**Brecon Beacons National Park Authority**

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**Welsh Language Scheme**

#### Prepared under the Welsh Language Act 1993

This Scheme was approved by the Welsh Language Commissioner under section 16 of the Welsh Language Act 1993, under powers transferred to the Welsh Language Commissioner by section 143(4) of the Welsh Language (Wales) Measure 2011.

# 23/9/2013

Contents

[Foreword 4](#_Toc333575492)

[1. Statement of Principles 5](#_Toc333575493)

[2. Introduction 5](#_Toc333575494)

[2.1. The National Park Authority 5](#_Toc333575495)

[2.1.1. Background and Corporate Values 5](#_Toc333575496)

[2.1.2. Structure and Area of Operation 6](#_Toc333575497)

[2.1.3. Staff and Members of the Authority 6](#_Toc333575498)

[2.2. Timetable for Implementation of the Scheme 6](#_Toc333575499)

[2.3. Responsibility for the Scheme 6](#_Toc333575500)

[2.4. Alteration of the Scheme 7](#_Toc333575501)

[3. Mainstreaming the Welsh Language 7](#_Toc333575502)

[3.1. Policies and Procedures 7](#_Toc333575503)

[3.2. Services Provision 8](#_Toc333575504)

[3.3. Promoting the Welsh Language 9](#_Toc333575505)

[3.4. Quality Standards for the Delivery of Services in Welsh 9](#_Toc333575506)

[4. Dealing With the Welsh Speaking Public 10](#_Toc333575507)

[4.1. Correspondence 10](#_Toc333575508)

[4.2. Telephone Communications 10](#_Toc333575509)

[4.3. The Authority’s Public Meetings 11](#_Toc333575510)

[4.4. Other Meetings with the Public 11](#_Toc333575511)

[4.5. Information Technology 12](#_Toc333575512)

[5. The Authority’s Public Face 13](#_Toc333575513)

[5.1. Corporate Identity 13](#_Toc333575514)

[5.2. Signs 13](#_Toc333575515)

[5.3. Print & Digital Publications 13](#_Toc333575516)

[5.4. Forms 13](#_Toc333575517)

[5.5. Press Releases 14](#_Toc333575518)

[5.6. Marketing, Advertising & Exhibitions 14](#_Toc333575519)

[5.7. Official Notices, Public Notices & Recruitment Advertising 14](#_Toc333575520)

[6. Implementing the Scheme 15](#_Toc333575521)

[6.1. Staffing 15](#_Toc333575522)

[6.2. Recruitment 15](#_Toc333575523)

[6.3. Language Training and Using Welsh in the Workplace 16](#_Toc333575524)

[6.4. Vocational and Professional Training 16](#_Toc333575525)

[6.5. Administration Arrangements 16](#_Toc333575526)

[6.6. Services Delivered by Organisations and Contractors on Behalf of the Authority 16](#_Toc333575527)

[6.6.1. Regulatory functions and third party services 16](#_Toc333575528)

[6.6.2. Partnerships 18](#_Toc333575529)

[6.7. Grant Aid 18](#_Toc333575530)

[6.8. Translation Services 18](#_Toc333575531)

[7. Monitoring 19](#_Toc333575532)

[7.1. Monitoring Responsibility 19](#_Toc333575533)

[7.2. Complaints 19](#_Toc333575534)

[7.3. Publicity and Publication of Information 19](#_Toc333575535)

[7.4. Targets and Indicators 20](#_Toc333575536)

[7.5. Suggestions 20](#_Toc333575537)

[7.6. Investigation 20](#_Toc333575538)

[8. Conclusions 21](#_Toc333575539)

[9. Appendices 22](#_Toc333575540)

[Appendix 1: Equality Act Screening Form 22](#_Toc333575541)

[Appendix 2: Targets and Indicators 28](#_Toc333575542)

[Indicators 28](#_Toc333575543)

[Targets 29](#_Toc333575544)

[Appendix 3: Reception Guidance on Answering Telephone Calls 33](#_Toc333575545)

# Foreword

The Welsh Language (Wales) Measure 2011 received Royal Assent on the 9th of February 2011, and with it the National Assembly for Wales firmly rooted its commitment to the Welsh Language, enabling an important and historic step forward for the Welsh Language.

