

## : 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.

<b>Proposal Name:</b>	Revision to Disabled Person's Parking Bay
<b>Department</b>	Adult Social Care
<b>Service Director</b>	Sian Nowell
<b>Officer Completing the WLIA</b>	Mari Ropstad
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<b>Brief Description</b>	<p><b>What are the aims of the policy, and how do these relate to the Welsh Language</b></p> <p>The existing Disabled Persons Parking Bay scheme was introduced in 2004 and subsequently amended in 2015 following a review. Since its introduction the number of people applying for a parking bay has increased significantly, with 193 received during the last round in 2022/2023.</p> <p>Historically, 12 parking bays have been awarded each year based on applicants meeting some basic eligibility criteria and a scored functional assessment from an Occupational Therapist/Occupational Therapy Assistant based within the Adaptations and Community Equipment team. Since its introduction, 269 disabled parking bays have been installed in the County Borough. Of these, 115 have been removed, leaving around 154 disabled parking bays in situ. Rhondda Cynon Taff's process for providing individual Disabled Person's Parking Bays (DPPBs) faces significant challenges. The current scheme levies a £10 non-refundable application fee for all applicants. There is no right of appeal, but applicants can reapply during the next round. Occupational Therapists (OTS) assess and prioritise these applications, often leading to dissatisfaction among those who do not receive an individual disabled</p>

parking bay allocation. Additionally, public concerns about the allocation process persist. The process involves not only OT assessments but also coordination with traffic authorities for installation and maintenance. This complexity coupled with a level of public dissatisfaction highlighted the need for a review to explore the potential to refine the assessment and eligibility processes and the wider mechanisms involved the delivery of the parking bay allocation scheme. The current scheme was suspended in September 2023 pending a full external review of the Council's current policy for residential disabled parking bays to inform the options available regarding the future provision of residential disabled parking bays.

The findings of the review by Practice Solutions, dated January 2025, which will have no impact on existing Disabled Person's Parking Bay holder, recommended RCT Council continue to offer a scheme for disabled parking bays with revised policy and eligibility criteria to meet the recommendations from the review, including:

- Develop a clear and more transparent process for applicants.
- Introduce more robust criteria and information required to determine eligibility to ensure the best use of limited funds.
- Introduce comprehensive guidance containing the stages of the process, timescales and information about traffic prohibitions for the applicant.
- Introduce a more efficient screening process at the outset.
- Introduce a system to review the use/abuse of disabled parking bays, including removal of bays no longer in use.
- Consider removing the application fee and replacing with a new charging strategy.
- Provide clear written reasons for refusal of a disabled bay to unsuccessful applicants.

As evidenced in the Practice Solutions report, Local Authorities across Wales operate various charging models with most not charging at all, some requiring permits to be paid for annually or an administration fee, and two local authorities charging successful applicants £250 and £689 respectively. The review carried out by Practice Solutions estimated the cost of each parking bay for the last 3 years the scheme was operating to be £1,159 per bay, which includes the legal notices, erection of signs, road markings and traffic management, but excludes the costs incurred from management time, assessments or the application process and as such, based on the cost from each department in the table above, the real cost of each bay is around £3,474.

The basic schematic drawing of the proposed model is included below,

### Application

- Online or in-person at One4All centre.
- Uploaded proof to evidence new eligibility criteria.
- Administration charge levied (if introduced).

### Eligibility checks

- Evidence checked against criteria, including traffic limitations.
- Unsuccessful applicants informed with reasons.

### Functional assessment

- Assessment completed by OT/OTA according to revised scoring criteria.
- Medical evidence included in assessment.

### Panel approval

- Multi-departmental panel make final decision on successful applicants.
- Charge levied for successful applicants (if introduced).
- Unsuccessful applicants informed with reasons. No right to appeal.

### Ongoing management

- Develop a system for reconfirming bay requirements and highlighting unused bays for removal.

