Easy Read

Llywodraeth Cymru
Welsh Government

Useful words and terms

When planning care and support services in Wales



2026

How to use this document

This is an Easy Read version of: **Consultation on proposed revisions to the National Framework for Commissioning Care and Support: Code of Practice - Glossary**



You may need support to read it. Ask someone you know to help you.

Where the document says **we**, this means **Welsh Government.** For more information contact:

Email: NationalCommissioning@gov.wales

Website: National framework commissioning care and support | GOV.WALES

Easy Read Wales made this Easy Read document. Click here to tell us what you think.

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About this document



This is a list of words that are used often in **care commissioning.**

Care commissioning means:



- Finding out what care and support people need.



- Deciding what services should be available.



- Arranging and paying for the services.



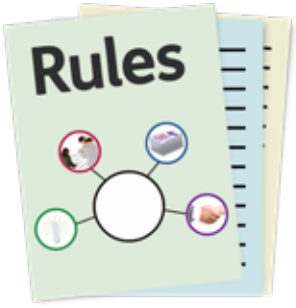
- Checking that the services are working well.



This list explains what the words and terms mean.



This will help you take part in planning and organising care services.



There is information about the rules health boards and local councils must follow when they are **care commissioning.**



It says they must involve people and their carers in **care commissioning**.



You can read more about the rules in this document:

Care and support services in Wales. Changes to the rules for local councils and health boards.

Useful words and terms



Active offer

Making sure people can get services in Welsh or English. Without having to ask.



Climate adaptation

Making changes in the way we work to help protect the planet.



Co-production

This means people working together as equal partners. They decide what a service should be like and how it can be improved.



Commissioning

Finding out what services people need, planning how to provide them, and checking that they work well.



Compliance

This is when a service follows the rules that apply to their work.



Environmental sustainability

Looking after the environment. For example, by lowering waste and saving energy.



Implementation

Putting a plan, policy, or new way of working into action.



Integrated Community Care Services

Different services working together. For example, health care, social care, housing, and community support.



Neurodivergence

Neurodivergence means that a person's brain works differently. It includes things like learning disability, ADHD and autism.



Neuroinclusive approaches

Working in ways that support people who think, learn, or communicate differently.

Outcomes



Outcomes are the differences support services make. For example, the changes or improvements in a person's life.

Procurement



This means the way services buy goods, services, or equipment that they need. For example, the council buying care services from another organisation.



Public value

The difference public services make to people and communities.



Relational commissioning

A way of planning and improving services that focuses on working together.



Resilient

Being able to cope with challenges and making changes when needed.

Social partnership



Different groups working together to solve problems and improve outcomes. For example, public services and communities.

Sufficiency of local services



Making sure there are enough local services to meet people's needs.