WELSH LANGUAGE IMPACT ASSESSMENT TOOL

This Welsh Language Impact Assessment (WLIS) tool enables RCT Council to consider the principles and requirements of the <u>Welsh Language</u>

<u>Standards (No.1) Regulations 2015</u> to ensure compliance with the <u>Welsh Language (Wales) Measure 2011</u>.

Stage 1 - Information Gathering

NOTE: As you complete this tool you will be asked for **evidence to support your views**. Please see <u>Welsh Language Impact Assessment Guidance</u> for more information on data sources.

Proposal Name:	The future of the councils residential care homes
Department	Adult Services
Service Director	Sian Nowell
Officer Completing the WLIA	Sian Nowell
Email	Sian.nowell@rctcbc.gov.uk
Phone	07867 373217
Brief Description	It is proposed that Cabinet determines to permanently decommission two residential care homes as follows. • Cae Glas, Hawthorn, and its 36 residential (dementia) beds and 3 (dementia) respite beds • Ferndale house, Ferndale and its usable 9 residential and 1 respite bed and 9 residential (dementia) beds and 1 (dementia) respite bed
Date	16/8/24
Please outline who this proposal affects? (Service Users, Employees, Wider Community)	Care home residents, their families and representatives, the employees at the two named care homes, the community





What are the aims of the policy, and how do these relate to the Welsh Language?

It is proposed that Cabinet determines to

Notes that commitments made by Cabinet for investment into new accommodation with care facilities for older people are progressing, with construction making good progress at the extra care facility at Danymynydd in Porth and at the new extra care and residential facility in Mountain Ash.

Agrees the proposal to develop a new residential dementia care facility home on the former Chubb Factory site in Ferndale.

Agrees to initiate consultation with the individuals and their families, staff and other relevant stakeholders on the preferred option to decommission the current Ferndale House Care Home for older people when suitable alternative placements are found for existing residents in a home of their choice which meets their assessed needs on a temporary basis until the new care home development at the former Chubb Factory site in Ferndale is available at which time the affected individuals will be offered the opportunity to return to the new care home in Ferndale, subject to their assessed needs and wishes at that time.

Agrees to initiate consultation with the individuals and their families, staff and other relevant stakeholders on the preferred option to permanently decommission Cae Glas Care Home for older people when suitable alternative placements are found for existing residents in a home of their choice which meets their assessed needs.

Agrees to restrict admissions to the Council's residential care homes, other than in exceptional circumstances where an appropriate alternative placement that can meet the assessed need is not available. This is in order to minimise any potential impact on service users until such time as Cabinet considers the results of the consultation exercise and any decision it may take in relation to the recommended proposals.

Agrees to receive a further report following conclusion of the proposed consultation, including an updated full Equality Impact Assessment and Welsh Language assessment prior to any final decision being made in relation to the recommended options for the Council's care accommodation provision for older people.

Who will benefit / Could the policy affect Welsh language groups? If so, list them here.

The general population of RCT will benefit from the development of new accommodation with care opportunities for older people.

The Council will potentially benefit through the potential savings towards the medium term financial plan

Prior to the consultation phase there does not appear to be a direct impact on the ability of the people who will be immediately affected at the two care homes with regards to their ability to receive Welsh language care and support service or to maintain a connection to a Welsh language community. However, the consultation process will support further consideration and analysis to ensure these facilities and links are identified and preserved in any future plans

Current linguistic profile of The 2021 Census figures regarding the Welsh language show a decrease in the percentage of Welsh



the geographical area(s) concerned

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 Tydfil. 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.

There are no recorded preference for any of the current services users with regards to using Welsh in their communications with us after the active offer was made.

There is no record of a staff member affected by this proposal who has identified a preference to use Welsh in their communications with us formally or informally,

However, there is evidence (where a record exists) that staff have developed their skills in Welsh as follows.

L1 21

L2 1

L4 4

L5 4

If Cabinet agreed to consult on the proposals a period of consultation and engagement with service users, families and staff will commence during this consultation we will actively seek clarification and review the language preferences of all parties as the consultation progresses regardless of previous recorded preferences to ensure the Welsh Language offer is actively pursued.