The proposed new eligibility criteria are:

- Individual must possess a valid permanent Blue Badge.
- Individual must have a car registered at their address and the registered keeper must live there.
- Individual must not have access to off-road parking.
- There are no traffic prohibitions on the road directly outside the main entrance to the property and it would be safe to install a disabled parking bay.
- Individual must supply medical evidence from a Consultant, Specialist Nurse or Physiotherapist specifically addressing their difficulties related to mobility and parking.
- Individual must be in receipt of one of the below benefits:
- Higher Rate Mobility Component of Personal Independence Payment (PIP) or Disability Living Allowance (DLA).
- War Pension Mobility Supplement.
- Attendance Allowance.

The eligibility criteria will need to be evidenced by people uploading or supplying relevant documents and this will be checked early in the process. Similarly, traffic checks will be completed earlier in the process before a full functional assessment is completed for those who meet the criteria and pass the traffic checks.

The functional assessment will be based on scored criteria, which will be reviewed to take account of the new process and amended eligibility criteria. The medical evidence supplied will inform and support the assessment. Any costs associated with gathering this evidence will need to be funded by people and no costs incurred will be reimbursed by the disabled parking bay scheme.

A panel will make the final decision on successful bays with any planning and Traffic Regulation Order requirements to follow. As such it could take up to 2 years from application before a disabled bay is installed.

The decision about charging for the disabled parking bays (refer to Section 8) will impact on whether the bays are installed via a Traffic Regulation Order for anyone with a Blue Badge to use, or as a resident permit parking bay. This in turn will determine how the ongoing management of the bays in terms of use and continuing need can be best organised.

Due to the discretionary nature of the scheme and the difficulties inherent in managing an appeals process alongside a live application scheme it is suggested there be no right of appeal to the panel's decision, however applicants could apply again during the next round.

	Option	Cost to applicant	Benefits	Risks
	Option 1: No charge	£0	<ul style="list-style-type: none"> <li>Affordable to applicants.</li> <li>No need to consider permit bays as opposed to TRO.</li> <li>Problems with non-payment avoided.</li> </ul>	<ul style="list-style-type: none"> <li>No income generation to support the scheme.</li> </ul>
	Option 2: A £10 administration charge at the point of application.	£10 for all	<ul style="list-style-type: none"> <li>Some income generation to support the scheme.</li> <li>Fee is affordable.</li> <li>Fee has been levied for several years.</li> <li>No need to consider permit bays as opposed to TRO.</li> </ul>	<ul style="list-style-type: none"> <li>People may not appreciate paying just to apply.</li> <li>Payments require processing.</li> <li>External review suggested this charge should be reconsidered.</li> </ul>
	Option 3: A 10% charge of the cost of bay installation for successful applicants	£115 (currently) if successful	<ul style="list-style-type: none"> <li>Some income generation to support the scheme.</li> <li>A percentage charge would move in line with installation costs each year.</li> <li>Mobility benefits received (see eligibility criteria) could reasonably be expected to be used to cover the cost.</li> </ul>	<ul style="list-style-type: none"> <li>May be unaffordable for some.</li> <li>Would need to consider resident permit parking bay as opposed to TRO.</li> <li>Payments require processing.</li> </ul>
	Option 4 (preferred option): A £10 administration charge at the point of application, plus a 10% charge of the cost of bay installation for successful applicants.	£10 for all + £115 (currently) if successful	<ul style="list-style-type: none"> <li>Some income generation to support the scheme.</li> <li>Changing bays to permit bays would make ongoing management easier by requiring reapplication for permit.</li> <li>Admin fee is affordable to all.</li> </ul>	<ul style="list-style-type: none"> <li>A higher fee could act as a deterrent to apply, affecting socio-economic equality.</li> <li>Fee might be unaffordable to some.</li> <li>Might be challenging to establish a rationale for the fee charged.</li> </ul>

	<div data-bbox="506 97 1070 480" data-label="Image"> </div> <div data-bbox="1070 97 1301 480" data-label="Image"> </div> <div data-bbox="1301 97 1756 480" data-label="List-Group"> <ul style="list-style-type: none"> <li>• Admin fee has been levied for several years.</li> </ul> </div> <div data-bbox="1756 97 2157 480" data-label="List-Group"> <ul style="list-style-type: none"> <li>• Bays likely need to be permit bays rather than general use disabled bays.</li> <li>• People may not appreciate paying twice.</li> <li>• Payments will require processing.</li> <li>• External review suggested admin charge should be reconsidered.</li> </ul> </div> <div data-bbox="506 520 1120 555" data-label="Text"> <p>Links to documents are provided below:</p> </div> <div data-bbox="506 558 658 592" data-label="Text"> <p><a href="#">insert here</a></p> </div> <div data-bbox="506 628 844 663" data-label="Text"> <p><a href="#">Include fiia version here</a></p> </div>
<b>Date</b>	07/05/25
<b>Please outline who this proposal affects?</b>	Individuals, carers, staff and wider community.