 The Measure confirmed the official status of the Welsh Language, established the post of the Welsh Language Commissioner, and provided the means for establishing linguistic rights in the provision of services. Under the Measure organisations will be required to introduce a number of Standards which will aim to establish the rights of Welsh Speakers.

The Brecon Beacons National Park Authority has been supporting the Welsh Language in its former scheme, but through the implementation of this new Scheme we hope to inspire and improve the Authority’s delivery of a bilingual service which will further contribute to the Welsh Government’s vision of a truly bilingual Wales.

As a National Park Authority we offer a wide range of services to the public, from planning advice to educational activities for schools; from the Wardens Service to our Visitor Centres; and it is essential that members of the public feel confident that when they use our services they can do so easily in Welsh or English.

We want communities, visitors and staff to feel confident and proud to use the Welsh Language in all aspects of their lives, and we aim to play a key role in promoting and facilitating this within the Brecon Beacons National Park.

**Julie James**

**Chairman, Brecon Beacons National Park Authority**

# Statement of Principles

Brecon Beacons National Park Authority has adopted the principle that in the conduct of public business in Wales it will treat the Welsh and English languages on the basis of equality. This scheme notes how we will operate that principle in providing services to the public in Wales.

We recognise that people can express their views and needs far better in their preferred language and that enabling people to use their preferred language is a matter of good practice, not a concession.

Through this scheme the National Park Authority will aim to:

* enable everyone who uses a service or is in discussion with the Authority to do so through the medium of Welsh or English according to the personal choice of the individual;
* ensure that the services available through the medium of Welsh are high quality services;
* promote and support the Welsh language through all aspects of our work;
* make reference to and where appropriate adopt the clauses of the Welsh Language (Wales) Measure 2011, notably the following:
	+ Clause 1: That the Welsh language has official status in Wales.
	+ Part 6: the freedom of Welsh speakers to use the Welsh Language with one another (see Section 6.3).
* contribute to the Welsh Government’s vision of a truly bilingual Wales.

# Introduction

Brecon Beacons National Park Authority is a special purpose local authority with statutory powers in relation to planning services and rights of way. The National Park is home to nearly 33,000 residents, 10.3%[[1]](#footnote-1) of whom are Welsh speaking. Many of these Welsh speakers are concentrated in the western communities of the Park - 42.6% of residents in Llandovery are able to speak Welsh [[2]](#footnote-2) for example. In addition, as part of the UK network of National Parks the Brecon Beacons is a popular destination for visitors with numbers estimated at nearly 5 million (visitor days) in 2010, and of these 35% are thought to be from Wales.

## The National Park Authority

As a result of the Welsh Language (Wales) Measure 2011, National Parks in Wales are likely to play an increasingly important role in promoting the use of the Welsh language. Therefore this scheme sets out how the National Park Authority will improve the way it does this through and with its employees, members, partners, communities and visitors.

### Background and Corporate Values

Brecon Beacons National Park was designated in 1957, it is one of 15 members of the National Parks family in the UK, three of which are in Wales. The remit of our work is set out in our Statutory Purposes and Duty. There are two Statutory Purposes:

* Firstly to conserve and enhance the natural beauty, wildlife and cultural heritage of the National Park.
* Secondly to promote opportunities for public enjoyment and understanding of the special qualities of the National Park.

In addition, our Statutory Duty is to foster the economic and social well-being of communities living within the National Park.

We have a clear vision for the National Park in the National Park Management Plan – a document which spans 20 years at a time. It sets the scene for all our strategic documents and was produced in consultation with stakeholders, landowners and communities throughout the Park.

### Structure and Area of Operation

The Brecon Beacons National Park is one of three National Parks in Wales; it covers 520 miles² and lies between rural Mid Wales and the industrial South Wales Valleys. All three of Wales’ National Parks share the same statutory purposes and duty as described above. In any conflict of interest between the purposes and the duty, National Park Authorities are instructed to give most importance to the first purpose.

Administratively the area of the National Park includes 50 Community Councils and covers parts of nine Unitary Authorities. Brecon Beacons National Park Authority is the planning Authority for any development within the boundary of the National Park. It also has delegated responsibility for rights of way whilst the constituent local Authorities retain responsibility for all other local government services.

