

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:	COMMISSIONING OF DOMICILIARY HOME CARE SERVICES
Department	Adult Services
Service Director	Neil Elliott
Officer Completing the WLIA	Sian Nowell
Email	Sian.nowell@rctcbc.gov.uk
Phone	
Brief Description	It is recommended that following consideration of the information provided in the report that Cabinet approves: that all long-term home care is commissioned from external home care providers as part of a full retender of the current framework contract and award of a new contract from 1 st October 2024.
Date	12 October 2023
Please outline who this proposal affects? (Service Users, Employees, Wider Community)	Long term home care service users Service user family, carers and friends

	Employees
What are the aims of the policy, and how do these relate to the Welsh Language?	Aims of the process will be to establish a long term home care service across the borough based on identified zones. Once the zones are identified the framework contract for each zone will be awarded through competitive tender to a single provider who will be responsible for all home care services delivered in that zone for the duration of the contract including the delivery of any identified provision regarding the Welsh in line with the Welsh Language Standards in the Welsh Language Measure (Wales) 2011 and the Welsh Government's More than Just Words Strategy.
Who will benefit / Could the policy affect Welsh language groups? If so, list them here.	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. Furthermore, language choice will also be noted following any correspondence with members of the community for future reference. All documentation relevant to the proposed service change will be available in bilingual formats.
Current linguistic profile of the geographical area(s) concerned	<p>The 2021 Census figures regarding the Welsh language show a decrease in the percentage of Welsh speakers across Wales to 17.8%. There was, however, a small increase in RCT – the percentage of the population of the county borough who can speak Welsh increased from 12.3% to 12.4%. Numerically, RCT saw a 2.8% increase in the number of Welsh speakers in the county borough, from 27,779 speakers to 28,556 speakers. RCT was also one of only four 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 of these are 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 in demand 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 what impact it may have on the services we provide.</p> <p>In addition, the latest Welsh language data from the Annual Population Survey: July 2022 to June 2023 state that 1 in 5 persons in RCT can speak Welsh. Any commissioned service will therefore need to build in capacity for future growth of Welsh language service delivery.</p>
Other relevant data or research	There are no service users listed who have recorded preference for Welsh through their assessment and pro-active offer dealings. There are 3 staff members who are Welsh speakers.

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 pro-active 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'.

Legislation and policy in Wales require that Welsh language services in social care are:

- 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.

As the independent sector will be providing this service on the Council's behalf and therefore, will be bound by the same requirements/standards as the Council,

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?
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	Neutral	A new outcome-based commissioning model will ensure increased focus on people's needs and wishes, which will include the use of Welsh language and the proactive offer. Staff will be able to transfer to new providers via TUPE and will	Outcome-based commissioning will require a more in-depth exploration by providers of what individuals who receive care needs from the service compared to the current time and task-based system, and this could include opportunities to use the Welsh language via a	Clear inclusion in the framework agreement in relation to compliance with Welsh Language standards and 'More Than Just Words' Include requirements for staff and individuals who use services to be able to learn and use Welsh regularly if

		<p>be able to continue using Welsh in work as they may do now.</p> <p>All regulated social care services in Wales are required to follow the 'More Than Just Words' framework as referenced above. Care Inspectorate Wales check their ability to meet these requirements at the point of Registration and monitor compliance during the inspection programme. Compliance will also be monitored through the Council's contract monitoring procedures.</p>	<p>pro-active officer of service delivery in Welsh.</p> <p>Welsh language Level 1 skills/ training forms part of the Social Care Wales Induction Framework, the Council's general induction programme 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 Independent Provider organisation</p> <p>-</p>	<p>they want to, based on a pro-active offer, in the service delivery specification and performance indicators which will reviewed as part of contract monitoring arrangements.</p> <p>To pro-actively offer Welsh language services to ensure that people's needs are understood and met, and those who access and work in home care services can rely on being treated with dignity and respect they deserve. As outlined in 'More than Just Words' is the Welsh Government's strategic framework for improving and promoting Welsh language services in health and social care.</p> <p>RCT's Training Department lead on training for council and provider staff. All supported living staff are registered, and Welsh Language is part of our induction training for registration.</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>This proposal will not have any effect on Welsh-medium education or study opportunities.</p> <p>Nevertheless, it will provide an opportunity for commissioned partners to ensure their staff are upskilled in order to deliver services in line with their statutory duties. Any such learning will also benefit the community as whole and increase the number off Welsh speakers in the area.</p>	<p>There are no links between domiciliary care provision and Welsh-medium education.</p> <p>Inclusion and adherence to Welsh language legislation e.g. Welsh Language (Wales) Measure 2011 will ensure the same freedom and opportunity for staff and individuals to continue to use and improve their Welsh.</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. We will work with the Council's internal Welsh tutor to develop this process.</p>	<p>Include requirements for staff and individuals who use services to be able to learn and use Welsh regularly if they want to in the service delivery specification and performance indicators which will reviewed as part of contract monitoring arrangements.</p>