1.a) Please outline where delivery of this proposal is affected by legislation or other drivers such as code of practice.

There is no statutory obligation for the Council to provide Disabled People's Parking Bays and the provision of DPPBS is discretionary. It should be noted that while there is no specific mention of a requirement as to the provision of parking in the Equality Act 2010, public bodies must not, in the exercise of their functions, "do anything that constitutes discrimination, harassment or victimisation." (section 29(6)).

Section 149 provides that a public authority must, in the exercise of its functions "have due regard to the need to" among other things, "advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it". This involves having due regard to the need to "take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it". Section 149(4) states how this applies to the treatment of disabled persons: It says: the steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities. This would likely involve considering, for example, the effect of a lack of parking spaces near their residences and their freedom of movement and travel.

Wider Legislative and Regulatory requirements that govern our work including specifically for adult services include:

- Social Services and Wellbeing (Wales) Act 2014 sets out our responsibilities as a local authority for improving the wellbeing of people who need care and support, and unpaid carers who need support, and for transforming social services in Wales.
- Wellbeing of Future Generations (Wales) Act 2015.
- A Healthier Wales, Our Plan for Health & Social Care, 2020.
- Mwy Na Geiriau 2022 -2027 ('More than Just Words') requirements

1.b) Please outline who this proposal affects:

Service users



Employees



Wider community



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

The aim is to make the Disabled Person's Parking Bay process clearer, quicker and more transparent.

**Plan to Inform**

- We will inform people about the changes and consult with them through surveys, drop ins, letters and FAQ.
- We will promote the Active Offer to encourage the use of Welsh Language throughout this.
- We will produce materials in a range of accessible formats such as Easy Read, large print.
- We will tell individuals, carers, families and staff what we intend to do.

A consultation on the proposal and its accompanying Welsh language and equality impact assessment will take place during 2025.

It will be conducted in Welsh and English, following the guidelines of the Welsh Language (Wales) Measure 2011. All communication will be presented in an easy-to-understand format. In all interactions, materials will be available in both Welsh and English.

**Future consultation**

Initiate an 8-week targeted consultation starting on June 16<sup>th</sup>, 2025, to seek the views of staff, members of the public and other key stakeholders on the proposed new model, focusing upon asking people:

- what matters to them in respect of the changes, including:
- what they think of our intentions
- what they need us to tell them
- what haven't we thought of

Following this a further report will be submitted to Cabinet in the autumn of 2025 detailing the outcome of the proposed targeted consultation prior to any final decision being made regarding service changes.



<p><b>Who will benefit / Could the policy affect Welsh language groups? If so, list them here.</b></p>	<p>Welsh-speaking individuals will continue to have the option of communicating with the Council in Welsh to maintain consistent service delivery. Mwy Na Geiriau 2022 -2027 ('More than Just Words') requirements will remain unchanged with regards to the protection of the Welsh language within social care.</p> <p>All documents associated with the policy and the process will be available in both Welsh and English and in easy-to-read formats, ensuring that language is no barrier to participation. By prioritising bilingual communication, we aim to ensure that all voices are heard and valued. This would ensure that Welsh-speaking individuals and families can navigate the process without language barriers.</p> <p>Consultation sessions will be offered in Welsh or English with bilingual staff present to facilitate this as required.</p> <p>People visiting the One for All Centres at the libraries to make a Disabled Person's Parking Bay application will benefit by seeing Welsh literature and materials at the venue including wider opportunities for people to access Welsh classes, conversational groups, cultural activities and events.</p> <p>Learners and Welsh speakers may also hear Welsh spoken by fellow members of the public when at the library and in the community. They will also see Welsh place names on street signs as they make their way to the One for All Centres.</p>
<p><b>Current linguistic profile of the geographical area(s) concerned</b></p>	<p>RCT WCCIS data from May 2025 indicates that most individuals with an active parking bay were English-speaking, with 36 out of 45 identifying this language. The remaining 9 did not record their spoken language.</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 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. Detailed data from the Census is now available for RCT showing that in certain areas, especially those in the south of the County Borough, we have a relatively high number of Welsh speakers (around 25% in some cases), so this might appeal to them and will also impact upon the planning and delivery of services/ policies we provide. Children of school age comprise our highest group of Welsh speakers in RCT with percentage</p>

