

## 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.

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| <b>Proposal Name:</b>              | <b>COMMISSIONING OF THE COUNCIL'S SUPPORTED LIVING SERVICE FOR PEOPLE WITH A LEARNING DISABILITY</b>  |
| <b>Department</b>                  | Adult Social Services   |
| <b>Service Director</b>            | Neil Elliott  |
| <b>Officer Completing the WLIA</b> | Jill Bow  |
| <b>Email</b>                       | Jill.bow@rctcbc.gov.uk  |
| <b>Phone</b>                       | 07786523926   |
| <b>Brief Description</b>           | <p>It is recommended that following consideration of the information provided in the report that Cabinet approves:</p> <ul style="list-style-type: none"> <li>the transfer of the Council's remaining nine Supported Living Services for people with a learning disability to specialist providers through the retender of the Council's current Supported Living contract and commence from April 2024 in order to achieve transparency and best value.</li> </ul> |

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|  | <ul style="list-style-type: none"> <li>• that the Director of Social Services is delegated authority, in conjunction with the Portfolio Holder, to award contracts following completion of the retender process and to make all necessary arrangements for the subsequent transfer.</li> </ul> <p>It is important that the Council reviews its adult social care provision to ensure its current care and support offer continues to meet assessed need and remains cost effective. Through the implementation of recommended proposal, Adult Services will:</p> <ul style="list-style-type: none"> <li>• continue to meet assessed need and support people with a learning disability to be as independent as possible by commissioning good quality care and support from specialist providers.</li> <li>• commissions a sustainable model of supported living for people with a learning disability that achieves best value and sustainability without reducing the availability or quality of service provided to people in need of supported living.</li> </ul> |
| <b>Date</b>  | 2 October 2023  |
| <b>Please outline who this proposal affects?<br/>(Service Users, Employees, Wider Community)</b> | <p>Current and future service users</p> <p>Service user family, carers and friends</p> <p>Employees</p>   |

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| <p><b>What are the aims of the policy, and how do these relate to the Welsh Language?</b></p>          | <p>The aim of the proposal is to consider future changes to current service delivery as part of the future commissioning of the Council’s Supported Living service for people with a learning disability. As part of the changes we will engage with service users, families and employees, and will be undertaken in both Welsh and English and in accordance with the requirements of the Council’s compliance notice served under Section 44 of the Welsh Language (Wales) Measure 2011.</p> <p>The Public Sector Equality Duty (PSED) requires all public authorities to consider the needs of protected characteristics when designing and delivering public services, including where this is done in partnership with other organisations or through procurement of services. The Welsh 25 Language Standards also require all public authorities to consider the effects of any policy decision, or change in service delivery, on the Welsh language, which includes any work done in partnership or by third parties. We must also ensure we consider the Socio-economic Duty when planning major procurement and commissioning decisions to consider how such arrangements can reduce inequalities of outcome caused by socio-economic disadvantage.</p>  |
| <p><b>Who will benefit / Could the policy affect Welsh language groups? If so, list them here.</b></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. 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.</p>  |
| <p><b>Current linguistic profile of the geographical area(s) concerned</b></p>                         | <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>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</p> |

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|   | <p>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'.</p> <p>Legislation and policy in Wales require that Welsh language services in social care are:</p> <ul style="list-style-type: none"> <li>• Of the same standard and are as easily and promptly available as English medium services</li> <li>• As wide-ranging and thorough</li> <li>• Organisations shouldn't assume English as the default languages when providing their services.</li> </ul> <p>Welsh speakers should not be required to ask for a service in Welsh.</p> |
| <p><b>Other relevant data or research</b></p> | <p>There are currently no Welsh speaking service users residing within the Council's Supported Living schemes, but there are two Welsh speaking members of staff working within the service.</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?**

|   | <b>Does the proposal have any positive, negative or neutral impacts?</b> | <b>Describe why it will have a positive/negative or neutral impact on the Welsh language.</b>  | <b>What evidence do you have to support this view?</b>   | <b>What action(s) can you take to mitigate any negative impacts or better contribute to positive impacts?</b>  |
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| <p><b>Opportunities for persons to use the Welsh language</b></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> | Neutral  | <p>The proposal will have a neutral impact on service users and will allow opportunities for staff and the wider community to use the Welsh language.</p> <p>Existing and new staff are and will continue to be encouraged to begin Welsh language lessons and continue on their</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 | To pro-actively offer Welsh language services to ensure that people's needs are understood and met, and those who access and work in Supported Living services can rely on being treated with dignity and respect they deserve. As outlined in Mwy Na Geiriau 2022 -2027 |

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|  |  | <p>language journey. Two 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>Staff would also be encouraged to progress on to level 2 training, as part of their continuous professional development being supported by our internal Welsh tutor.</p> <p>Recruit Welsh speakers to increase face-to-face Welsh language service provision. All of our job descriptions and adverts are bilingual, to encourage Welsh speakers to apply for these roles. This is also compliant with the Welsh Language Act.</p> | <p>part of their registration process, this also applies to staff working for Independent Provider organisation</p> | <p>('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> |
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**Stage 2 – Impact Assessment**

