

# Assessing the Impact on the People of Gwynedd

This document assesses the impact that the policy, procedure, plan etc. will have on the population of the county and acts based on a number of laws.

- **Equality Act 2010.** This document places a duty on public bodies to give due regard to the impact that any new (or revised) policy, procedure, plan etc. will have on people with protected characteristics. We are required to:
  - eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
  - advance equality of opportunity between people who share a relevant protected characteristic and those who do not.
  - foster good relations between people who share a protected characteristic and those who do not..

In Wales, the specific duty sets out the need to carry out an impact assessment following specific guidance to consider the effect that any change to a policy or procedure (or the creation of a new one) will have on people with protected equality characteristics. An assessment must be carried out in a timely manner before making any relevant decision (i.e. one that affects people with a protected characteristic)

- **Socio-Economic Duty.** Wales has now implemented this duty, which is part of the Equality Act 2010, placing a duty to address socio-economic disadvantage in strategic decisions.
- **Welsh Language Standards (Section 44 Welsh Language (Wales) Measure 2011).** The Council is required to consider the impact that any change to a policy or procedure (or the creation of a new one) will have on opportunities for people to use the Welsh language, and to ensure that the Welsh language is not treated less favourably than the English language. This document therefore ensures that these decisions protect and promote the use of the Welsh language.

- **Well-being of Future Generations Act 2015.** The Council has a duty to implement the five ways of working and to respond to the seven national well-being goals.
- **Armed Forces Act 2021.** Councils must give due regard to the impact of this proposal on those who are serving or have served in the Armed Forces, as well as their families.

# **Equality Impact Assessment of the Customer Care Plan**

**Author: Joanne Parry (GC)**

**Date: 26/06/2025**

**Version: Equality Impact Assessment – Customer Care Plan Version 1**

## **STEP 1 – Main Aims and Objectives of the Policy or Practice**

### **1. What type of document or procedure is being assessed?**

- Decisions affecting service users, employees, or the wider community, including commissioning/decommissioning or reviewing services.
- Medium- to long-term plans (e.g., corporate plans, development plans, service delivery and improvement plans).

### **2. What are the aims, objectives, and intended outcomes of the policy or practice?**

"Ffordd Gwynedd" is the name given to the "way of working" adopted by Gwynedd Council to place the people of the county at the heart of everything we do. To do the right things in the right way, we must understand the needs of residents as our customers in this case, in order to meet those needs. This is addressed through various projects in the Ffordd Gwynedd Plan, especially through the Customer Contact Project.

The ambition of the Customer Care Plan is to create an excellent experience for residents that builds trust and long-term satisfaction, ensuring their needs and expectations are consistently met, and using resident feedback to drive continuous improvement.

The purpose of this Customer Care Plan is to highlight our priorities for the period 2025 to 2028, set expected standards, and outline how we will operate and measure success.

### **3. Who are the main consultation groups (stakeholders)?**

So far, we have consulted internally with Heads of Department, the Leadership Team, the Assistant Heads Forum, the Managers and Team Leaders Network, and frontline staff workshops. There is an intention to use an annual resident opinion survey to monitor the progress of the Customer Care Plan.

## STEP 2 – Engagement Data and Impact Assessment

### 4. Has an effort been made to comply with the duty to engage as described above, and has enough information been gathered to proceed?

Yes, there is sufficient information to proceed with engagement. We will fulfill the engagement duty as part of the Plan.

**Details of the engagement. Please note any consultation or engagement you have done or intend to do:**

Activity	Dates	Information
Leadership Team	24/06/2025	Views on the Customer Care Plan, Standards, and Customer Charter
Assistant Heads Forum	22/05/2025	Views on the Customer Care Plan, Charter, and Standards
Corporate Management Team	05/03/2025	Views on the content of the Customer Care Plan, Standards, and Charter
Managers and Team Leaders Network	Managers and Team Leaders Network	Managers and Team Leaders Network
Staff discussion groups	Various dates in 2024	Content of the Charter and Standards documents