	<p>figures in the mid to upper 20s, this is in contrast to those aged 70 -80 years where figures are below 5%. This is significant to how we plan our future services and recruit a workforce with the capacity to assess and deliver in keeping with peoples preferred language.</p>
<p><b>Other relevant data or research</b></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 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>We are committed to ensuring that Welsh speakers should not be required to ask for a service in Welsh and complement the existing Welsh language services already in place across the Council. This will support strength based, solution focussed discussion on Disabled Person's Parking Bay with individuals and their carers in their language of choice across several different Divisions of the Council, informing respective workforce plans in respect of training and recruiting staff to build our capacity to reflect the local population and their preferred language as required by A Healthier Wales, Welsh Government 2020.</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>
<b>Opportunities for persons to use the Welsh language</b>  e.g. staff, residents and visitors.  The rights of Welsh speakers and learners to use Welsh when dealing with the council and for staff to use Welsh at Work	Positive	The requirements of the Mwy Na Geiriau 2022 -2027 ('More than Just Words') strategic framework for improving and promoting Welsh language services in health and social care will continue to be implemented.	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 our services can rely on being treated with dignity and respect they deserve. As outlined in Mwy Na Geiriau 2022 -2027 ('More than Just

		<p>While the proposed change may present some financial benefits and efficiencies for the Council, it also creates an opportunity to enhance the use of the Welsh language in service delivery, provided that adequate support and resources are made available. By providing a less complex option for individuals and families, it may encourage more individuals to Disabled Person's Parking Bay applications. This increase in requests could lead to a higher demand for services in Welsh, as individuals and families may prefer to communicate in this language.</p> <p>For the wider community who are Welsh speakers, the availability of services in their language can foster a stronger sense of community and inclusion. This might encourage more Welsh speakers to actively engage with the Council and its services.</p>	<p>through the induction programme. Whilst level 1 is a requirement we will also offer further support to those who wish to progress to further levels which in turn will support our service provision.</p> <p>The first Adult Services Workforce Strategy, approved 2024, includes Ambition 5: giving our staff access to good quality opportunities for education and training which features 5.1, Addressing linguistic inclusivity for Welsh language and speakers. This priority and the associated workplan detail the actions, benefits and monitoring of our commitment to increasing Welsh learners, speakers and presence in our services and workplace.</p>	<p>Words') is the Welsh Government's strategic framework for improving and promoting Welsh language services in health and social care.</p> <p>Adult services encourage assessment staff to develop their verbal skills and confidence by meeting informally in groups to chat - usually according to levels of fluency. Staff are also informed of and encouraged to access training opportunities Corporately by email and Source and also by line managers in team meetings, supervision sessions and Individual Performance Reviews.</p> <p>Ambition 6 of the Adult Services Workforce Strategy 2024 is to 'Plan for succession and build our workforce capacity to meet the demands of the population'.</p>
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		<p>The mandatory staff training with 9 modules on Equality, Diversity and Inclusion available on The Source will improve the awareness and cultural competency of staff to support people effectively and suitably.</p>		<p>Data from the Census is now available for RCT showing that in certain areas, especially those in the south of the County Borough, we have a relatively high number of Welsh speakers (around 25% in some cases), making training existing staff and recruiting Welsh speaking social care workers in the future a priority to ensure Welsh speakers are available within the workforce at all times to make a proactive offer of services in Welsh.</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><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>	Positive	<p>The change will not have any negative effect on the use of the Welsh language among staff, residents, or wider community.</p> <p>The Council will promote the option of assessments in Welsh and ensures that bilingual services are available, this could enhance the visibility and usage of the Welsh language among service users.</p> <p>The proposal aligns with the Welsh Government's Cymraeg 2050 Strategy, which aims to increase the number of Welsh speakers across Wales. By ensuring that Welsh language services are maintained and promoted, the Council can</p>	<p>RCT WCCIS data from May 2025 indicates that most individuals with an active parking bay were English-speaking, with 36 out of 45 identifying this language. The remaining 9 did not record their spoken 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 incorporated into our Employee Induction Framework. Whilst level 1 is a requirement we will also offer further support to those who wish to progress to further levels which in turn will support our service provision.</p> <p>Individuals, parents/carers, staff, and all stakeholders who are</p>	<p>To continue to support staff training to enhance learners' bilingual skills.</p> <p>In line with the Adult Services Strategy priority of 'We want people to benefit from a well-trained, engaged workforce' we will ensure we fulfil our commitment to provide social care services in the preferred language of individuals, offer opportunities and support for our workforce to learn Welsh by discussing the time commitment needed by staff to develop and practice linguistic skills and agreeing the split of</p>

