

# Welsh Language Impact Assessment

**June 2015**

## Welsh Language Impact Assessment

<b>Title:</b> Part 2 of the Social Services and Wellbeing (Wales) Act 2014  Policy to introduce a series of regulations and a code of practice under Part 2 of the Social Services and Wellbeing (Wales) Act (general functions)	<b>WLIA Reference No</b> (completed by WLU):				
<b>Name of persons completing form:</b>	Tom Cleaver, Lisa Griffiths, Pete Kennedy, Huw Jones				
<b>Date:</b>	June 2015				
<b>Policy leads:</b>	Chris Stevens, Lee Davis, Heulwen Blackmore, Amira Irshad				
<b>Programme/Project Type</b> <input type="checkbox"/> Policy <input checked="" type="checkbox"/> Legislation <input type="checkbox"/> Grant <input type="checkbox"/> Business change <input type="checkbox"/> Infrastructure <input type="checkbox"/> Construction, Capital <input type="checkbox"/> ICT <input type="checkbox"/> Other (Please specify below) <div style="border: 1px solid black; height: 40px; margin-top: 5px;"></div>					
<b>Costs: How much is the projected whole life cost for the programme/project?</b> If below £25k, then a full WLIA is not always required (see guidance).					
Under £25k	£25k - £49k	£50 - £249K	£250K - £1m	Over £1m	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>Of the above, please provide details if there are any identified costs directly associated with the Welsh language?</b>					
<div style="border: 1px solid black; height: 40px; margin-top: 5px;"></div>					
<b>How long is the programme/project expected to run?</b>					
Up to 1 yr	Up to 2yrs	Up to 5yrs	Up to 10yrs	More than 10 yrs	Unknown
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Key milestone dates for the programme/ project:**

The statutory framework will consist of three main elements:

- 1- the Act itself;
- 2- regulations made under the Act; and
- 3- codes of practice/statutory guidance.

These three elements work together to form the framework within which social services will operate from April 2016.

**April 2013:** Draft well-being statement for people who need care and support and carers who need support published;

**June 2014:** National outcomes framework for people who need care and support and carers who need support – working document published;

**November 2014 to February 2015:** Public consultation on the Implementation of the Social Services and Well-being (Wales) Act, including the code of practice in relation to Part 2.

**February to April 2015:** Public consultation on code of practice in relation to measuring the performance of local authorities in relation to their social services functions under the Social Services and Well-being (Wales) Act;

**June 2015:** *The Care and Support (Partnership Arrangements for Population Assessments) (Wales) and Regulations 2015* laid before the National Assembly for Wales

*The Social Services and Well-being (Wales) Act 2014 (Social Enterprise, Co-operative and Third Sector) (Wales) Regulations 2015* laid before the National Assembly for Wales

**July 2015:** Plenary debates and committee meetings during period regulations are laid

**Autumn 2015:** Code of practices will be laid before the National Assembly for Wales.

**November 2015:** National outcomes framework refreshed and published

**April 2016:** Commencement of the Social Services and Well-being (Wales) Act 2014. The well-being statement will be laid before the National Assembly for Wales;

**April 2016:** New performance measures will be collected for the year 2016-17 by local authorities.

**April 2017:** First population assessment reports published and submitted to Welsh Ministers

**May 2017:** National reporting of performance measures (annual thereafter).

## STAGE 1: PLANNING

### What are the aims and objectives of the policy?

### What are the desired outcomes/ what constitutes 'success'?

The Social Services and Well-Being (Wales) Act 2014 puts a duty on any persons exercising functions under the Act to Seek to promote the well-being of people who need care and support and carers who need support. The Act sets out the definition of well-being and places a duty on Welsh Ministers to issue a statement of well-being outcomes to be achieved.

The Act defines well-being, and this definition includes 'securing rights and entitlements'. For many Welsh speakers securing rights and entitlements will be being able to use their own language will allow them to communicate and participate in their care as equal partners. Therefore whether people get care through the Welsh language is a key aspect of the well-being statement. This will be measured in the national outcomes framework for social services.

The overarching duties (Section 16 of the Act) include a duty to have regard to the characteristics, culture and beliefs of the individual, including for example, language. This also includes a duty to have regard to the importance of providing appropriate support to enable the individual to participate in decisions that affect him or her to the extent that is appropriate in the circumstances.