**5 What information is available about the impact on each of the following characteristics and topics?**

	<b>Tystiolaeth, Gwybodaeth a Data Perthnasol</b>	<b>Effaith Posib Gadarnhaol a/neu negyddol</b>
<b>Race</b>	<p>The Customer Care Plan is integrated with several Acts and Plans, such as the Gwynedd Council Plan 2023–28, the Well-being of Future Generations Act, Gwynedd Council’s Strategic Equality Plan, the Gwynedd and Anglesey Well-being Plan 2023–28, the Ffordd Gwynedd Plan 2023–28, Gwynedd Council’s Digital Plan 2023–28, the Complaints Policy, the Data Protection Policy, and the Council’s Correspondence Response Policy. To ensure continuous improvement and to meet the needs of all Gwynedd residents and customers, we will adopt success measurement methods aligned with the Customer Service Excellence Standard. This Standard provides a comprehensive framework for improving customer services by focusing on five key areas: Understanding our Customers, Organisational Culture, Information and Access, Timeliness, Quality of Service. We will engage with the people of Gwynedd annually to gather their views on our performance as part of the Council’s self-assessment and will review our measures over time to obtain an accurate and comprehensive picture of our performance. This information will be used to create future work programmes.</p> <p>We will consider the needs of this characteristic when preparing the engagement.</p>	<p>Premature, as we have not yet engaged with residents.</p>
<b>Disability</b>	<p>The Customer Care Plan is integrated with several Acts and Plans, such as the Gwynedd Council Plan 2023–28, the Well-being of Future Generations Act, Gwynedd Council’s Strategic Equality Plan, the Gwynedd and Anglesey Well-</p>	<p>Premature, as we have not yet engaged with residents.</p>

	<p>being Plan 2023–28, the Ffordd Gwynedd Plan 2023–28, Gwynedd Council's Digital Plan 2023–28, the Complaints Policy, the Data Protection Policy, and the Council's Correspondence Response Policy. To ensure continuous improvement and to meet the needs of all Gwynedd residents and customers, we will adopt success measurement methods aligned with the Customer Service Excellence Standard. This Standard provides a comprehensive framework for improving customer services by focusing on five key areas: Understanding our Customers, Organisational Culture, Information and Access, Timeliness, Quality of Service. We will engage with the people of Gwynedd annually to gather their views on our performance as part of the Council's self-assessment and will review our measures over time to obtain an accurate and comprehensive picture of our performance. This information will be used to create future work programmes.</p>	
<b>Sex</b>	<p>The Customer Care Plan is integrated with several Acts and Plans, such as the Gwynedd Council Plan 2023–28, the Well-being of Future Generations Act, Gwynedd Council's Strategic Equality Plan, the Gwynedd and Anglesey Well-being Plan 2023–28, the Ffordd Gwynedd Plan 2023–28, Gwynedd Council's Digital Plan 2023–28, the Complaints Policy, the Data Protection Policy, and the Council's Correspondence Response Policy.</p> <p>To ensure continuous improvement and to meet the needs of all Gwynedd residents and customers, we will adopt success measurement methods aligned with the Customer Service Excellence Standard. This Standard provides a comprehensive framework for improving customer services by focusing on five key areas: Understanding our Customers, Organisational Culture, Information and</p>	Premature, as we have not yet engaged with residents.

	<p>Access, Timeliness, Quality of Service. We will engage with the people of Gwynedd annually to gather their views on our performance as part of the Council's self-assessment and will review our measures over time to obtain an accurate and comprehensive picture of our performance. This information will be used to create future work programmes.</p>	
<b>Age</b>	<p>The Customer Care Plan is integrated with several Acts and Plans, such as the Gwynedd Council Plan 2023–28, the Well-being of Future Generations Act, Gwynedd Council's Strategic Equality Plan, the Gwynedd and Anglesey Well-being Plan 2023–28, the Ffordd Gwynedd Plan 2023–28, Gwynedd Council's Digital Plan 2023–28, the Complaints Policy, the Data Protection Policy, and the Council's Correspondence Response Policy.</p> <p>To ensure continuous improvement and to meet the needs of all Gwynedd residents and customers, we will adopt success measurement methods aligned with the Customer Service Excellence Standard. This Standard provides a comprehensive framework for improving customer services by focusing on five key areas: Understanding our Customers, Organisational Culture, Information and Access, Timeliness, Quality of Service.</p> <p>We will engage with the people of Gwynedd to seek their views on our performance annually as part of the Council's self-assessment, and we will review our measures over time in order to obtain an accurate and comprehensive picture of our performance. This information will be used to create future work programmes.</p> <p>Gwynedd Council is an Age-Friendly Council, and it is essential to ensure that our services are accessible to everyone within our communities.</p>	Premature, as we have not yet engaged with residents.
<b>Religion and Belief</b>	<p>The Customer Care Plan is integrated with several Acts and Plans, such as the Gwynedd Council Plan 2023–28, the</p>	Premature, as we have not yet engaged with residents.

