

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:	FUTURE DELIVERY OF DAY SERVICES FOR OLDER PEOPLE
Department	Adult Social Services
Service Director	Neil Elliott
Officer Completing the WLIA	Jill Bow
Email	Jill.bow@rctcbc.gov.uk
Phone	07786523926
Brief Description	<p>The outcome of previous consultations and Cabinet decisions, and the further supporting information included in the report, have informed the proposals for the revised future service delivery model for the Council's Day Services for Older People. These proposals, which are in line with current policy direction and current and future need, are summarised below:</p> <p>The integration of Trecynon Day Centre and Cwmni Dda into one day service provision. This would include relocation of service users and staff to be based within Cwmni Dda day centre in Trecynon.</p>

	<p>The relocation of Tonyrefail service users and staff to the Day Centre to be based within Cwrt Yr Osaf, Extra Care facility in Pontypridd. This would also include the relocation of service users and staff.</p> <p>Rhondda Cynon Taf County Borough Council Commissioned Practice Solutions Ltd. to undertake an independent review into residential care homes and day services for older people. The review was undertaken between January and March 2018</p> <p>The review involved an initial stage of research, followed by field work, which involved visiting all the Care Homes and Day Services managed by the Council. The findings, information and evidence gathered from data collected was then analysed to develop the report for presentation to the Council. During the consultation event, Welsh speaking officers attended the meetings and conducted some of the consultation bilingually as requested by residents.</p> <p>The review identified that Day Service provide vital support for those assessed as needing this care, as well as providing respite to carers.</p> <p>The review also identified that the average number of people registered at day services has fallen significantly over the past 10 years. All day centres are underutilised and therefore not an efficient spend on the Council's pressured budget.</p> <p>Combining two of our day centre services for a wider client group will enable a varied programme to be delivered for all service users; Basing the new combined services at Cwmni Dda and relocation to Cwrt Yr Osaf will provide users with access to facilities and services that are not currently available in Trecynon and Tonyrefil day centres.</p>
Date	22/10/2023
Please outline who this proposal affects? (Service Users, Employees, Wider Community)	<p>Current and future service users Service user family, carers and friends Employees Wider Community</p>

<p>What are the aims of the policy, and how do these relate to the Welsh Language?</p>	<p>The aim of the proposal is to consult with service users, staff and families around potential future changes to current service delivery of the Council's Day Services for Older People.</p> <p>The Consultation process will engage with residents, families, employees and the wider community, and will be undertaken in both Welsh and English and in accordance with the requirements of the Welsh Language (Wales) Measure 2011.</p>
<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. All documentation relevant to the proposed service change will be available in bilingual formats.</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, 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 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"> • Of the same standard and are as easily and promptly available as English medium services

	<ul style="list-style-type: none"> • 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>There is currently one Welsh speaking service user utilising the Council's, Day Centre Service and there are three Welsh speaking members of staff working within the service.</p> <p>1 service user in Tonyrefail who can speak Welsh. 2 Staff Tonyrefail who can speak Welsh.</p> <p>Service users and staff will be relocated to Cwrt Yr Orsaf, this will ensure that service users and staff can continue to converse through the Welsh language</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, if Cabinet approve the proposal for the future delivery of the Council's Day Centre services for older people.	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. Welsh Language Level 1 is also mandatory for all council staff, undertaken	To pro-actively offer Welsh language services to ensure that people's needs are understood and met, and those who access and work in Older People's Day services can rely on being treated with dignity and