The social care sector will use the statement of well-being to design and deliver services with people. This will be an important driver in the shift to an approach which puts people at the centre, the outcomes they wish to achieve, and in giving them greater voice and control, to shape services and the decisions that affect them.

The Welsh Government's strategic framework for Welsh language services has been embedded in the code of practice for Part 2 of the Act, this includes a requirement for Welsh language services to be built into planning and delivery and that Welsh language services are offered to Welsh speakers without them having to request it.

The changes are crucial to enable current and future generations to live their lives independently, providing the correct level of support to maintain their well-being.

The primary objective of the Information Advice and Assistance service is to promote an individual's independence and ensure they have a stronger voice and control over their care and support.

The Information Advice and Assistance Service will provide a first point of contact with the care and support system, and for many people this will be their first encounter with social services. The Service must be mindful of the need to be accessible to all people. Many Welsh speakers can only communicate their care needs effectively through the medium of Welsh therefore it is a requirement that the Service is available through the medium of English and Welsh.

The population needs assessment will ensure that local authorities and Local Health Boards jointly produce a clear and specific evidence base in relation to care and support needs and carers' needs to inform various planning and operational

decisions. The requirements of section 14 of the Act will support the desired outcome of services that are planned and developed to meet the needs of people in an efficient and effective way.

The population assessment must identify the range and level of services required to deliver the preventative services required. Prevention is at the heart of the Welsh Government's programme to transform, and make sustainable, social services in Wales. Section 15 of the Act requires that local authorities provide or arrange for the provision of preventative services.

Linked with preventative services, section 16 places a duty on Local Authorities to promote not-for-profit organisations which provide care and support or preventative services. The purpose of section 16 is to help communities meet any identified need in that area, by involving people in designing and delivering a service to meet an identified need, or to fill a gap identified by the population needs assessment.

The organisations covered under section 16, such as social enterprises, co-operatives and third sector organisations, will ensure that citizens, people who are using that organisation, are represented at all levels of the organisation, and have a true voice and control over that service. User-led organisations are also run by the people which use the service. The people who are involved with such a service will have true control over that service, including the language used, and therefore Welsh would be used if they desired.

### **Outcomes / success**

The Act defines well-being, and this definition includes 'securing rights and entitlements'. For many Welsh speakers securing rights and entitlements will be being able to use their own language will allow them to communicate and participate in their care as equal partners. Therefore whether people get care through the Welsh language is a key aspect of the well-being statement. This will be measured in the national outcomes framework for social services.

Success will be monitored by the achievement of well-being outcomes, using the national outcomes framework. Outcome measures will be stated in relation to achieving the outcomes set out in the well-being statement.

Outcome statements include whether people are receiving care and support through the medium of Welsh. The outcome measures will shine a spotlight on what needs to be done to improve people's well-being rather than focussing on the processes involved in delivering social services.

The code of practice in relation to measuring social services performance (issued under Section 145) sets out a performance measurement framework for local authorities; this includes quality standards for local authorities in relation to their social services functions and performance measures. The quality standards require local authorities to provide access to services through the medium of Welsh, in line with the Welsh Governments' framework for Welsh Language, 'More Than Just Words' or in other languages of choice where necessary.

The desired outcome of the Information, Advice and Assistance service is that those

using the Service are confident that they are communicating with someone who first and foremost 'listens' to them. People must get an opportunity to explain 'what matters to them', to explore what options are available, and to find the help that they feel is right for them to achieve their personal well-being outcomes, all through their preferred language.

The section 16 general duty is intended to grow the range of not-for-profit models in the social care sector. The Regulations and statutory code of practice provide clarity and direction for local authorities in fulfilling this duty. It supports the vision set out in the Act of increased voice and control for people who need care and support, and carers who need support.

It is intended that the performance of the section 16 duty will increase the diversity of provision available, recognising in so doing that there is no "one size fits all" approach. It is also aimed at facilitating an environment where people are better enabled to support themselves, where appropriate.