### Staff and Members of the Authority

All three National Parks in Wales have a decision making body composed of Members. Staff are employed to implement the decisions, pursue the purposes and duties and to provide the statutory functions for the organisations. The Brecon Beacons National Park Authority has 24 members and over 130 staff.

## 2.2. Timetable for Implementation of the Scheme

Many of the measures in this scheme have already been implemented; where new measures are described a date is given for implementation with the Targets in [Appendix 2](#_Appendix_2:_Targets).

## Responsibility for the Scheme

Overall responsibility for implementing the Welsh Language Scheme lies with the Chief Executive of the Authority:

John Cook

E-mail: John.cook@breconbeacons.org

Phone: 01874 624437

Directors are responsible for implementing this Scheme within their departments, but all members of staff have a responsibility to know how to correctly implement this statutory scheme.

For further information or enquires on the content of this Scheme, contact the Welsh Language Officer:

Welsh Language Officer

Plas y Ffynnon

Ffordd Cambrian

Aberhonddu

LD3 7HP

Phone: 01874 624437

Welshlanguageofficer@breconbeacons.org

The functions and responsibilities of the Welsh Language Officer are as follows:

* Providing guidance and specialist advice on the Welsh language and the Welsh Language Scheme.
* Helping officers with specific enquiries.
* Providing Directors and Managers with advice and guidance on mainstreaming arrangements (see [Section 3](#_Planning_and_Delivery)), by for example providing training and producing a quick reference guide.
* Co-ordinating regular checks to assess the success of mainstreaming and collect examples of good practice.

## Alteration of the Scheme

This Scheme will not be amended without the prior agreement of the Welsh Language Commissioner.

# Mainstreaming the Welsh Language

## 3.1. Policies and Procedures

 In formulating new policies, initiatives and procedures, or in amending policies, the Authority will assess their impact on the Welsh language and make sure they are consistent with this Language Scheme and will ensure that the measures in the Scheme are included when new policies, initiatives and procedures are implemented.

Specifically the need to consider any potential impact - both positive and negative - has been incorporated into our Strategic Equality Scheme adopted by the Authority in March 2012. The Welsh language is screened as an integral part of the Equality Impact Screening process for all strategy and decisions reports submitted to Committee for approval. This involves completing the Equality Act Screening Form (see [Appendix 1](#_Appendix_1:_Equality)). A High ‘Risk of Inequality’ score for any of the protected characteristics covered by the screening process – including the Welsh language – will require a full Equality Impact Assessment to be completed. The full assessment requires the following to be considered (in relation to the Welsh language):

* + - Whether there are positive and/or negative impacts.
		- Whether negative impacts can be minimised or improved.
		- Whether changes could be made to avoid the negative impact.
		- Whether all relevant research/data has been considered.
		- Whether stakeholders have been consulted.

This Scheme will not be altered without consulting the Welsh Language Commissioner.

## 3.2. Services Provision

The Authority is committed to improving its service provision through the medium of Welsh throughout the National Park in order to give full effects to the principle of equality.

The Authority will carry out the commitments noted in this Scheme by working towards the following targets:

* Facilitate the provision of an improved Welsh language service through recruitment and training.
* Ensure that Welsh speakers are best placed to deal with the Welsh speaking public.
* Enable officers from one department or centre who can speak Welsh to assist another when the need arises, without putting undue pressure on those Welsh speaking staff.
* Adopt and publicise systems and procedures which facilitate the provision of a high quality bilingual service.
* Raise awareness among the Authority’s staff of the requirements of this Language Scheme.

**Target 1 (see Appendix 2)**

Carry out a complete assessment of all Authority posts in relation to ‘Welsh Essential’ criteria.

**Target 2 (see Appendix 2)**

Implement the assessment results when recruiting for new or replacement posts.

**Target 3 (see Appendix 2)**

Issue guidance to team managers on organising their team so that team members who can speak Welsh are best positioned to deal with the Welsh speaking public.

**Target 4 (see Appendix 2)**

Research, create and publicise internally a database and circulation list of internal Welsh speaking staff willing to assist in matters relating to the Welsh Language e.g. proof reading, receiving phone calls etc.

**Target 5 (see Appendix 2)**

Develop or facilitate development of a Framework Agreement for Welsh translation, and employ only qualified translators that are members of Welsh Association of Translators.

**Target 6 (see Appendix 2)**

Publicise the new Welsh Language Scheme to staff and produce a quick reference guide.