			This training is also a requirement for our independent Provider organisations the Council commissions.	
<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>	Neutral	<p>The proposal will have a neutral effect on opportunities for persons to use the Welsh language no less favourably than the English language.</p> <p>We would look to promote the use of Welsh across the service, as part of the Mwy Na Geiriau 2022 -2027 policy. Furthermore, as part of the Welsh 25 Language Standards, we would look to manage any impact of service change on the Welsh Language.</p> <p>If there were to be future service users that could speak Welsh or who expressed an interest in learning Welsh, we would look to undertake activities through the medium of Welsh.</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>Our proposed new outcome-based commissioning approach will require a more in-depth exploration by providers of what individuals who receive care needs from the service compared to the current time and task-based system, and this could include opportunities to use the Welsh language.</p> <p>Welsh language Level 1 skills/ training forms part of the Social Care Wales Induction Framework, the Council's general induction programme 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 Independent Provider organisation</p>	<p>Clear inclusion in the framework agreement in relation to compliance with Welsh Language standards and 'More Than Just Words'</p> <p>Include requirements for staff and individuals who use services to be able to learn and use Welsh regularly if they want to, based on a pro-active offer, in the service delivery specification and performance indicators which will reviewed as part of contract monitoring arrangements.</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>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>Neutral</p>	<p>Welsh Language is embedded into the Social Care Wales Induction Framework. Any meetings with staff or service users that relates to their well-being will adhere to Standards 24, 24A, 26 and 26A to ensure an active offer of Welsh is made. These Standards form an integral part of the framework mentioned.</p> <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>Staff will be able to transfer to new providers via TUPE and will be able to continue using Welsh in work as they may do now.</p> <p>All regulated social care services in Wales are required to follow the 'More Than Just Words' framework as referenced above. Care Inspectorate Wales check their ability to meet these requirements at the point of Registration and monitor compliance during the inspection programme. Compliance is also monitored through the Council's contract monitoring procedures.</p>	<p>Clear inclusion in the framework agreement in relation to compliance with Welsh Language standards and 'More Than Just Words'</p> <p>Include requirements for staff and individuals who use services to be able to learn and use Welsh regularly if they want to, based on a pro-active offer, in the service delivery specification and performance indicators which will reviewed as part of contract monitoring arrangements.</p>

<p>Treating the Welsh language, no less favourably than the English language</p>	<p>Neutral</p>	<p>The framework agreement contract will set out requirements to comply with Welsh Language Standards as it currently does.</p> <p>All regulated social care services in Wales are required to follow the 'more than just words framework. Care Inspectorate Wales check their ability to meet these requirements at the point of Registration and monitor compliance during the inspection programme. Compliance will also be monitored through the Council's contract monitoring procedures.</p> <p>All service communications, whether via letter, website or telephone is bilingual, with Welsh text first or to the left of English text - this will remove the risk of isolating individuals, families and staff who communicate in Welsh by failing to provide services in their preferred language.</p>	<p>There is no evidence to suggest Welsh is treated less favourably than English in the domiciliary care sector and this proposed change will have no impact.</p>	<p>Monitor via framework contract to ensure that Welsh is treated less favourably than English by providers in the provision of home care.</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?
Clear inclusion of Welsh language expectations in the framework agreement regarding the more than just words framework for social care.	Include in the service specification of the new framework contract and monitor accordingly in the contract monitoring approach post award	Gwyneth Elliott
Include requirements for staff and individuals who use services to be able to learn and use Welsh regularly if they want to in the service delivery specification and performance indicators.	Included in PQQ during tender exercise and in the ongoing contract monitoring approach post award	Procurement

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
	September 2023	The comments of the Welsh Language Services have been incorporated into the WLIA.
Officer Review Panel Comments	Date Considered	Brief description of any amendments made following Officer Review Panel considerations
		An officer Review Panel will take place during the week commencing 16 th October 2023 and the feedback will be presented to Cabinet prior to its meeting on 23 rd October 2023.
Consultation Comments	Date Considered	Brief description of any amendments made following consultation
N/A		

Stage 5 – Monitoring, Evaluating and Reviewing

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

We will continue to monitor, evaluate and review impact by ensuring EIAs are continually updated in line with decision making and engagement. There will be on going project monitoring of overarching project plan to ensure project is delivered in line with objectives 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 proposal for future commissioning of the Council's domiciliary home care service does not have any direct impact on the Welsh Language. The report outlines the rationale to support the decision. 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	Sian Nowell	Service Director Name:	Neil Elliott
Position	Service Director	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	12 October 2023	Date	13 October 2023