**What policy options have been considered?**

**and**

**What impacts will there be if the policy is *not* implemented?**

An Explanatory Memorandum and Regulatory Impact Assessments have also been undertaken for the following Regulations developed under Part 2 of the Act:

The Care and Support (Population Assessments) (Wales) Regulations 2015

The Care and Support (Partnership Arrangements for Population Assessments) (Wales) Regulations 2015

The Social Services and Well-being (Wales) Act 2014 (Social Enterprise, Co-operative, and Third Sector) (Wales) regulations 2015.

The EM and RIA outlined various policy options in respect of implementing Part 2 of the Act and accompanied the regulations when laid before the National Assembly for Wales. The EM and RIA can be found on the National Assembly for Wales' [Website](#)

The Social Services and Well-being (Wales) Act gained royal assent in May 2014 and the impact assessments conducted as the Bill was being scrutinised by the National Assembly for Wales, identified significant impacts if the Act was not implemented. These included the unsustainability of social services in Wales as a result of both demographic changes, that services were becoming increasingly focused and restricted to those at a critical level, and the lack of any early intervention and prevention in the system.

A Welsh Language Impact Assessment was conducted on the Social Services and Well-being (Wales) Bill to support the scrutiny process through the National Assembly for Wales. The impact assessment identified that the Bill was designed to create a fairer and more equitable system for all people eligible for care and support, and that there were opportunities to increase the use of the Welsh language in service provision.

While the current standards are based on the Welsh language Act 1993, new standards developed under the Welsh Language (Wales) Measure 2011 will take effect from April 2016 at the same time that the Social Services and Well-being

(Wales) Act 2014 is implemented.

The key principles of 'More than just words: the Strategic Framework for Welsh Language Services in Health, Social Services and Social Care have been embedded into the Act, including that all people and organisations involved in the delivery of Social Services and social care must have regard to the right of people to communicate in Welsh.

The code of practices in relation to the Information, Advice and Assistance service is underpinned by the principles set out in the Act. The code sets out that the Service must be available through the medium of English and Welsh and must be mindful of the need to be accessible to all people. The service must allow an individual should be able to fully participate by being able to express themselves through their preferred language and means of communication.

**Does the programme demonstrate a clear link with the Welsh Government's strategy for the Welsh language - iaith fyw: iaith byw?**

Regulations, and codes of practice are all underpinned by the principles set out in the Act, which contain an overarching duty at 6(2)(c) that any person exercising a function under the Act must 'have regard to the characteristics of culture and belief of the individual which includes language'.

A draft well-being statement has been published in advance of the commencement of the Act, which includes whether people get care through the Welsh language.

The key principles of 'More than just words: the Strategic Framework for Welsh Language Services in Health, Social Services and Social Care' have been embedded into the Act, that all people and organisations involved in the delivery of social services and social care must have regard to the right of people to communicate in Welsh.

The Social Services and Well-being (Wales) Act addresses many of the aims as set out in "iaith fyw: iaith byw - Strategaeth y Gymraeg 2012-17" ("A living language: a language for living - Welsh language strategy 2012 -17"). The regulations, in relation to assessing the need of individuals, makes provision for 5 of the aims:

To increase their awareness of the value of the language

The code of practice sets out that The Service must be mindful of the need to be accessible to all people which includes the availability of the Service through the medium of English and Welsh. This will ensure that Welsh speakers can only communicate their care needs effectively through their preferred language. Information must be accessible through the medium of Welsh and English reflecting the Welsh Government Strategy 'More than Just Words' and in due course be compliant with the new Welsh Language Standards.

To strengthen the position of the Welsh language in the community

The primary objective of the policy is to promote an individual's independence and ensure they have a stronger voice and control over their care and support. All people and organisations involved in the delivery of social services and social care must have regard to the right of people to communicate in Welsh. Additionally, the Social Services and Well-being (Wales) Act provides for a fairer and more equitable access

to and provision of care and support, this will have a positive impact on Welsh speakers and predominantly Welsh speaking communities where more services are available in Welsh.

Section 14 of the Act requires that local authorities and Local Health Boards must jointly carry out an assessment of the needs for care and support, and the support needs of carers in the local authority's area (the population assessment). This assessment must also identify the range and level of services required to meet those needs including how these services will be delivered through the medium of Welsh.