		<p>contribute positively to these strategic goals.</p> <p>Engaging with Welsh-speaking communities and individuals during the assessments and service delivery can provide valuable insights into how best to support and promote the use of the Welsh language in this context.</p> <p>The change offers an opportunity for the Council to reinforce its commitment to the Welsh language by ensuring that services remain accessible and by promoting the use of Welsh in all communications and assessments related to Disabled Person's Parking Bays.</p> <p>It will continue to support adult services provide an opportunity for our staff in social care to learn and improve their Welsh in order to deliver services in Welsh where required in line with their statutory duties. Any such learning will also benefit the community as whole and increase the number of Welsh speakers in the area.</p>	<p>Welsh speaking will have the option to complete assessments through the medium of Welsh.</p> <p>RCTs 5-year strategy requires the Council to increase Welsh language skills of our workforce.</p> <p>The Welsh Government Cymraeg 2050 strategy wants a million Welsh Speakers by 2050.</p> <p>This policy will draw attention to what people can expect from us in Welsh and such awareness will encourage managers to motivate staff to learn and improve their Welsh to enable them to actively offer services in this language where it is peoples preferred option.</p> <p>Promoting opportunities for staff to learn and use Welsh when carrying out their role and in the workplace in general will create an environment where people feel welcome and at ease to speak the language and develop their understanding further both professionally and socially. This will help increase linguistic inclusivity and diversity in the</p>	<p>own time and work time to do so.</p> <p>Adult Services are working with the National Centre for Learning Welsh to provide opportunities for social care staff with Welsh Language skills of level 3 and above to develop their confidence and vocabulary in the workplace. A tutor has been appointed and around 14 staff are due to receive individual support in 2025 /2026. From this group, OT are well represented which is relevant to Disabled Person's Parking Bay assessments. One aim is to see a stepped change in the use of Welsh Language in the workplace and enthuse others to develop their skills further too.</p>
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			workforce as sought by local and national policy.	
<p><b>Opportunities to promote the Welsh language.</b> 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>By implementing a change to Disabled Person's Parking Bays, there is an opportunity to affirm the status of the Welsh language in administrative processes and service design and delivery.</p> <p>Providing bilingual documentation and support during the process can encourage individuals and families to engage with services in Welsh, thereby enhancing the visibility and use of the Welsh language in legal and administrative contexts.</p> <p>By proactively ensuring that Welsh language services are available and encouraged, the Council can contribute positively to the language's status and use within the community and empower Welsh-speaking individuals to use their language during assessments and related discussions, fostering a more inclusive environment that</p>	<p>Welsh language Level 1 skills/ training forms part of the Social Care Wales Induction Framework, the Council's general induction programme and is also incorporated into the Social Care Wales registration process. (All social care staff must complete the above as part of their registration process, this also applies to staff working for Independent Provider organisation. Given the complexity and legal considerations of this policy, the skills staff require to undertake such an assessment in Welsh are likely to exceed those necessary for many services, making a level 4 /5 appropriate here. Operating in Welsh at such a professional level, will require targeted recruitment in addition to good learning and education opportunities for existing staff in order to meet population needs and preferences.</p>	<p>Individuals, staff and the wider community will be able to use their Welsh language, when they are given the opportunity to express their views on the proposal during the consultation process.</p> <p>When we inform people of the changes, we can also remind them that they have the opportunity to deal with us in Welsh, not just during this consultation but more widely in their communication with us.</p> <p>In line with the Adult Services Strategy priority of 'We want people to benefit from a well-trained, engaged workforce' we will ensure we fulfil our commitment to provide social care services in the preferred</p>