**Target 7 (see Appendix 2)**

Agree and publicise internally the Welsh Language Training available to staff.

##  Promoting the Welsh Language

The National Park Authority (NPA) has a vital role to play in the development and regeneration of the Welsh language, particularly at a local and community level. Some policies and plans that we implement (such as the Local Development Plan) can impact on the Welsh Language beyond the provision of bilingual services. Welsh speaking area need to be protected from development that would lead to a dilution of the language. The Local Development Plan (LDP) enables phasing schemes to be implemented to allow for the natural absorption of new developments into the area. Furthermore development that would strengthen the Welsh culture will be encouraged.

Our Local Development Plan acknowledges the major role that language plays in the character and way of life of communities, and consideration of the Welsh language forms part of its key objectives. The LDP Policy 34 on the Welsh language will normally be applied in community and town councils with over 30% Welsh speaking population, as identified in the Census, though in some areas more qualified and sensitive measurements will be required. Where the Welsh language is considered to be at risk from new development, a Welsh Language Impact Assessment Methodology will be developed. In the interim a precautionary approach may be adopted where it is considered that a proposal would pose a significant threat to the language within a community.

The Authority may, through its work have the opportunity to promote the use of Welsh in other ways, and we will take up these opportunities where practicable, for example by:

* working with community, voluntary and public organisations as well as companies to encourage and support the use of Welsh;
* providing and facilitating the use of Welsh for young people through our education work;
* encouraging and supporting opportunities to use Welsh in the workplace;
* raising awareness and understanding of the Welsh language.

## Quality Standards for the Delivery of Services in Welsh

The Authority aims to provide an equally effective service in both Welsh and in English as a matter of quality, fairness and good customer service. We will highlight this central principle in key documents such as corporate plans and annual reports. It will be outlined also in other situations where statements are made regarding equal opportunity and standards of service.

Quality of translated material will be ensured through the use of qualified professional translators.

In addition we will assess the quality of service delivery by monitoring and reporting on the number of complaints received in relation to the Welsh language, as well as how they were dealt with.

**Target 8 (see Appendix 2)**

Identify and incorporate into key documents the central principle of quality and equality in our Welsh and English language services - in particular for example through the Equality Impact Screening Process.

# Dealing With the Welsh Speaking Public

## 4.1. Correspondence

The Authority welcomes correspondence in Welsh. All correspondence will be dealt with promptly and in the same time frame whether in Welsh or English. Our guiding principle will be that when sending out initial standard correspondence we will do so bilingually unless the language choice of the recipient is known or presumed. The same policy will apply to electronic communications as to other forms of written communication. Some examples of our standard correspondence include:

* Circulars
* Consultations
* Electronic circulars
* Planning letters

When someone writes to us in Welsh, we will provide a reply in Welsh (if a reply is needed).

When it is known that a person, society, group or organisation normally uses Welsh or prefers to do so, letters or e-mails will be sent in Welsh. We will keep and update a database of those wishing to be corresponded with in Welsh.

**Target 9 (see Appendix 2)**

Develop a central database for those wishing to receive correspondence in Welsh.

## 4.2. Telephone Communications

The Authority welcomes calls from the public in English or Welsh. We will take the following steps to enable Welsh speakers to deal with the Authority in Welsh over the telephone:

* Reception staff will answer calls bilingually and the main switchboard message will be bilingual.
* We will aim to increase the proportion of bilingual switchboard/reception officers, by means of training/recruitment. All switchboard staff posts will be classed as ‘Welsh Essential’ when recruiting externally.
* Produce and maintain an internal directory of Welsh speakers to whom calls can be transferred.
* All staff will be provided with guidelines on how to deal with telephone calls from Welsh speakers (see [Appendix 3](#_Appendix_3:_Reception)) and staff that cover on reception will be provided with additional guidance and training.

Where the above measures are not already implemented we will incorporate targets for achieving them into the action plan.

## The Authority’s Public Meetings

All meetings of the Authority and its committees (Planning, Access and Rights of Way Committee and Audit and Scrutiny Committee) are open to the public and those present will be welcome to contribute through the medium of Welsh or English.