To increase opportunities for people to use Welsh in the workplace

The Social Services and Well-being (Wales) Act places a duty on any persons exercising its functions to seek to promote the well-being of individuals, including a duty to have regard to the characteristics, culture and beliefs of the individual (including language). The code of practice for Information, Advice and Assistance supports this by setting out that staff operating the Service must make the provision information and advice accessible in a format that suits the needs of the individual, including through the medium of Welsh. This strengthens the promotion and use of the Welsh language to improve the well-being of people and the quality of information, advice and assistance offered by the local authority.

To improve Welsh language services to citizens

For many Welsh speakers, the only way to effectively communicate their care needs is through the medium of Welsh. The local authority should actively offer the provision of information, advice and assistance through the medium of Welsh, as giving vulnerable individuals the responsibility of asking for services through the medium of Welsh may contribute to their anxiety. It is the responsibility of social services to deliver appropriate services that meet users' language needs; this is referred to in 'More than just words' as the "Active Offer".

The Welsh language strategic framework 'More than just words' aims to improve frontline health and social services provision for Welsh speakers, their family and carers. In keeping with the principles in that framework, the population assessment should include reference to the linguistic profile of their communities and ensure this is reflected in their service delivery.

To strengthen the infrastructure for the language, including digital technology.

The information, advice and assistance service will be available online, in addition to other methods, in an accessible format and will include information about how to access the care and support service.

From March 2016 new Welsh Language Standards will come into force for public service bodies, which is the same implementation period for the Social Services and Well-being (Wales) Act. These standards will enable the Welsh Language Commissioner to place duties in relation to the Welsh language on Local Authorities, National Park Authorities and Welsh Ministers.

Local authorities responsible for the implementation of the Social Services and Well-being (Wales) Act must also have regard to the standards and compliance notices which will be issued by the Welsh Language Commissioner in autumn 2015, and



come into force in April 2016.

The Welsh Government's Welsh Language Scheme required that an assessment of the impacts of the Act on the Welsh language be carried out in an Explanatory Memorandum<sup>1</sup>.

The assessment revealed no negative impact on the language is likely and that as the Act is designed to create a fairer and more equitable system for all people eligible for care and support, opportunities to increase the use of the Welsh language in service provision exist.

**What are the impacts/ effects (both positive and/or adverse) on the Welsh language you have identified at the initial planning stage**

i.e. Welsh speakers, Welsh language communities, Welsh medium education, Welsh learners, services available in Welsh?

The Social Services and Well-being (Wales) Act, and its associated legislation, provide for a fairer and more equitable access to the provision of care and support. This will have a positive impact on Welsh speakers, and predominantly Welsh speaking communities, as a result of there being more services available in Welsh in the future.

The Welsh Government's Strategic Framework for the Welsh Language in health and social care, 'More than Just Words' recognises the concept of language need. For many Welsh speakers, language is integral elements of their care e.g. some people are vulnerable and giving them the responsibility of asking for services through the medium of Welsh can contribute to their anxiety. It is the responsibility of social services to deliver appropriate services that meet users' language needs; this is referred to in 'More than just words' as the "Active Offer".

Section 6 of the Act places a duty on people exercising social services functions to have regard to the characteristics, culture and beliefs of individuals (including language). This strengthens the promotion and use of the Welsh language to improve the well-being of people and the quality of care and support.

The codes of practice delivered under this project includes the requirement to provide access to services through the medium of Welsh, in line with the Welsh Government's strategic framework for Welsh Language, 'More Than Just Words'.

All of this is underpinned by the principles set out in the Act, which contain an overarching duty at 6(2)(c) that any person exercising a function under the Act must have regard to the characteristics of culture and belief of the individual which includes language. This provides the context for the action described above, which honours the Ministerial commitment given during the passage of the Bill that the Welsh language would be included in the regulations and Guidance that underpin the Act.

**Who are the stakeholders? Are the needs of Welsh speakers and learners addressed? To**

<sup>1</sup> <http://www.assemblywales.org/bus-home/bus-business-fourth-assembly-laid-docs/pri-ld9181-em-e.pdf?langoption=3&ttl=PRI-LD9181-EM%20-%20Social%20Services%20and%20Well-being%20%28Wales%29%20Bill%20-%20Explanatory%20Memorandum>

**what extent are Welsh language interest groups likely to respond positively to the proposals?**

The Act applies to all people in Wales who need care and support, and carers who need support.