	<p>Well-being of Future Generations Act, Gwynedd Council's Strategic Equality Plan, the Gwynedd and Anglesey Well-being Plan 2023–28, the Ffordd Gwynedd Plan 2023–28, Gwynedd Council's Digital Plan 2023–28, the Complaints Policy, the Data Protection Policy, and the Council's Correspondence Response Policy.</p> <p>To ensure continuous improvement and to meet the needs of all Gwynedd residents and customers, we will adopt success measurement methods aligned with the Customer Service Excellence Standard. This Standard provides a comprehensive framework for improving customer services by focusing on five key areas: Understanding our Customers, Organisational Culture, Information and Access, Timeliness, Quality of Service.</p> <p>We will engage with the people of Gwynedd to seek their views on our performance annually as part of the Council's self-assessment, and we will review our measures over time in order to obtain an accurate and comprehensive picture of our performance. This information will be used to create future work programmes.</p>	
<b>Sexual Orientation</b>	<p>The Customer Care Plan is integrated with several Acts and Plans, such as the Gwynedd Council Plan 2023–28, the Well-being of Future Generations Act, Gwynedd Council's Strategic Equality Plan, the Gwynedd and Anglesey Well-being Plan 2023–28, the Ffordd Gwynedd Plan 2023–28, Gwynedd Council's Digital Plan 2023–28, the Complaints Policy, the Data Protection Policy, and the Council's Correspondence Response Policy.</p> <p>To ensure continuous improvement and to meet the needs of all Gwynedd residents and customers, we will adopt success measurement methods aligned with the Customer Service Excellence Standard. This Standard provides a comprehensive framework for improving customer services by focusing on five key areas: Understanding our</p>	Premature, as we have not yet engaged with residents.



	<p>Customers, Organisational Culture, Information and Access, Timeliness, Quality of Service.</p> <p>We will engage with the people of Gwynedd to seek their views on our performance annually as part of the Council's self-assessment, and we will review our measures over time in order to obtain an accurate and comprehensive picture of our performance. This information will be used to create future work programmes.</p>	
<b>Gender reassignment</b>	<p>The Customer Care Plan is integrated with several Acts and Plans, such as the Gwynedd Council Plan 2023–28, the Well-being of Future Generations Act, Gwynedd Council's Strategic Equality Plan, the Gwynedd and Anglesey Well-being Plan 2023–28, the Ffordd Gwynedd Plan 2023–28, Gwynedd Council's Digital Plan 2023–28, the Complaints Policy, the Data Protection Policy, and the Council's Correspondence Response Policy.</p> <p>To ensure continuous improvement and to meet the needs of all Gwynedd residents and customers, we will adopt success measurement methods aligned with the Customer Service Excellence Standard. This Standard provides a comprehensive framework for improving customer services by focusing on five key areas: Understanding our Customers, Organisational Culture, Information and Access, Timeliness, Quality of Service.</p> <p>We will engage with the people of Gwynedd to seek their views on our performance annually as part of the Council's self-assessment, and we will review our measures over time in order to obtain an accurate and comprehensive picture of our performance. This information will be used to create future work programmes.</p>	Premature, as we have not yet engaged with residents.
<b>Marriage and Civil Partnership</b>	<p>The Customer Care Plan is integrated with several Acts and Plans, such as the Gwynedd Council Plan 2023–28, the Well-being of Future Generations Act, Gwynedd Council's Strategic Equality Plan, the Gwynedd and Anglesey Well-being Plan 2023–28, the Ffordd Gwynedd Plan 2023–28,</p>	Premature, as we have not yet engaged with residents.