In addition, should decommissioning of the care homes be considered at a future date any revised proposal to Cabinet would require further assessment on the actual impact on residents, their families, staff and the local community In addition, if future proposals include recommendation to pursue decommissioning, a separate impact assessment will be completed via the management of change process, to assess the impact of any losses on our ability to provide services in Welsh going forward, regardless of current client demand.



Other relevant data or research

In late 2018, Welsh Government commissioned Arad Research and OB3 Research to undertake an evaluation of *More than just words*. The aim of the evaluation was to assess how and to what extent the follow-on framework achieved its intended aim to promote and support use of the Welsh language in health and social care in Wales. It also aimed to identify the barriers and facilitators to implementing the follow-on framework's seven key objectives. The **evaluation report** is available on this link.

Overall, the findings of the evaluation showed that for many Welsh speakers being able to access services in Welsh made a significant positive difference to their overall experience as well as in many cases, the health and well-being outcomes they gained as a result. The evaluation reported progress has been gained in relation to each of the seven objectives, although none of them can yet be considered as being fully met.

Overall, *More than just words* and the focus on the Active Offer (providing a Welsh language choice to patients without them having to ask for it) has encouraged good positive progress in terms of raising awareness of the need to deliver services in Welsh to Welsh speaking service users. The main challenge that remains is to ensure practices and systems to ensure that the Active Offer is delivered across all settings are in place.



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	Neutral	If the proposal is	WCCIS service user	If the proposal is agreed the engagement arrangement will
for persons to use the Welsh		agreed in principle by Cabinet there	records	include opportunities for consultation in Welsh
language		will be a period of	ITRENT staff records	If following consultation the Cabinet agree to the proposal
		consultation and		Service users will make their own choices regarding their
e.g. staff,		engagement if	Of note	onward residence. Our requirement would be that they chose a
residents and visitors		following this	Welsh Language	Regulated setting and this will ensure the provider is subject to
VIOLOIO		period, ifthe	Standards require the	(and inspected against) Statutory guidance that service
The rights of		decommissioning	Council to offer the	providers deliver or work towards actively offering a service in
Welsh speakers		is approved	opportunity for residents to	the Welsh language to individuals whose first language is



and learners to use Welsh when dealing with the council and for staff to use Welsh at Work	Service users will be supported on an individual basis to find an alternative care home. There will be a range of considerations that they will need to take into account of to make that choice — None of the residents affected have a preference to use welsh in their communications or in the receipt of their care and support with us but we will monitor this through our contact to ensure this information is updated.	respond in Welsh to the consultation.	As the service is proposed to be decommissioned staff will be offered VR/VER. They will also be offered the option of redeployment if this is available, they have transferable skills including those who have developed their Welsh language skills. Staff are skilled in care and Registered as a care worker with social care Wales. Their skills and experience including those who have developed their Welsh language skills will be of interest to prospective employers in all care provider markets. The management of change if required for staff would seek to support the staff with Welsh language skills to remain in the social care sector. Where redeployment opportunities are available in the Council the guaranteed interview scheme for Welsh speakers of L3 or above would apply where appropriate criteria for the opportunities are met
	this information is updated.		
	No staff member affected has identified a preference to use welsh in their communications		



with us formally or informally but we will keep this under review and respond accordingly with facilities to ensure this is prioritised. Whilst no staff member has requested the preference to use Welsh in communications with us staff (where there is a record)) do have the following Welsh language skills and it is noted that their ability to provide care and support to people in Welsh is of value and requires consideration to preserve for the future L1 - 21 L2 - 1 L4 4



		L5 4		
Stage 2 - Impac		ent fect 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?
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	Negative	If the proposal is agreed in principle by Cabinet there will be a period of consultation and engagement if following this period, this proposal may have an effect on staff working towards or planning to participate in Welsh language training	Numbers of staff in this situation that are affected by this proposal are as yet unknown. This will be raised and addressed during the consultation process with staff	If the proposal is agreed in principle by Cabinet there will be a period of consultation and engagement during which we will consider the Welsh language training commitments in place for all staff Staff will be actively encouraged to complete existing commitments if they chose as their Welsh skills would be beneficial in supporting their prospects seeking redeployment or work in other social care settings in the future Information for community Welsh language courses will be distributed to affected staff in the form of the 'give Welsh a go' pamphlet https://www.rctcbc.gov.uk/EN/Council/WelshServices/Relateddocs/GiveWelshaGoPamphlet.pd f
Opportunities to promote the Welsh	Neutral	If following a period of consultation and engagement The	We will support the Welsh Language Standards in our approach to consultation particularly with regards to	If following a period of consultation and engagement the Cabinet agrees to decommission the care homes Service users will make their own choices regarding their onward residence. Our requirement would be that they chose a



language.