The duties on the Social Services and Well-being (Wales) Act will have implications for local authorities and partner bodies, including local health boards, the third and independent sectors and for people who need care and support and carers who need support in Wales.

Service providers will have to deliver a more focused service appropriate to each individual, including delivering services through the medium of Welsh in line with the active offer. The outcomes and performance measurement frameworks will measure the impact of this. As noted above, the Act addresses many of the aims as set out in *iaith fyw: iaith byw*, which positively addresses the needs of Welsh language speakers and learners.

The development stages of this work stream has been informed through engagement with Bwrdd yr Iaith Gymraeg representatives, Welsh language policy officials within Welsh Government, as well as Welsh speaking service users and carers who form part of the National Social Services Citizen Panel, which secures a voice of service users and carers in the transformation of social services in Wales.

The wide ranging consultation process and engagement events captured many views, which included representation from *Estyn Llaw*, who attended the consultation engagement events to offer support and guidance in increasing the use of Welsh through the Act.

Furthermore the work has been developed through the Strategic Steering and Engagement Group which compromised membership from organisations which represent the statutory, voluntary and private sectors. It included people who themselves are Welsh language speakers.

This engagement has ensured that the needs of Welsh speakers and learners are addressed, and we would expect Welsh language interest groups to respond positively to the proposals.

**Where an assessment was not completed, or no impacts were identified, please provide a full account for record keeping purposes?**

(This could be used in the Welsh Language Tribunal in future)

N/A

**What actions/ further work has been identified at the initial planning stage?**

e.g. data requirements, need for peer review, external engagement with Welsh speaking groups, identify stakeholders or consultation list, need to contact Welsh Language Unit for advice)?

All the public facing documents supporting the consultation exercise on the regulations and the codes of practice (Tranche 1) were provided bilingually.

The bilingual material included:

- Consultation Documents

- Consultation Questions
- Executive Summary
- Children and Young People executive summary
- Easy Read executive summary.

The Welsh Government undertook a public consultation on the approach to the development of the national outcomes framework between November 2012 and February 2013, and received responses from a wide range of organisations including the Welsh Language Commissioner.

Feedback from the public consultation has been used in the development of the outcomes and performance measurement frameworks. Further consultations on this work have been planned (see stage 2 on future consultations).

## **STAGE 2: IDENTIFYING AND ASSESSING IMPACTS**

### Impact Assessment Summary

As no significant impacts, have been identified during the initial impact assessment an Impact Risk Assessment Tool has not been completed.

#### **Positive effects/ impacts:**

The rights of the individual are placed on the face of the Social Services and Well-being (Wales) Act;

An increased awareness of the need to embed More Than Just Words Welsh Language Framework and increased use and availability of Welsh language care and support services (an increase of the active offer and uptake of the active offer where it is requested).

It should improve the Welsh language skills of staff employed in care and support services by giving them greater confidence in using their skills;

Potential to increase the number of Welsh speaking staff working within the social care workforce, to support services, including the Information Advice and Assistance Service and enable people to speak in the language of their choice;

It also has the potential to help retain dedicated staff within Welsh speaking communities.

The population needs assessment must identify the range and level of services required to meet those needs including how these services will be delivered through the medium of Welsh. By having to specify how services will be delivered through the medium of Welsh, there should be a positive impact on the consideration of Welsh language provision when local authorities and Local Health Boards consider how services are delivered.

Section 16 will also require local authorities to promote community based not-for-profit services. An example could be a community enterprise being established to help meet people's outcomes while using the welsh language. This would have a positive effect on the use welsh language within a local community, as it would

enable those Welsh speakers to receive a service through the medium of Welsh, and increasing the use of the Welsh language in the community.

**Adverse effects/ impacts:**

There may not be enough Welsh speaking staff to meet demand for care and support through the medium of Welsh, which in turn would place extra demand on the current Welsh speaking workforce to deliver services through the medium of Welsh; and

Welsh language skills of care and support staff may not be at a sufficient level to offer a full service through the medium of Welsh; this could lead to increased training needs for those Welsh speaking staff.

Some staff may underestimate their Welsh language skills as they are not confident in their skills.