For those contributing in part only to the meeting (i.e. Officers and/or members of the public), sufficient advance notice will be required in order to arrange simultaneous translation facilities and translation of agendas and related papers. The Authority’s Public Speaking Scheme, Notices of Meetings, invitations or advertisements informing the public about the meeting will include a standard message asking them to advise the Authority which language they would prefer to use at the meeting. For Members and Officers attending the whole meeting, we will respond to and support their expressed preferences in relation to language choice.

**Target 10 (see Appendix 2)**

Ensure that all members of staff are aware of and are implementing the correct procedures in relation to the use of Welsh and English at public meetings.

## Other Meetings with the Public

The Authority conducts and arranges many other meetings in addition to those open to the general public, for example meetings with Commoners, User Groups, Working Groups and Conferences. Attendees are welcome to use either Welsh or English in these situations. In order to provide this service we will:

* inform the public via notice that they are welcome to speak in Welsh or English at meetings but require that they notify the Authority in advance of their language choice.
* endeavour to ensure that members of the public can use their preferred language (Welsh or English) in dealing with the Authority where the preference is known or presumed;
* make arrangements to respond to specific requests from attendees to hold such meetings in Welsh;
* make arrangements for a translation service for meetings where the officer organising the meeting decides that such a facility is required, giving particular consideration to the predominance of the Welsh language within the area the meeting is to be held and the number of Welsh speakers attending the meeting.

**Target 11 (see Appendix 2)**

Work towards improving the bilingual service we can offer through staffing arrangements, training and recruitment.

## Information Technology

The Authority recognises the increasingly important part Information Technology has to play in the service we have to offer and we will ensure that both languages are treated on the basis of equality in relation to our IT strategy by working towards the Welsh Language Commissioner’s Information Technology Guidance. In particular we will focus on achieving best practice in the following areas:

* ICT network infrastructure e.g. our telephone systems.
* Content Management Systems in relation to our website(s).

A standard statement will be included on all e-mail signatures stating that correspondence is welcome in English and Welsh. In addition Welsh learners and fluent Welsh speakers within the Authority will be encouraged to include a prominent logo and statement on their e-mail signatures indicating that correspondence in Welsh and English is welcome.

Our website along with key documents are available bilingually and our website address is also bilingual. When we develop new or offshoot websites, bilingual content will be a key consideration at the outset. The Authority will also work towards providing its social media communications bilingually through training and recruitment.

**Target 12 (see Appendix 2)**

Adopt guidance in relation to Information Technology standards within our IT strategy.

**Target 13 (see Appendix 2)**

Review our standard e-mail signature statements with the view to incorporate a message in relation to our policy of welcoming correspondence in Welsh and English.

# The Authority’s Public Face

## 5.1. Corporate Identity

The Authority has adopted a fully bilingual corporate identity in line with the Welsh Government’s vision of a ‘truly bilingual Wales’. This includes fully bilingual logo’s, stationery, livery, uniforms and other corporate material.

## Signs

When we renew or replace any signs we will ensure that the new versions are fully bilingual. Signs erected for the first time will be fully bilingual.

The size, legibility and prominence of the text on signs will respect the principle of language equality, with standard bilingual design and Equality Act guidelines being adhered to. Specific details are provided within the Authorities Design Guidelines.

The Authority will use the Commissioner’s Place-names Service for advice on standard Welsh place names, and the Enwau Cymru Database will also be utilised:

Welsh Language Commissioner Place-names Service: post@welshlanguagecommissioner.org

Enwau Cymru Database: <http://www.e-gymraeg.co.uk/enwaucymru/>

It will be the Authority’s standard practice to provide bilingual signs, but on occasions when Welsh and English signs are provided separately, they will be equal in terms of form, size, quality, legibility and prominence.

## Print & Digital Publications

We will produce our key strategic documents or those aimed at the general public in bilingual form, with size, legibility and prominence of the text respecting the principle of language equality, with standard bilingual design guidance being adhered to. Specific details are provided within the Authorities Design Guidelines.

Our standard practice will be to provide bilingual publications but on some occasions for practical reasons, we will publish separate Welsh and English versions. In such cases, we will distribute the versions at the same time as each other. They will both also be as readily available and both versions will include a message noting that a version is available in the other language.

When a document is saleable, the price of a Welsh version of the document will be no higher than the price of the English version and visa versa.

We will ensure that staff and those with responsibility for print and digital publications are aware of the policy and procedures for publication.