		<p>respects and promotes Welsh culture and language.</p> <p>Furthermore, by offering support with Disabled Person's Parking Bay applications at the One for All Centres, we are utilising staff who already have to provide services in Welsh which could make this option more readily available to meet language preferences.</p>		<p>language of individuals, offer opportunities and support for our workforce to learn Welsh.</p> <p>Adult Services are working with the National Centre for Learning Welsh to provide opportunities for social care staff with Welsh Language skills of level 3 and above to develop their confidence and vocabulary in the workplace. A tutor has been appointed and around 14 staff are due to receive individual support in 2025 /2026. One aim is to see a stepped change in the use of Welsh Language in the workplace and enthuse others to develop their skills further too.</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, 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>
<p><b>Compliance with the <u>Council's Statutory Welsh Language Standards</u></b> 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>	Positive	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. This obligation would be unaffected by the policy. Similarly, the obligations related to 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 is unaffected.	Welsh Language is embedded into the Social Care Wales Induction Framework. Any meetings with staff or service users that relates to their wellbeing will continue to 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>We will continue to monitor and improve systems in place to ensure that the Welsh language is treated no less favourably than the English language and promoted through the workforce and through how we do our business via the annual service evaluation.</p> <p>The service supports Welsh speaking staff to communicate with Welsh speaking individuals and carers in their preferred way of communication.</p>

		<p>As the revision may be perceived by many potential Disabled Person's Parking Bay applicants as more straightforward, it could lead to an increase in requests. This could lead to a greater emphasis on providing services in Welsh, thereby enhancing the Council's capacity to comply with Welsh Language Standards. For example:</p> <p>The proposal will require the Council to maintain compliance with the Welsh Language Standards, ensuring that people can communicate effectively in their preferred language.</p> <p>The Council will ensure that information about the change and the option to receive services in Welsh is clearly communicated to the public. This will help ensure that Welsh speakers are aware that they can access these services in their language, thereby supporting compliance with the statutory requirements.</p>		<p>Ensure greater consistency in terms of the Welsh language services on offer and improve their quality across the service. Priority will be given to specifically recruit Welsh occupational therapists in the future if no Welsh speakers are available to undertake assessment of need in the language of choice.</p> <p>We will need to monitor the impact of this change on the uptake of services in Welsh. Regular evaluations will help to assess whether the proposal is enhancing or hindering the delivery of services through the Medium of Welsh. We will assess whether more Welsh speakers are needed to provide services if the take up in Welsh is higher than expected.</p>
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<p><b>Treating the Welsh language, no less favourably than the English language</b></p>	<p>Positive</p>	<p>The policy does not affect this requirement.</p> <p>Careful consideration will be given to the Welsh language to ensure compliance with the principle of treating it no less favourably than English. This includes ensuring accessibility, promoting bilingual services, and engaging with the Welsh-speaking community effectively</p> <p>We will ensure officers facilitating consultation events where people have told us their preferred language is Welsh are able to meet the needs of both English and Welsh attendees. We will provide Welsh speakers / bilingual staff at consultation events where we do not know language choice in advance.</p>	<p>The proposal does not differentiate between languages in its implementation. It focuses on providing a service that can be accessed by all individuals, regardless of their language preference. The policy will ensure that both Welsh and English speakers receive the same level of service.</p>	<p>Ensure consistency in terms of the Welsh language services on offer and improve their quality across the service making sure Welsh speakers do not face delays or disadvantage due to language preference.</p> <p>We will recruit Welsh speaking staff in the future if no Welsh speakers were available to undertake assessments in the language of choice.</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>
As part of the policy and the wider Adult Services Strategy, we will continue to engage with staff, individuals, families, parents and carers, stakeholders and partners through the medium of Welsh and English.	Ongoing	Service Director, Heads of Service, Service Managers
The actions to mitigate risks and/or improve the positive impact of this policy depend upon increasing the number of Welsh speaking staff available to carry out assessments in the language, in keeping with demand, to the required standard, through training and recruitment.	The existing Steering Group and Workplan for the Adult Workforce Strategy offer a suitable mechanism for setting and monitoring priorities on a regular basis.	Service Director, Heads of Service, Service Managers
The policy aligns with the implementation of the Social Services and Wellbeing (Wales) Act 2014 for adults in RCT. There are existing obligations on adult services to promote and support the Welsh language. Currently we have available staff to manage the active offer. Should we find staff are no longer available withing specific assessment areas we will consider recruitment targeted specifically towards Welsh speaking staff.	Ongoing	Service Director, Heads of Service, Service Managers
The service will continue to promote Welsh language training for staff and support their Welsh language learning and improvement	Ongoing	Service Director, Heads of Service, Service 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](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>
<b>Officer Review Panel Comments</b>	<b>Date Considered</b>	<b>Brief description of any amendments made following Officer Review Panel considerations</b>
<b>Consultation Comments</b>	<b>Date Considered</b>	<b>Brief description of any amendments made following consultation</b>