**Opportunities to promote the Welsh language e.g. status, use of Welsh language services, use of Welsh in everyday life, Welsh at work increased?**

Pro-active offers and seamless professional services will encourage Welsh speakers to use the Welsh language effectively and place a duty on providers to do more to consider the user and their needs and provide services through the medium of Welsh rather than wait for them to be asked to;

Opportunities to use Welsh are promoted for children and young people and should ensure a positive attitude towards the Welsh language;

Welsh speakers will be encouraged to remain or return to Welsh speaking communities;

Encourage people (including staff) to improve their Welsh language skills continuously and therefore improve confidence and use when receiving day to day care and support in Welsh;

Contribute towards the policy objectives in Iaith 'Fyw: iaith byw' and increase numbers or percentages of Welsh speakers and increasing the use of Welsh;

Increasing the visibility of Welsh speakers and the services available for them; and

Increasing the skills of current Welsh speakers and learners to use more Welsh at work/professionally.

The Code of Practice for Assessment states that language is an integral element of the care that people receive and it is the responsibility of the local authority to deliver appropriate services which includes meeting users' linguistic needs.

The code makes it explicit that the assessments of need should be conducted through the medium of English or Welsh as appropriate to the individual or family concerned, and that this choice should not delay the assessment process.

A requirement set out in the code of practice is that National Minimum Core Data Set must keep a record of the assessment in the preferred Language / Communication as appropriate to the needs of the child or adult whose needs are being assessed.

**Evidence/ data used including demographic profile when considering the effects/ impacts:**

In 2011, the Welsh Language Board published a report "The Welsh Language and Social Services" that outlined the consequences for people who did not receive care in their preferred language. The report stated that "world-wide evidence shows the

damaging effect of language barriers in care - lack of access to social services; user satisfaction; lack of a therapeutic relationship; difficulties in obtaining consent; problems with continuity of care as the user is referred from one agency to the next; a lack of quality care; user safety; health status of the user; care costs - personal costs to the user and financial costs to the service”.

A report called “Welsh Speakers’ Experiences of Health and Social Care Services” was published by IAITH in 2012<sup>2</sup>. It was undertaken on behalf of the Department for Health, Social Services and Children, the Welsh Government and the Care Council for Wales. It focused on the experiences of service users and carers in the four priority groups identified (children; older people; mental health service users, including those with dementia, and people with learning disabilities), and the research affirmed the link between language and care.

It draws on examples which imply that the quality of care to vulnerable users may be compromised by the failure to communicate in their first language. The crucial role of language as an assessment and diagnostic tool is also addressed and the reliance on translation, using family members to convey information between service user and professional, is seen to be fraught with problems which may affect the nature of the assessment undertaken. For users and carers, the ability to communicate in their preferred language is seen to have an effect on the formation of clinical and therapeutic relationships.

The Welsh Language Board’s report also provides evidence from research carried out by Consumer Focus Wales in 2010, “Gwasaniaithau: Consumers and the Welsh Language”. It states:

“Finally, looking at research relating to users, Consumer Focus Wales carried out a survey from the perspective of Welsh speakers in 2010. By way of a sample, some 759 Welsh speakers were asked for their opinion on Welsh language services. In discussing the use of Welsh over a quarter said that Welsh language services were not available: “When asked how current services could be improved, the single biggest suggestion in both the public and private sector was to have more Welsh-speaking staff available. 28% of all respondents said this was the reason they didn’t use Welsh more in their dealings with the public sector”. From the qualitative work carried out as part of this research, it was also discovered that a Welsh-medium service was not offered.”

*‘More than Just Words’* recognises that it is the responsibility of social services to deliver appropriate services that meet users’ language needs; defined as the “active offer”. The legislation and national outcomes framework and performance measurement framework ensures the ‘active offer’ is an integral part of improving well-being outcomes for people who need care and support and carers who need support. The new Welsh Language Standards will offer a renewed impetus for public services bodies to embrace the Welsh language and build it into every day services.