e.g. status, use of Welsh language services, use of Welsh in everyday life in work and in the community

Actively
encourage and
promote the use of
our services in
Welsh to see an
increase in
demand over time

Cabinet agree to decommission the care homes this will be a sensitive time for staff and residents and their families, All correspondence will be bilingual and each person that is involved in the process will be offered the opportunity to use Welsh as their means of communicating with us. The service users and families will be met with on an individual basis to establish what matters to them and Welsh language staff working in the service will be allocated in response to individual need as it arises

the principles of

- All Communication and will be produced in both Welsh and English.
- The Welsh Language will not be treated less favourably than the English Language in our Communication in terms of:
 - presentation, e.g. use of font, size, colour and format
 - position and prominence
 - when and how material is published made available or exhibited.
 - Communication output in Welsh will be of an appropriate quality and standard.

There are currently no recorded staff or service users that have stated a preference to use Welsh in their communications with us. there may of course be family members that will be involved with their loved

Regulated setting and this will ensure the provider is subject to (and inspected against) the statutory guidance that service providers deliver or work towards actively offering a service in the Welsh language to individuals whose first language is Welsh. Where possible the council will actively promote services that have enhanced Welsh language services available

If the service is proposed to be decommissioned staff will be offered VR/VER. They will also be offered the option of redeployment if this is available.

Staff are skilled in care and Registered as a care worker with social care Wales. Their skills and experience including those who have developed their Welsh language skills will be of interest to prospective employers in all care provider markets

The management of change if required for staff would seek to support the staff with Welsh language skills to remain in the social care sector

Where redeployment opportunities are available in the Council the guaranteed interview scheme for Welsh speakers of L3 or above would apply where appropriate criteria for the opportunities are met..



ones during this process whose preference is currently unknown and we will ensure that we actively offer the opportunity to communicate with us in Welsh and keep this under review throughout. Whilst no staff member has requested the preference to use Welsh in communications with us. Staff (where there is a record)) do have Welsh language skills and therefore we will actively offer the opportunity to communicate with us in Welsh and keep this under review throughout.



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?
Compliance with the Council's Statutory Welsh Language Standards e.g increasing or reducing the Council's ability to deliver services through the Medium of Welsh. Consider the rights of Welsh speakers to use Welsh when dealing with the Council and for staff to use Welsh at Work	Neutral	There is no direct effect on the Council's compliance to the Statutory Welsh Language Standards in the proposals The proposal has no bearing on the rights of people to use Welsh in their work or in their interaction with the council. The service users and families will be met with on an individual basis to establish what matters to them and Welsh language staff working in the service will be allocated in response to individual need as it arises there are no service users or staff currently residing in the care homes that have requested a service in Welsh but the active	At this point and prior to consultation it is uncertain how this my increase or reduce Welsh language provision, facilities or abilities of the Council. The care home contract includes within its terms and conditions the following requirements (relevant for the ongoing care of the service users affected) Terms and conditions of contract 1.1. The Service Provider will consider the requirements of the Welsh Language Standards (as listed within Clause 34) when planning	Whilst we have no record of any service user or staff member affected stating a preference to use Welsh in their communications with us we will keep this under review throughout the consultation process Our requirement would be that service users move on into a Regulated setting and this will ensure the provider is subject to (and inspected against) the statutory guidance that service providers deliver or work towards actively offering a service



offer will be reviewed throughout	its workforce and where	in the Welsh language to
offer will be reviewed throughout the consultation and process	its workforce and where possible ensure that a Welsh Language speaker is available to provide good standards of care, in the language choice of the individual. 2. Welsh Language Standards 2.1. The Service Provider will be required to meet the Welsh Language Standards as numbered below for the period of the contract and as defined in The Welsh Language Standards (No. 1) Regulations 2015 under the Welsh Language (Wales) Measure 2011.	in the Welsh language to individuals whose first language is Welsh
	the Welsh Language (Wales) Measure	
	2.2. Standards no: 1, 4, 5, 6, 7, 8, 20, 24, 24A, 26, 26A, 27, 27A, 27D, 29, 29A, 37, 38, 44, 48, 49, 50, 50A, 50B, 51, 61, 62, 63, 69, 70, 69, 70, 147, 148, 149, 145	