		<p>Existing and new staff are being actively encouraged to begin Welsh language lessons and continue on their language journey.</p> <p>Staff would also be encouraged to progress on to level 2 training and beyond, as part of their continuous professional development being supported by our internal Welsh tutor. Staff will also be signposted towards Welsh Language courses/lessons in the community.</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 Standards.</p>	<p>through the induction programme.</p>	<p>respect they deserve. As outlined in Mwy Na Geiriau 2022 -2027 ('More than Just Words') is the Welsh Government's strategic framework for improving and promoting Welsh language services in health and social care.</p> <p>RCTCBC's training department lead on training for council and Welsh Language is part of our induction training for any new employees.</p> <p>A host of different activities are undertaken to promote and encourage the use of the Welsh Language. Activities include Bingo that is undertaken bilingually, St David's Day Welsh Activities (these include Welsh language songs), as well as promotion of the Welsh Language through local papers such as Y Gloran, Clochdar and Tafod-Elai.</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>	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>Staff are encouraged to learn Welsh and speak Welsh in work.</p> <p>Service users' reviews are available bilingually.</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>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>Staff training to enhance learners' bilingual skills.</p> <p>Provide online course for beginners that's tailored to those working in care.</p> <p>Recruiting Welsh speakers will contribute to creating this environment and would increase opportunities to use the Welsh language.</p>

			The service currently has three staff and one service user who are able to communicate in Welsh.	
<p>Opportunities to promote the Welsh language e.g. status, use of Welsh language services, use of Welsh in everyday life in work and in the community</p> <p>Actively encourage and promote the use of our services in Welsh to see an increase in demand over time</p>	Positive	<p>The proposal will have a positive effect on opportunities for persons to use the Welsh language no less favourably than the English language.</p> <p>Legislation places a duty on Council's to consider the Welsh language in accessing, commissioning, and delivering care to individuals to ensure that they experience the best possible outcomes.</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 expand our activities through the medium of Welsh. We have singing sessions where service users sing in Welsh and St David's Day activities that are undertaken through the medium of Welsh. These are led by our staff members who can speak Welsh.</p>	<p>Consultation documentation is published in hard copy and online in both Welsh and English and includes a response proforma to enable collection of the views of stakeholders.</p> <p>All communication is bilingual. Enquiries / comments/ complaints, emails /out of office notifications are bilingual and if someone communicates to us in Welsh, correspondence will also follow in the Welsh language.</p>	<p>Service Users, staff and the wider community will be able to use the Welsh language, when they are given the opportunity to express their views on the proposal during the consultation process.</p> <p>Supporting access to Welsh language for service users/staff via radio, television, and books. We would support service users to access S4C and BBC Radio Cymru to promote the Welsh Language and its use across our services.</p> <p>Review promotional materials when consulting with service users in order to ensure compliance with Welsh Language Standards.</p>

		Within the admission and care plans, individuals' language preferences are highlighted to ensure we are aware of their language requirements. highlighted language preference. .		
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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 Council's Statutory Welsh Language Standards</p> <p>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 – 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 consultation process will follow 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>Media / Press releases 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 to service users and colleagues in their preferred language.</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>

			<p>Staff are encouraged to greet service users in Welsh and use the Welsh Language in work.</p> <p>Welsh speaking service users/families and staff will have the option of the resident's/staff consultation meeting being discussed with them in the medium of Welsh.</p>	<p>incorporated into our Employee Induction Framework.</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 telephone 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 are available bilingually.</p> <p>Signage throughout all our day services is displayed bilingually, with Welsh positioned so that it is likely to be read first.</p> <p>Signage throughout Cwrt Yr Orsaf extra care facility (proposed relocation for Tonyrefail day centre) is also displayed bilingually, with Welsh positioned so that it is likely to be read first.</p> <p>Welsh Community Care Information System (WCCIS)</p> <p>I Trent – employee profile data</p>	<p>Ensure greater consistency in terms of the Welsh language services on offer and improve their quality across the service.</p> <p>All day centres have been provided with laptops, the service will utilise this technology to promote and deliver Welsh language sessions to staff, this will enable them to access the training in a more flexible and convenient means.</p>

Stage 3 - Strengthening the proposal

Having listed actions in section 2 which may mitigate any negative impacts or better contribute to positive impacts – please record below which ones you will imbed into the policy proposal and who will be responsible for them.

Also consider is the proposal necessary? Would it be possible to meet demand without any new developments? Could other existing provision be used? Where should the development be?

What are you going to do?	When are you going to do it?	Who is responsible?
All day centre services have been provided with additional 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

If ways of reducing the impact have been identified but are not possible to implement, please explain why. Give sufficient detail of data or research that has led to your reasoning.

What was identified?	Why is it not possible?