## **Stage 5 – Monitoring, Evaluating and Reviewing**

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

The impact and effectiveness will be monitored by:

- Regular tracking of the number of requests received for Disabled Person's Parking Bay under the new process compared to the previous one.
- Feedback collection from individuals, families, care managers and staff across the Division's involved in Disabled Person's Parking Bay regarding their experience with the process and the associated charge(s) depending on option approved.

This will likely be reviewed within 12 months after its implementation. This timeline allows for a sufficient data collection period to assess the effectiveness and impact of the new administration and any charge(s).

The responsibility for the monitoring and review of the proposal lies with the Adult Services management team, in collaboration with One for all staff, Highways and the relevant finance department(s). Designated officers will be assigned to oversee the tracking of requests and the financial implications of the proposal.

The results of the monitoring will be used to inform the development of future proposals by identifying trends in demand, assessing the delivery of the service, and gathering insights from stakeholder feedback. This information will guide potential adjustments to the process, and any additional support that may be needed for individuals.



## **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 for the proposed changes to Disabled Person's Parking Bay are:

- Opportunities for services to continue to promote the language and upskill Welsh speaking staff will remain a priority.
- By proactively ensuring that Welsh language services are available and encouraged, the Council can contribute positively to the language's status and use within the community and empower Welsh-speaking individuals to use their language during assessments and related discussions, fostering a more inclusive environment that respects and promotes Welsh culture and language.
- The Council will promote the option of assessments in Welsh and ensures that bilingual services are available, this could enhance the visibility and usage of the Welsh language among people.
- It also creates an opportunity to enhance the use of the Welsh language, provided that adequate support and resources are made available. By providing a less complex option for individuals and families, it may encourage more individuals to pursue Disabled Person's Parking Bay. This increase in requests could lead to a higher demand for services in Welsh, as individuals and families may prefer to communicate in this language.
- Continue to support adult services provide an opportunity for our staff in social care to learn and improve their Welsh in order to deliver services in Welsh where required in line with their statutory duties with particular focus on feedback from any OTs who are involved in both the assessment of Disabled Person's Parking Bay and Cwrs Codi Hyder . Any such learning will also benefit the community as whole and increase the number off Welsh speakers in the area.
- The Council will ensure that information about the change and the option to receive services in Welsh is clearly communicated to the public. This will help ensure that Welsh speakers are aware that they can access these services in their language, thereby supporting compliance with the statutory requirements.

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>			
<b>Name of Officer completing the WLIA</b>	Mari Ropstad	<b>Service Director Name:</b>	Sian Nowell
<b>Position</b>	Head of Service, Access, Enablement and Early Intervention	<b>I recommend that the proposal: (Highlight decision)</b>	<b>Is implemented with no amendments.</b>
			<b>Is implemented taking into account the mitigating actions outlined.</b>
			<b>Is rejected due to disproportionate negative impacts on the Welsh language.</b>
<b>Signature</b>	<i>M Ropstad</i>	<b>Service Director Signature</b>	
<b>Date</b>	12/05/25	<b>Date</b>	