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

|  | <b>Does the proposal have any positive,</b> | <b>Describe why it will have a positive/negative or neutral impact on the Welsh language.</b> | <b>What evidence do you have to support this view?</b> | <b>What action(s) can you take to mitigate any negative impacts or</b> |
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|  | negative or neutral impacts? |   |  | better contribute to positive impacts?   |
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| <p style="text-align: center;"><b>Numbers and / or percentages of Welsh speakers</b></p> <p>e.g Welsh Medium Education / Study Opportunities. Links with the Welsh Government's <a href="#">Cymraeg 2050 Strategy</a> / <a href="#">RCTCBC Five Year Welsh Language Strategy</a></p> | Neutral                      | <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>We currently have no Welsh speaking service user's that reside in the Council's supported living service. However, we do have two Welsh speaking staff that would TUPE over if the proposal is agreed.</p> <p>Staff are actively encouraged and supported to learn Welsh and speak Welsh in work. As a result of having two Welsh speaking staff that would TUPE over, if in the future there would be a service user that could speak Welsh – we would actively encourage staff to speak Welsh with the individual.</p> <p>Welsh language preference is incorporated in our commissioned Provider</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>This training is also a requirement for our independent Provider organisations the Council commissions.</p> <p>Welsh speaking service users, families and staff will also be able to access all documentation in Welsh.</p> <p>Welsh speaking service users/families and staff will have the option of these resident's/staff engagement 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.</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>Recruiting Welsh speakers will contribute to creating this environment and would increase opportunities to use the Welsh language.</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</p> |

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|  |                 | <p>application process and language preference will be noted and added to staff records for future reference.</p> <p>Care Inspectorate Wales Inspection reports are available bilingually.</p>  | <p>In addition, the Welsh Government Cymraeg 2050 strategy wants a million Welsh Speakers by 2050.</p> <p>The Supported Living service currently has two staff who speak Welsh and there are no service users who are able to communicate in Welsh.</p> <p>Welsh Community Care Information System (WCCIS)</p> <p>I Trent – employee profile data</p>                               | <p>incorporated into our Employee Induction Framework.</p> <p>This training is also a requirement for our independent Provider organisations the Council commissions.</p>   |
| <p><b>Opportunities to promote the Welsh language</b><br/> 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 will have a positive 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>All 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 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>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 our engagement.</p> <p>Supporting access to Welsh language for service users/staff via radio, television, and books.</p> <p>Review promotional materials when</p> |



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|  |  | <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>Welsh language preference has been incorporated into our pre-admission checklist for individuals' who access the service.</p> |  | <p>consulting with service users, families and staff in order to ensure compliance with Welsh Language Standards.</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?   |
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| <p><b>Compliance with the <u>Council’s Statutory Welsh Language Standards</u></b><br/>                     e.g<br/>                     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>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 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>The engagement process will adhere to the Welsh Language standards as will all correspondence with service users and staff.</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>The service supports Welsh speaking staff to communicate with Welsh speaking colleagues in their preferred language.</p> <p>Staff are encouraged to greet service users in Welsh and use the Welsh Language in work</p> |

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| <p><b>Treating the Welsh language, no less favourably than the English language</b></p> | <p>Neutral</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>Promotional materials, website, and all subsequent correspondence available bilingually.</p> <p>All signage throughout the supported living schemes is bilingual.</p> | <p>Ensure greater consistency in terms of the Welsh language services on offer and improve their quality across the service.</p> <p>All supported living schemes 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. This is also the case in our Provider schemes.</p> <p>The proposal outlines that individual's will remain in their current accommodation.</p> <p>Staff will also remain in their current place of work and will continue to access information in Welsh if it is their preferred language.</p> |
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### **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?

| <b>What are you going to do?</b>   | <b>When are you going to do it?</b>  | <b>Who is responsible?</b>     |
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| All Supported Living 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                |
| To ensure equal regard is given to both Welsh and English language on commissioning specialised services.  | Through the retender of the Council's commissioned independent sector Supported Living Service | Commissioning/Procurement team |

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.

| <b>What was identified?</b> | <b>Why is it not possible?</b> |
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## **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](mailto:welshlanguageofficer@rctcbc.gov.uk) and the Consultation and Engagement team – [consultation@rctcbc.gov.uk](mailto: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](mailto: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.

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

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**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 Supported Living service for people with a learning disability does not have any direct impact on the Welsh Language. The report outlines the rationale to support the decision and to engage with stakeholders to the potential service change. 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’.

| <b>Stage 7 – Sign Off</b>                  |                                |  |  |
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| <b>Name of Officer completing the WLIA</b> | Jill Bow                       | <b>Service Director Name:</b>                                  | Neil Elliott   |
| <b>Position</b>                            | Head of Accommodation Services | <b>I recommend that the proposal:<br/>(Highlight decision)</b> | <b>Is implemented with no amendments</b>   |
|  |                                |  | <del><b>Is implemented taking into account the mitigating actions outlined</b></del>         |
|  |                                |  | <del><b>Is rejected due to disproportionate negative impacts on the Welsh language</b></del> |
| <b>Signature</b>                           | <i>J Bow</i>                   | <b>Service Director Signature</b>                              |           |
| <b>Date</b>                                | 2 October 2023                 | <b>Date</b>  | 3 October 2023   |