0.0 Ctondondo ano available
2.3. Standards are available
to view under 'Compliance
Notice & Standards.' Link
<u>here</u> .
16.1 The Service Provider shall
ensure that appropriate
education, training,
development, and
supervision is provided for
all staff involved in policy
development or care /
service delivery to
Individuals. This must
include awareness of
equalities, including age
discrimination and
specialist training
appropriate to the Home's
Statement of Purpose.
Ongoing training must be
provided, or made
available, by Service
Providers for all Staff
commensurate with the
tasks and duties they are
required to perform. The
Social Care Passport has
been designed to provide
guidance on core training
for the workforce in the
social care sector in Wales
Contract Specification
Contract Specification



			13.2.5 The Service Provider must make all practicable steps to ensure that where appropriate people are able to communicate in a number of ways and communications are conveyed through chosen language i.e. Welsh, visual, signal and writing.	
Treating the Welsh language, no less favourably than the English language	Neutral	If following a period of consultation and engagement The Cabinet agreed to decommission the care homes this will be a sensitive time for staff and residents and their families. All correspondence will be bilingual and each person that is involved in the process will be offered the opportunity to use Welsh as their means of communicating with us. The service users and families will be met with on an individual basis to establish what matters to them and Welsh language staff working in the service will be allocated in response to individual need as it arises	There are no recorded staff or service users that have stated a preference to use Welsh in their communications with us. there may of course be family members that will be involved with their loved ones during this process whose preference is currently unknown and we will ensure this is considered and reviewed throughout. Whilst no staff member has requested the preference to use Welsh in communications with us. Staff (where there is a record)) do have Welsh language skills and therefore their communication preference will be continually	Whilst we have no record of any service user or staff member affected stating a preference to use Welsh in their communications with us we will keep this under review throughout the process Our requirement would be that service users move on into a Regulated setting and this will ensure the provider is subject to (and inspected against) the statutory guidance that service providers



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?
If following a period of consultation and engagement The Cabinet agree to decommission the care homes staff will be offered VR/VER. They will also be offered the option of redeployment if this is available, they have transferable skills including those who have developed their Welsh language skills	This will only be pursued if the Cabinet – following consideration to the outcome of the consultation, agree to progress the decommissioning and as part	Sian Nowell
Staff are skilled in care and Registered as a care worker with social care Wales. Their skills and experience including those who have developed their Welsh language skills will be of interest to prospective employers in all care provider markets	of a management of change process for the staff	
The management of change if required for staff would seek to support the staff with Welsh language skills to remain in the social care sector		
Where redeployment opportunities are available in the Council the		
guaranteed interview scheme for Welsh speakers of L3 or above would apply where appropriate criteria for the opportunities are met		
If the proposal is agreed in principle by Cabinet there will be a period of	During the consultation	Sian Nowell



consultation and engagement during which we will consider the Welsh language training commitments in place for all staff Staff will be actively encouraged to complete existing commitments if they chose as their Welsh skills would be beneficial in supporting their prospects seeking redeployment or work in other social care settings in the future Information for community Welsh language courses will be distributed to affected staff in the form of the 'give Welsh a go' pamphlet https://www.rctcbc.gov.uk/EN/Council/WelshServices/Relateddocs/GiveWelshaGoPamphlet.pd	period	
If Cabinet agreed to consult on the proposals a period of consultation and engagement with service users, We will support the Welsh Language Standards in our approach to consultation particularly with regards to the principles of • All Communication and will be produced in both Welsh and English. • The Welsh Language will not be treated less favourably than the English Language in our Communication in terms of: • presentation, e.g. use of font, size, colour and format • position and prominence • when and how material is published made available or exhibited. • Communication output in Welsh will be of an appropriate quality and standard.	During the consultation process	Sian Nowell
There are currently no recorded staff or service users that have stated a preference to use Welsh in their communications with us. there may of course be family members that will be involved with their loved ones during this process whose preference is currently unknown and we will ensure that we actively offer the opportunity to communicate with us in Welsh and keep this under review throughout.		



