is to consult with people with a learning disability, parents and carers, staff and all stakeholders in respect of the proposed operating model and key priorities. The consultation will be undertaken in both Welsh and English and in accordance with the requirements of the Welsh Language (Wales) Measure 2011. All Correspondence will be produced in easy read format as per our commitment within the Learning disability Transformation programme throughout all engagement all materials used have been produced both in Welsh and English.</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 contact the Council in the Welsh language, if they choose to do so, as this will provide continuity of service delivery. As above all documentation will be produced in easy read format in both Welsh and English and we support all with individuals with a learning disability in their chosen way to communicate be that through eye gaze technology, Makaton etc.</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>	

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	The proposal will have a positive impact on service users, staff and the wider community, to use the Welsh language, by engaging around the proposed strategy and operating model, we can support individuals to lead upon developing their own services and promoting the use of the Welsh language in doing so, should learners of Welsh and	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. Whilst at present Day service staff do not have to register, with Social Care Wales as yet however we follow the above induction	To actively offer Welsh language services to ensure that people's needs are understood and met, and individuals with a learning disability, their parents and carers and staff will be supported to meet their identified outcomes and will be supported to do so in the right way and at the right time. As outlined in Mwy Na

		<p>Welsh speakers wish to lead on developing their own services.</p> <p>Existing and new staff and our stakeholders are being encouraged to begin Welsh language lessons and continue on their language journey.</p> <p>We will also Recruit Welsh speakers to increase face-to-face Welsh language service provision</p>	<p>framework as standard within all of our services.</p>	<p>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>
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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>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>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 within</p>

	Neutral	<p>The Cabinet report outlines a proposal to consult on the proposed strategy and operating model, it focuses upon the offer being in three distinct areas community and employment, maximising community connections and the councils offer. As outlined 12.3 % residents of RCT are able to speak Welsh by focusing upon the community development we will be able to support individuals to lead on developing their own services in a co-productive way and promote the Welsh language as part of this.</p> <p>Staff are actively encouraged and supported to learn Welsh and speak Welsh in work.</p>	<p>Welsh speaking residents and staff will also be able to access all consultation documentation in the Language of Welsh in an accessible and easy read format.</p> <p>Individuals with a learning disability, parents and carers, staff and all stakeholders who are Welsh speaking will have the option as part of the consultation 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 strategy wants a million Welsh Speakers by 2050.</p>	<p>the proposed operating model</p> <p>Advise people with a learning disability, parents and carers and staff the opportunity to converse in the medium of Welsh if they choose to do so.</p> <p>Recruiting Welsh speakers will contribute to creating this environment and would increase opportunities to use the Welsh language.</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 proposed strategy and operating model will have a positive effect on opportunities for people to use the Welsh language no less favourably than the English language. It promotes co-production and people leading on developing their own services</p> <p>Legislation places a duty on Council's to consider the Welsh language in accessing,</p>	<p>Consultation documentation is published in hard copy and online in both Welsh and English and in an accessible and easy read format. It will include an accessible and easy read response proforma to enable collection of the views of individuals with a learning disability, parents and carers, staff and all stakeholders.</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</p>

		<p>commissioning, and delivering care to individuals in order to ensure that they experience the best possible outcomes.</p> <p>Welsh language preference has been incorporated into our pre-admission checklist for individuals' who access the service</p>	<p>All communication is bilingual. Enquiries / comments/ complaints, emails /out of office notifications are bilingual, and if Welsh is the preferred language, they will be responded to in Welsh.</p>	<p>radio, television, and books.</p> <p>Review promotional materials when consulting with residents to ensure compliance with Welsh Language Standards.</p> <p>Service to explore opportunities to deliver Welsh medium co-produced services within the proposed strategy and operating model.</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</p>	Positive	Continue to monitor and improve systems in place to ensure that the Welsh language is treated no less favourably than the English language	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 individuals with a learning disability,

<p>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>Welsh Language is embedded into the Social Care Wales Induction Framework which the service follows as standard within all settings. Regular staff session are held with people to ensure their wellbeing needs are met.</p>	<p>Job descriptions / advertisements are presented in a bilingual and easy read 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>parents and carers in their preferred way of communication.</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 and in accessible and easy read format.</p>	<p>Ensure greater consistency in terms of the Welsh language services on offer and improve their quality across the service.</p> <p>Staff will be supported to utilise technology to enable them to access Welsh language sessions, 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 support workers</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?
As part of the proposed strategy and operating model, we will co-produce services with all our stakeholders, which will include the promotion of Welsh. We will support staff to develop their Welsh language skills by the use of technology and the offer of activities in Welsh.	On-going	Head of Service
The service will continue to promote Welsh speaking staff and support staff to develop their Welsh language skills	On-going	Day services managers

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
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

Stage 5 – Monitoring, Evaluating and Reviewing

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

If Cabinet decide to progress with a public consultation on the above proposals, it is proposed that this would take place between 29th May 2023 -30th June 2023 and a further report will be given at cabinet following this.

We will continue to monitor, evaluate and review impact by ensuring EIAs are continually updated in line with decision making and further consultation. There will be on going project monitoring of overarching project plan to ensure project is delivered in line with objective and any adverse impacts mitigated.

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 –

The recommendation to Cabinet to initiate consultation with regards the proposed day service strategy and operating model following this a further report will be shared highlighting feedback and development opportunity. This does not have any direct impact on the Welsh Language. Opportunities for the service to continue to promote and upskill Welsh speaking staff will remain a high priority.

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 Offer'.

Stage 7 – Sign Off			
Name of Officer completing the WLIA	Alexandra Beckham	Service Director Name:	Neil Elliott
Position	Head of Learning Disability, Substance misuse and Mental Health	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	27/04/2023	Date	