## Forms

All the forms we produce which are available to the public will be produced bilingually. When we produce bilingual forms, our standard practice will be to produce forms with both languages appearing together in the same document. The preference will be for Welsh and English to be displayed together side by side. Where this is not possible, a back to back format will be used. The Welsh and English will be equal as regards form, size, quality, legibility and prominence. Specific details are provided within the Authorities Design Guidelines.

In some cases (perhaps due to the complexity of a form) production of a bilingual version will not be practical. In such cases, the separate Welsh and English versions will:

* be published at the same time
* be equally as available to obtain in offices and other distribution centres
* be distributed together, and
* include a bilingual message stating that the form is also available in the other language.

The one exception will be where the content of a form is highly detailed and technical or has a very restricted use. These forms will not normally be in bilingual format unless a demand is shown or presumed i.e. will be produced in English only.

## Press Releases

Press releases are a prominent part of the Authority’s public face and we will therefore develop systems for issuing press releases in English for English language media and in Welsh for Welsh language media. The one exception will be urgent press releases which will be produced in English only but published bilingually on our website. We will seek to address this area through future recruitment and training.

## Marketing, Advertising & Exhibitions

Our marketing campaigns and publicity material produced for distribution or operation in Wales will be bilingual.

## Official Notices, Public Notices & Recruitment Advertising

Our official notices and public notices will be produced bilingually when they are published or displayed in Wales. They will be equal as regards form, size, quality, legibility and prominence. Specific details are provided within the Authorities Design Guidelines.

# Implementing the Scheme

## 6.1. Staffing

Ensuring that we have a sufficient number of Welsh speaking staff is an essential element of enabling us to provide a quality Welsh medium service. The Authority will endeavour to ensure that workplaces which have daily contact with the public have access to staff with Welsh language skills.

The first step in working towards this objective is to ensure that officers who have appropriate skills are employed in front line service posts. During the course of this scheme we will perform a review of all posts in the Authority for Welsh language requirements, implementing the resulting decisions when re-recruiting. As well as using the guidance in the WLC document [‘Recruitment: Welsh Language Considerations’](http://www.welshlanguagecommissioner.org/English/Publications%20List/20120518%20DG%20S%20Dogfen%20Cyngor%20Recriwtio.pdf), the following elements will be considered when setting Welsh language requirements (essential, desirable or not relevant) for posts:

* The commitments made within this scheme.
* The amount and frequency of contact with Welsh speakers (including members of the public, the community and members of staff).
* The commitment to delivering a fully bilingual frontline service.
* The current capacity of the service area/team to operate bilingually.
* The need for Welsh speaking staff across all departments and at varying levels of responsibility.
* The expertise of the post i.e. skills in the Welsh language could be vital in some specific fields.
* Internal bilingual administration requirements.

In addition we will use the review of posts to inform training opportunities, job opportunities and re-deployment decisions.

The Welsh language skills of staff and ‘Welsh essential’ posts will be kept under annual review in order to monitor whether the gap between supply and demand is increasing or decreasing.

**Target 14 (see Appendix 2)**

Carry out a complete review, and set language requirements for all posts in the Authority. Use the results to inform recruitment, training opportunities, job opportunities and re-deployment decisions.

**Target 15 (see Appendix 2)**

Annually update the Welsh language skills of staff and use the results to inform decision making.

## Recruitment

Our staff recruitment advertisements will be bilingual for all posts. Where Welsh language skills are an essential requirement advertisements will appear in Welsh only with an explanatory note in English. In addition information packs, such as job descriptions and person specifications will also be prepared in Welsh and English.

**Target 16 (see Appendix 2)**

Review the recruitment process to ensure that the measures in this Scheme are being met.

## Language Training and Using Welsh in the Workplace

We will support the objectives of this Scheme and the Welsh Language (Wales) Measure 2011 by encouraging and supporting members of staff to learn, improve and use their Welsh.

We will plan our training programme carefully and concentrate resources on those parts of our service where a demand has been determined. The review of all posts (see [Section 6.1](#_6.1._Staffing)) will be a useful tool in determining and targeting training for current post holders.

Dictionaries and electronic material and software will be made available to members of staff to aid with learning, as well as to help staff draft documents and e-mails bilingually and thus aid a culture of bilingualism in the workplace. The Welsh Language Working Group will lead on developing a database of technical terms relevant to BBNPA work. Support and training will be given to staff in the appropriate use of software and interfaces.