	<p>Gwynedd Council's Digital Plan 2023–28, the Complaints Policy, the Data Protection Policy, and the Council's Correspondence Response Policy.</p> <p>To ensure continuous improvement and to meet the needs of all Gwynedd residents and customers, we will adopt success measurement methods aligned with the Customer Service Excellence Standard. This Standard provides a comprehensive framework for improving customer services by focusing on five key areas: Understanding our Customers, Organisational Culture, Information and Access, Timeliness, Quality of Service.</p> <p>We will engage with the people of Gwynedd to seek their views on our performance annually as part of the Council's self-assessment, and we will review our measures over time in order to obtain an accurate and comprehensive picture of our performance. This information will be used to create future work programmes.</p>	
<b>Pregnancy and Motherhood</b>	<p>The Customer Care Plan is integrated with several Acts and Plans, such as the Gwynedd Council Plan 2023–28, the Well-being of Future Generations Act, Gwynedd Council's Strategic Equality Plan, the Gwynedd and Anglesey Well-being Plan 2023–28, the Ffordd Gwynedd Plan 2023–28, Gwynedd Council's Digital Plan 2023–28, the Complaints Policy, the Data Protection Policy, and the Council's Correspondence Response Policy.</p> <p>To ensure continuous improvement and to meet the needs of all Gwynedd residents and customers, we will adopt success measurement methods aligned with the Customer Service Excellence Standard. This Standard provides a comprehensive framework for improving customer services by focusing on five key areas: Understanding our Customers, Organisational Culture, Information and Access, Timeliness, Quality of Service.</p> <p>We will engage with the people of Gwynedd to seek their views on our performance annually as part of the Council's</p>	Premature, as we have not yet engaged with residents.

	self-assessment, and we will review our measures over time in order to obtain an accurate and comprehensive picture of our performance. This information will be used to create future work programmes.	
<b>Welsh Language</b>	<p>The Customer Care Plan is integrated with several Acts and Plans, such as the Gwynedd Council Plan 2023–28, the Well-being of Future Generations Act, Gwynedd Council's Strategic Equality Plan, the Gwynedd and Anglesey Well-being Plan 2023–28, the Ffordd Gwynedd Plan 2023–28, Gwynedd Council's Digital Plan 2023–28, the Complaints Policy, the Data Protection Policy, the Language Policy, and the Council's Correspondence Response Policy. To ensure continuous improvement and to meet the needs of all Gwynedd residents and customers, we will adopt success measurement methods aligned with the Customer Service Excellence Standard. This Standard provides a comprehensive framework for improving customer services by focusing on five key areas: Understanding our Customers, Organisational Culture, Information and Access, Timeliness, Quality of Service.</p> <p>We will engage with the people of Gwynedd to seek their views on our performance annually as part of the Council's self-assessment, and we will review our measures over time in order to obtain an accurate and comprehensive picture of our performance. This information will be used to create future work programmes.</p>	Premature, as we have not yet engaged with residents.
<b>Socio-Economic Considerations</b>	<p>The Customer Care Plan is integrated with several Acts and Plans, such as the Gwynedd Council Plan 2023–28, the Well-being of Future Generations Act, Gwynedd Council's Strategic Equality Plan, the Gwynedd and Anglesey Well-being Plan 2023–28, the Ffordd Gwynedd Plan 2023–28, Gwynedd Council's Digital Plan 2023–28, the Complaints Policy, the Data Protection Policy, and the Council's Correspondence Response Policy.</p>	Premature, as we have not yet engaged with residents.

	<p>To ensure continuous improvement and to meet the needs of all Gwynedd residents and customers, we will adopt success measurement methods aligned with the Customer Service Excellence Standard. This Standard provides a comprehensive framework for improving customer services by focusing on five key areas: Understanding our Customers, Organisational Culture, Information and Access, Timeliness, Quality of Service.</p> <p>We will engage with the people of Gwynedd to seek their views on our performance annually as part of the Council's self-assessment, and we will review our measures over time in order to obtain an accurate and comprehensive picture of our performance. This information will be used to create future work programmes.</p>	
<p><b>Those Serving or who have served in the Armed Forces, including their Families</b></p>	<p>The Customer Care Plan is integrated with several Acts and Plans, such as the Gwynedd Council Plan 2023–28, the Well-being of Future Generations Act, Gwynedd Council's Strategic Equality Plan, the Gwynedd and Anglesey Well-being Plan 2023–28, the Ffordd Gwynedd Plan 2023–28, Gwynedd Council's Digital Plan 2023–28, the Armed Forces Act, the Complaints Policy, the Data Protection Policy, and the Council's Correspondence Response Policy.</p> <p>To ensure continuous improvement and to meet the needs of all Gwynedd residents and customers, we will adopt success measurement methods aligned with the Customer Service Excellence Standard. This Standard provides a comprehensive framework for improving customer services by focusing on five key areas: Understanding our Customers, Organisational Culture, Information and Access, Timeliness, Quality of Service.</p> <p>We will engage with the people of Gwynedd to seek their views on our performance annually as part of the Council's self-assessment, and we will review our measures over time in order to obtain an accurate and comprehensive</p>	<p>Premature, as we have not yet engaged with residents.</p>

