

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
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 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	November 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 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. Furthermore, according to Pupil Level Annual School Census (2021/22) data, of the 69,100 pupils in Wales with Additional Learning Needs or Special Educational Needs, 15,670 (23%) of pupils are enrolled in Welsh Medium schools. It is possible to conclude from these figures, 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 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</p>

	<p>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"> • 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>In our current day time service offer we have 3 staff who speak Welsh, and one individual who speaks Welsh. We also commission directly with third party providers who would be responsible for meeting the requirements of the Welsh standards</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 with the proposed strategy and operating model, we can support individuals to lead upon developing their own services and promote the use of the Welsh language. This is especially relevant learners of	Welsh language Level 1 skills/ training forms a mandatory part of the Council and Social Care Wales Induction Framework and is also incorporated into the Social Care Wales registration process. At present, Day service staff are not required to register, with Social Care Wales. However, we follow	Following the consultation on the proposed operating model, people with a learning disability advised that in order to support people with the Welsh language, we should support people in terms of accessing Welsh courses tailored to their needs within our services and the third sector. This will ensure that

		<p>Welsh and Welsh speakers who wish to lead on developing their own services. We will ensure that bilingual services are proactively offered in line with the More Than Just Words strategy. Additionally, we will encourage staff to communicate and engage with service users in Welsh, wherever possible.</p> <p>We actively encourage our existing and new staff, as well as our stakeholders, to begin Welsh language lessons. We also support staff by providing them with opportunities to continue developing their Welsh Language skills. This, in turn, will enable us to provide further services through the medium of Welsh. Whilst we have staff who are already able to speak Welsh, we will encourage and offer support to staff so that they can go beyond level one to ensure increased confidence of the use of the Welsh language. Through this, both staff and service users will be able to use and promote and sustain use of the language.</p>	<p>the above induction framework as standard within all of our services.</p>	<p>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 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</p> <p>e.g Welsh Medium Education / Study Opportunities. Links with the Welsh Government's Cymraeg 2050 Strategy / RCTCBC Five Year Welsh Language Strategy</p>	Neutral	The proposal would have a neutral impact on the numbers and/or percentages of Welsh speakers with service users, employees, and the wider community.	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. Whilst completing Welsh Language level 1 training is mandatory as part of the Council's induction programme, we will also offer further promote and support those who wish to progress to a higher level of proficiency. In turn, this will increase and support our Welsh Language service provision.	<p>Staff training to enhance learners' bilingual skills</p> <p>Work with the relevant departments/ services to provide an online course for beginners that's tailored to those working within the proposed operating model. We will also support staff and individuals to work with the Council's internal Welsh Language tutor in order to improve and develop their Welsh skills. Tailored apps and online courses on the 'Learn Welsh' website are also available, encouraged and promoted for staff to use.</p>
	Neutral	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, 12.4 % 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	Welsh speaking residents and staff will also be able to access all consultation documentation in the	

		<p>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. For instance, we promote and offer staff the opportunity to connect with our internal tutor or signpost them to available external Welsh language lessons.</p>	<p>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. We will also support staff and individuals as they work with the Council's internal Welsh Language tutor in order to improve and develop their Welsh skills.</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>We will identify providers with Welsh speaking ability to support opportunities and to develop Welsh speaking skills within our community. This links to feedback provided in our consultation on the proposed 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</p>	<p>Positive</p>	<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. As part of</p>	<p>The 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</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. This will also enable us to</p>

<p>to see an increase in demand over time</p>		<p>this, a visual presence of Welsh and English is ensured via signage and posters in various settings.</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>disability, parents and carers, staff and all stakeholders.</p> <p>All communication is bilingual. Enquiries / comments/ complaints, emails /out of office notifications are bilingual. We use a range of methods of accessible communication methods within our services for people with a learning disability. These are also available bilingually and if Welsh is the preferred language, they will be responded to in Welsh.</p>	<p>identify providers within our community who are able to offer Welsh language services and will ensure a proactive offer and parity of services. We will also influence the development of the Welsh language when we commission services. The Welsh language will also be promoted throughout the three levels of the proposed operating model.</p> <p>Supporting access to Welsh language for service users/staff via radio, television,& books. 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>Compliance with the <u>Council’s Statutory Welsh Language Standards</u> e.g increasing or reducing the Council’s ability to deliver services through the Medium of Welsh.</p> <p>Consider the rights of Welsh speakers to use Welsh when dealing with the Council and for staff to use Welsh at Work</p>	<p>Positive</p>	<p>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, 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>The consultation adhered to the Welsh Language Standards. We also consulted on how we can improve people’s opportunities in using the Welsh language. A range of suggestions were made which included accessible and easy to read documents and signs in the Welsh language . In addition, we will be offering all people the opportunity to have Welsh lessons. These will be developed as part of our offer across all three levels, as will all correspondence with service users and staff.</p> <p>Job descriptions / advertisements are presented in a bilingual and easy read format. When</p>	<p>The service supports Welsh speaking staff to communicate with Welsh speaking individuals with a learning disability, parents and carers in their preferred way of communication.</p>

			<p>organising meetings, we ensure that any invitees are aware that they are welcome to speak Welsh at the meeting and that simultaneous translation facilities are available. All of our meetings also adhere to other relevant Welsh Language Standards.</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 and in accessible and easy read. In addition, a visual presence of Welsh and English is ensured via signage and posters in various settings.</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 encouraged and supported to utilise technology via tailored apps and online courses on platforms such as the 'Learn Welsh' website. This will make it easier for them to access Welsh language learning</p>

				<p>sessions and will enable them to access the training in more flexible and convenient means.</p> <p>Promote Welsh speaking staff via our rolling advertisement for support workers.</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?

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
	November 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 13th November 2023 and the feedback will be presented to Cabinet prior to its meeting.
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?

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.

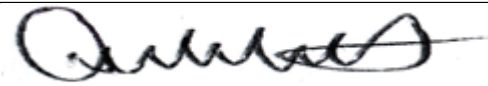
Stage 6 – Summary of Impacts for the Proposal

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 assessment confirms there are no negative or adverse Welsh Language implications associated with implementing the proposal (as set out in paragraph 2 of the Cabinet report). 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	<i>A Beckham</i>	Service Director Signature	
Date	13 th November 2023	Date	14 th November 2023