Stage 4 – Review

For all policy proposals, whether it is a Significant Key Decision or not, you are required to forward this assessment to Welsh Language services – welshlanguageofficer@rctcbc.gov.uk and the Consultation and Engagement team – consultation@rctcbc.gov.uk in the first instance for some initial guidance and feedback.

As part of the Welsh Language, Equalities and Socio Economic Duty Impact Assessment Process all proposals that fall within the definition of Significant Key Decision should present at the Officer Review Panel. This panel is made up of officers from across Council Services and acts as a critical friend before your report is finalised and published for SLT/Cabinet approval.

If this proposal is a Key Strategic Decision please forward your completed (Stage 1>6) impact assessment, policy proposal/report and consultation report to CouncilBusiness@rctcbc.gov.uk for an Officer Review Panel to be organised to discuss your proposal. [See our guidance document](#) for more information on what a Significant Key Decision is.

It is important to keep a record of this process so that we can demonstrate how we have considered and built in sustainable Welsh language considerations wherever possible. Please ensure you update the relevant sections below in collaboration with the relevant departments.

Welsh Language Services Comments	Date Considered	Brief description of any amendments made following Welsh Language Services feedback
<p>Welsh Language Services welcome this impact assessment that considers the proposal's effect on the Welsh Language in detail. In order to strengthen the proposal further, there are some minor changes we advise.</p> <p>First of all, some further detail on the location and Welsh Language skill levels of staff who speak Welsh would be helpful in order to ensure that they are not negatively affected when these Day Services are relocated/altered. Most importantly, Welsh speaking service users should not be relocated to somewhere where there are no Welsh speaking staff.</p>	November 2023	<p>We have incorporated the Welsh language papers (Y Gloran for the Rhondda, Clochdar for Cynon and Tafod-Elai for Taf-Elai) to support and promote the use of Welsh language.</p> <p>We have also identified where Welsh speaking staff and service users would be relocated to the same service to ensure the ongoing continuity and promotion of the Welsh language.</p> <p>We also undertake a range of activities through the medium of Welsh to ensure we are promoting and sustaining the use of Welsh across our services. Activities such as bilingual bingo, distribution of Welsh language papers and St David's Day activities/singing Welsh songs.</p>

<p>We'd also like some further consideration given to any Welsh Language activities that could be conducted at these Day Centres. Furthermore, staff could be encouraged to greet service users in Welsh in order to create an environment that encourages the use and learning of Welsh.</p> <p>Lastly, it would be great if language choice could be incorporated into the application process if possible.</p>		<p>Welsh language preferences are incorporated into our admissions process.</p>
Officer Review Panel Comments	Date Considered	Brief description of any amendments made following Officer Review Panel considerations
		<p>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.</p>
Consultation Comments	Date Considered	Brief description of any amendments made following consultation
<p>N/A</p>		

Stage 5 – Monitoring, Evaluating and Reviewing

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

Subject to the agreement of the recommendations outlined above, all people supported by the Council's Day Service and their families will be kept fully informed of the process and timescales for service reconfiguration. Should a person be unbefriended then an individual advocate will be offered to support. Similarly, staff would be kept fully informed of progress at each stage of the process and updated in relation to key milestones and timescales.

We will continue to monitor, evaluate, and review impact by ensuring EIAs are continually updated in line with decision making and further consultation.

Service satisfaction will be monitored through the quality assurance framework and regular review of service users and staff.

Individual service users will receive individual reviews which will support additional monitoring about the Day Care Provision amalgamation / relocation of services has taken place.

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 on the Future Delivery of Older People's Day Services 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 for the service.

Stage 7 – Sign Off

Name of Officer completing the WLIA	Jill Bow	Service Director Name:	Neil Elliott
Position	Head of Accommodation Services	I recommend that the proposal: (Highlight decision)	Is implemented with no amendments

		<p>Is implemented taking into account the mitigating actions outlined</p>	
		<p>Is rejected due to disproportionate negative impacts on the Welsh language</p>	
Signature	<i>J Bow</i>	Service Director Signature	
Date	10 th November 2023	Date	10 th November 2023