	picture of our performance. This information will be used to create future work programmes.	
<b>Human Rights</b>	<p>The Customer Care Plan is integrated with several Acts and Plans, such as the Gwynedd Council Plan 2023–28, the Well-being of Future Generations Act, Gwynedd Council’s Strategic Equality Plan, the Gwynedd and Anglesey Well-being Plan 2023–28, the Ffordd Gwynedd Plan 2023–28, Gwynedd Council’s Digital Plan 2023–28, the Complaints Policy, the Data Protection Policy, and the Council’s Correspondence Response Policy.</p> <p>To ensure continuous improvement and to meet the needs of all Gwynedd residents and customers, we will adopt success measurement methods aligned with the Customer Service Excellence Standard. This Standard provides a comprehensive framework for improving customer services by focusing on five key areas: Understanding our Customers, Organisational Culture, Information and Access, Timeliness, Quality of Service.</p> <p>We will engage with the people of Gwynedd to seek their views on our performance annually as part of the Council’s self-assessment, and we will review our measures over time in order to obtain an accurate and comprehensive picture of our performance. This information will be used to create future work programmes.</p>	Premature, as we have not yet engaged with residents.
<b>Other</b>	<p>The Customer Care Plan is integrated with several Acts and Plans, such as the Gwynedd Council Plan 2023–28, the Well-being of Future Generations Act, Gwynedd Council’s Strategic Equality Plan, the Gwynedd and Anglesey Well-being Plan 2023–28, the Ffordd Gwynedd Plan 2023–28, Gwynedd Council’s Digital Plan 2023–28, the Complaints Policy, the Data Protection Policy, and the Council’s Correspondence Response Policy.</p> <p>To ensure continuous improvement and to meet the needs of all Gwynedd residents and customers, we will adopt success measurement methods aligned with the Customer</p>	Premature, as we have not yet engaged with residents.

	<p>Service Excellence Standard. This Standard provides a comprehensive framework for improving customer services by focusing on five key areas: Understanding our Customers, Organisational Culture, Information and Access, Timeliness, Quality of Service.</p> <p>We will engage with the people of Gwynedd to seek their views on our performance annually as part of the Council's self-assessment, and we will review our measures over time in order to obtain an accurate and comprehensive picture of our performance. This information will be used to create future work programmes.</p>	
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**6. Are there any data or information gaps, and if so, what are they and how are they intended to be addressed?**

We have not engaged so far, and we will do so as part of the programme for 2025/26.

**7. When considering other key decisions that affect these groups, is there a cumulative impact?**

Premature, as we have not yet engaged with residents.

**8. What does the proposal include to show that you have given due regard to the Public Sector Equality Duty (to promote equal opportunity; help eliminate unlawful discrimination, harassment or victimisation, and foster good relations and wider community cohesion) as encompassed by the 3 aims of the General Duty in the Equality Act 2010?**

A better service for residents that will address a, b and c.

**9. How does the proposal show that due regard has been given to the need to address inequality arising from socio-economic disadvantage? (Note that this relates to closing inequality gaps rather than simply improving outcomes for everyone)**

A better service for residents and a chance to remove any barriers faced by people due to socio-economic disadvantage

**10. How does the proposal demonstrate action in accordance with the requirements of the Welsh Language Standards (Welsh Language (Wales) Measure 2011), to not treat the Welsh language less favourably than English, and to ensure opportunities for people to use the Welsh language? Also, how will it be implemented in line with the Council's language policy and strategy to take every opportunity to promote the Welsh language (beyond providing bilingual services) and to increase opportunities to use and learn the language in the community**

Staff are expected to follow the Council's Language Policy and Strategy when delivering services. The engagement will measure the extent to which we, as a Council, are achieving this.

**11. How does this proposal meet the requirements of the Well-being of Future Generations Act by putting the five ways of working into practice, and respond to the 7 national well-being goals, including creating a More Equal Wales??**

The Well-being Plan emphasises the need to work together to improve the well-being of communities, including engaging with customers and using their feedback to make continuous improvements for the future. It refers to understanding the characteristics of people who are hard to reach and disadvantaged, and to tailoring services in order to reach them more effectively.