Whilst no staff member has requested the preference to use Welsh in		
communications with us. Staff (where there is a record)) do have Welsh		
language skills and therefore we will actively offer the opportunity to		
communicate with us in Welsh and keep this under review throughout.		
If following a period of consultation and engagement the Cabinet agrees to decommission the care homes Service users will make their own choices	This will only be pursued if the Cabinet – following	Sian Nowell
regarding their onward residence. Our requirement would be that they	consideration to the outcome	
chose a Regulated setting and this will ensure the provider is subject to	of the consultation, agree to	
(and inspected against) the statutory guidance that service providers	progress the	
deliver or work towards actively offering a service in the Welsh language to	decommissioning and as part	
individuals whose first language is Welsh. This requirement is re-enforced	of the home closure protocol	
in our contractual terms and conditions		
NATIONAL STREET, AND		
Where possible the council will actively promote services that have enhanced Welsh language services available		
enhanced Welsh language services available If ways of reducing the impact have been identified but are not possible to impresearch that has led to your reasoning.	nplement, please explain why. G	ve sufficient detail of data or
enhanced Welsh language services available If ways of reducing the impact have been identified but are not possible to im		
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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 – <u>welshlanguageofficer@rctcbc.gov.uk</u> 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 <a href="mailto:consultation-co

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

Welsh Language Services Comments	Date Considered	Brief description of any amendments made following Welsh Language Services feedback
Officer Review Panel Comments	Date Considered	Brief description of any amendments made following Officer Review Panel considerations
Consultation Comments	Date Considered	Brief description of any amendments made following consultation



Stage 5 - Monitoring, Evaluating and Reviewing

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

The closure of a care home, if agreed, will require a period of consultation to determine what matters to people and to establish any changes to the Welsh language assessment. During the consultation and prior to a final Cabinet decision the assessment will be reviewed.

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 -

If Cabinet agrees to a period of consultation and engagement with service users, we will support the Welsh Language Standards in our approach to consultation particularly with regards to the principles of:

- All Communication and will be produced in both Welsh and English.
- The Welsh Language will not be treated less favourably than the English Language in our Communication in terms of:
- presentation, e.g. use of font, size, colour and format
- position and prominence.
- when and how material is published made available or exhibited.
- Communication output in Welsh will be of an appropriate quality and standard.



There are currently no recorded staff or service users that have stated a preference to use Welsh in their communications with us or with regards to their care and support - there may of course be family members that will be involved with their loved ones during this process whose preference is currently unknown and we will ensure that we actively offer the opportunity to communicate with us in Welsh and keep this under review throughout.

ONLY If following a period of consultation and engagement the Cabinet agrees to decommission the care homes Service users will make their own choices regarding their onward residence. Our requirement would be that they chose a Regulated setting and this will ensure the provider is subject to (and inspected against) the statutory guidance that service providers deliver or work towards actively offering a service in the Welsh language to individuals whose first language is Welsh. This requirement is re-enforced in our contractual terms and conditions.

Where possible the council will actively promote services that have enhanced Welsh language services available.

ONLY If following a period of consultation and engagement The Cabinet agree to decommission the care homes staff will be subject to a management of change process. It is noted the staff have transferable skills in care and some have developed Welsh language skills. These skills and experience will be of interest to prospective employers in all care provider markets

The management of change if required for staff would seek to support the staff with Welsh language skills to remain in the social care sector, Where redeployment opportunities are available in the Council the guaranteed interview scheme for Welsh speakers of L3 or above would apply where appropriate criteria for the opportunities are met

Stage 7 – Sign Off			
Name of Officer completing the WLIA	Sian Nowell	Service Director Name:	Sian Nowell
Position	Director adult services	I recommend that the proposal:	Is implemented with no amendments.
		(Highlight decision)	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	Date	