<b>What is the overall anticipated likely impact on the Welsh language if this policy is taken forward based on the</b>	Positive: <input checked="" type="checkbox"/> Adverse: <input type="checkbox"/> Neutral: <input type="checkbox"/>
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<sup>2</sup>[Welsh Speakers’ Experiences of Health and Social Care Services](#)

impact assessment/ risk assessment?	Unknown: <input type="checkbox"/>
<b>Decision following IA</b>	1. No major change <input checked="" type="checkbox"/>
	2. Adjust the policy to improve impacts <input type="checkbox"/>
	3. Continue the policy with mitigation measures <input type="checkbox"/>
	4. Stop and remove the policy <input type="checkbox"/>
<p><b><i>If answered 2,3, or 4 above – then answer the following:</i></b>  <b>How will you address these impacts in order to improve the outcomes for the Welsh language? Details of mitigation measures/ action points/ alternative options to reduce adverse impacts and increase positive outcomes:</b></p>	
<p><b>If engaging or consulting, what are your plans? What questions do you wish to ask stakeholders about the Welsh Language Impact Assessment and Welsh language related issues?</b></p>	
<p>A 12 week public consultation was held on the proposals for regulations and codes of practice in relation to Part 2 the Act, on the provision of an information, advice and assistance service. The consultation period ran from 6 November 2014 to 2 February 2015.</p> <p>A public consultation on code of practice in relation to measuring the performance of local authorities in relation to their social services functions under the Social Services and Well-being (Wales) Act took place between February and April 2015</p> <p>Both consultations include a question to help understand whether the proposals in both codes will have an impact on groups with protected characteristics; it is expected that stakeholders with an interest in the Welsh Language will use this to provide their feedback.</p> <p>Consultation documents were available bilingually. Respondents were able to complete the consultation response form in welsh if desired.</p> <p>Workshops to support the public consultation exercise were also carried out with a welsh speaker on the panel, and participants were able to ask and to receive an answer to their questions in Welsh if desired.</p>	
<p><b>STAGE 3: POST CONSULTATION AND PREPARING FOR PUBLICATION, MONITORING AND EVALUATION</b></p>	
<p><b>Following consultation, what changes have you made to address any Welsh language issues that were raised?</b></p>	
<p>Consultation documents were made available, where appropriate, in Welsh including the consultation documents, supporting executive summary, children and young person friendly version of the summary and also easy read version of the summary. Additionally, following the consultation, the summary report will also be published in Welsh.</p> <p>There was a positive response to the regulations promoting emphasis in line with 'Mwy na Geiriau' /'More than Just Words': The Strategic Framework for Welsh</p>	

Language Services in Health, Social Services and Social Care.
No other direct issues in relation to Welsh Language were raised through responses to the consultation.
<b>How will you monitor the ongoing effects during the implementation of the policy?</b>
The Social Services and Well-being (Wales) Act 2014 contains provisions to allow for Ministers to monitor functions of the Act carried out by local authorities and other bodies. Ministers may require these bodies to report on their duties in implementing these regulations.
Additionally, the Welsh Government will continue to monitor the impact of the regulations on areas such as the Welsh language.
The Care and Support (Population Assessments) (Wales) Regulations 2015 state that the responsible bodies (the local authorities and Local Health Boards) must jointly produce a report of the outcome of the population assessment which has been carried out by them. This population assessment report must also be submitted to Welsh Ministers. At this stage, each population assessment report will be considered and evaluated by Welsh Government officials. A wider piece of work will also take place at this stage to assess the effectiveness of the population assessment process more widely to ensure that it adds value.
<b>Please outline how you will continue to capture effects / impacts in future monitoring and evaluation?</b>
Welsh Government will continue to monitor the impact of the regulations on the Welsh language; this will include taking account of the work completed under the national outcomes framework.
<b>Any other comments – ongoing results of evaluations, emerging impacts</b>

#### 4. Declaration

<b>The policy does not have an impact upon the Welsh language. Where there were identified adverse impacts or missed opportunities, the appropriate amendments and actions have been put in place.</b>
Name:
Lisa Griffiths, Huw Jones, Pete Kennedy, Tom Cleaver
Department:
Department of Health and Social Services
Date (s):
June 2015
Planned Review Dates: October 2016

**SRO ENDORSEMENT and REVIEW**

I am satisfied that the WLIA is an accurate reflection of the programme/project at this stage of development. By signing, I am able to confirm that the Welsh Language Standards have been given the appropriate attention. I will re-assess the programme/project at key stages throughout the life of the programme/ project, including policy reviews.

Signed

(Senior Responsible Owner)

Date

Signed

(Senior Responsible Owner)

Review Date

Signed

(Senior Responsible Owner)

Review Date

Signed

(Senior Responsible Owner)

Review Date