Our intention with this Customer Care Plan is to align with the objectives of the Well-being of Future Generations Act, some of our main strategic plans, and our corporate policies. By aligning with these plans and policies, and working across Service boundaries, the Customer Care Plan contributes to creating a future where our customers feel valued, respected, and receive the service they need.

We will engage with residents in order to carry out an annual self-assessment based on the criteria of the Customer Service Excellence standard, with the aim of measuring progress and creating future work programmes.

Our work programme for 2025/26 is to engage with the people of Gwynedd, introduce a new customer care and response to Members training programme, publish performance measures, and identify and develop digital solutions to improve service delivery for users.

## **STEP 3 – Procurement and Partnerships**

**12. Will this policy or practice be delivered fully or partly by contractors or in partnership with other organisation(s)?**

No

**What steps will be taken to comply with the General Equality Duty, Human Rights, Welsh language legislation, and the Socio-economic Duty in relation to procurement and/or partnerships?**

**Procurement:**

-

**Partnership:**

-

## **STEP 4 - Addressing Negative or Unlawful Impact and Strengthening the Policy or Practice**

**13. When considering proportionality, does the policy or practice cause a significant positive or negative impact or create unequal outcomes**

**Significant Positive Impact:**

The purpose of the Customer Care Plan is to ensure consistency across Departments in our contact with residents/customers. By doing this, the impact will be positive.

**Significant Negative Impact:**

Premature due to the need to engage annually

**14. Any intentional negative impact should be explained, along with why it is believed there is justification for acting in this way (for example, on the basis of improving equality of opportunity or fostering good relations between those who share a protected characteristic and those who do not, or due to objective justification or positive action).**

Not relevant

**15. Will any of the identified negative impacts count as unlawful discrimination even if they are unavoidable (e.g. funding cuts)?**

No

**Note the reason for saying this and the justification for continuing**

Not relevant

**16. What other measures or changes could be included in order to strengthen or amend the policy/practice to demonstrate that due regard has been given to promoting equality of opportunity; helping to eliminate unlawful discrimination, harassment or victimisation; and fostering good relations and broader community cohesion, as addressed by the aim of advancement in the General Duty of the Equality Act 2010?**

Premature at this time, further information will be available following engagement with residents

**17. What other measures or changes could be included in order to strengthen or amend the policy/practice to demonstrate that due regard has been given to the need to reduce unequal outcomes resulting from socio-economic disadvantage?**

Premature at this time, further information will be available following engagement with residents



**18. What other measures or changes could be included in order to strengthen or amend the policy/practice to demonstrate that due regard has been given to the need to increase opportunities for people to use the Welsh language and to not treat the Welsh language less favourably than English, in accordance with the Welsh Language (Wales) Measure 2011, and to reduce or prevent any adverse effects the policy/practice may have on the Welsh language?**

Premature at this time, further information will be available following engagement with residents

**19. Is there enough information to form a balanced judgement and move forward?**

Yes

## **STEP 5 – Deciding to Proceed**

**20. Considering the information gathered in Stages 1–4, is it possible to proceed with the policy or practice or not, and if so, on what basis? Choose from:**

Continue with the policy or practice in its current form

## **STEP 6 - Actions and Arrangements to Monitor Outcomes and Review Data**

**The EIA process is continuous and does not end once the policy/practice and the EIA have been agreed and implemented.**

There is a specific legal duty to monitor the impact of policies/practices on equality on an ongoing basis, to identify whether outcomes have changed since the introduction or revision of the policy or practice. If you do not currently hold the relevant data, you should take steps to address this in your action plan. To view EHRC guidance on data collection, you can review their [Measurement Framework](#).

**21. What actions identified in Stages 1–5 or any additional data collection work will help to monitor the policy/practice once it is implemented?**

<b>Implementation</b>	<b>Dates</b>	<b>Timeline</b>	<b>Assigned Responsibility</b>	<b>Add to the Service Plan</b>
Initial engagement in order to identify a baseline	2025/26		Rheolwr Gofal Cwsmer a Cofrestru	<b>Tes</b>

**22. What arrangements will be put in place to monitor and review the ongoing impact of this policy or practice, including timelines for when it should be formally reviewed?**

<b>Monitoring and Review Arrangements</b> (including where the results will be recorded)	<b>Timeline and Frequency</b>	<b>Assigned Responsibility</b>	<b>Add to the Service Plan</b>
Annual Engagement	Annually	Rheolwr Gofal Cwsmer a Cofrestru	Yes