The Authority will also provide awareness training for staff with regard to the requirements of this Scheme. Our standard practice will be to include such training in the induction of new staff.

## Vocational and Professional Training

Human resources managers and staff who have responsibility for training will assess the need for specific Welsh language vocational training for staff.

## Administration Arrangements

This Scheme has the full support and approval of the National Park Authority. The Chief Executive has overall responsibility for the implementation of the Language Scheme. However, all members of staff have responsibility to know how to correctly implement this Scheme. Individual Directors and Managers will have responsibility for ensuring that all members of staff within their department are implementing this Scheme correctly.

An existing member of staff is responsible for co-ordinating and monitoring the work of the Scheme from day to day. A Member has also been nominated to act as Welsh Champion.

## Services Delivered by Organisations and Contractors on Behalf of the Authority

### Regulatory functions and third party services

Contracting out services and projects forms a significant part of our work as an Authority, therefore we will carefully consider the Welsh language and the measures within this Scheme when procuring services.

When tendering for services and projects outside Wales we will assess what requirements within the Scheme are appropriate and necessary. We also acknowledge that language obligations form a fundamental part of Best Value Obligations.

We will consider carefully at the outset what weighting the delivery of services in Welsh is given in terms of award criteria, and in setting the weighting of the criteria we will consider such factors as the nature of the contract and how relevant a feature the delivery of services in Welsh is to the contract.

We will also ensure that the award criteria are not discriminatory – it is the contractors’ ability to deliver services in English and Welsh rather than the contractors’ origin that is relevant.

When procuring services and setting minimum standards in contracts we will ask contractors to provide information on their ability to deliver services through the medium of Welsh. Where relevant the following factors will be considered in setting criteria within the contract:

* Face to face services
* Correspondence
* Telephone services
* Public meetings
* Published material
* Advertisements
* Service delivery

Once the requirements have been decided, they will then be inserted into the specification. We will ensure that the specification describes specific language outcomes in relation to the requirements, as well as detailing the need for sub-contractors to also meet these requirements.

We will include in the procurement process the requirement for the procuring officer to follow the Authorities Welsh Language Guidance in setting the nature and level of bilingual service that will be required in the contract.

When we renew or review current contracts, we will ensure that the measures laid out in this section are followed.

**Target 17 (see Appendix 2)**

Review guidance prepared for our procurement processes in relation to above criteria, and produce Welsh Language Guidance as a quick reference guide for officers.

### Partnerships

The Authority works in partnership with public bodies, organisations from the voluntary sector and other agencies. We operate on many levels when working with others:

* When the Authority is the strategic and financial leader within a partnership, it will ensure that the public service provision is compliant with this Scheme.
* When the Authority joins a partnership led by another body within Wales, the Authority’s input to the partnership will comply with this Scheme and the Authority will encourage other parties to comply.
* When the Authority is a partner in a consortium within Wales, it will encourage the consortium to adopt a bilingual policy. When acting publicly in the name of the consortium, the Authority will act in accordance with this Scheme.

The Authority will ensure that officers are aware of the requirements of this Scheme when operating in partnership.

## Grant Aid

As part of our work as a National Park Authority we provide and administer grant aid to other organisations. We will support and promote the use of the Welsh language through our grant schemes by encouraging grant receivers, where practicable, to develop their grant schemes with consideration for their responsibility towards the Welsh language.

**Target 18 (see Appendix 2)**

Insert a standard question on all application forms for grants or other financial support asking applicants to explain how they plan to consider the Welsh language.

## Translation Services

We will always use qualified translators in any translation work we contract out. Any translators used will be members of the [Association of Welsh Translators and Interpreters](http://ccc.wisshost.net/a-z_of_members-69.aspx). We will also work towards developing/collaborating on a Framework Agreement for translation work.

# Monitoring

## 7.1. Monitoring Responsibility

The Authority will continuously monitor how well it is meeting the commitments in this Scheme. The following senior officer has responsibility for annually reviewing this Scheme by producing a monitoring report for the Welsh Language Commissioner using their required procedures:

Welsh Language Officer

Email: welshlanguageofficer@breconbeacons.org

Tel: 01874 624 437

Monitoring this Scheme will be a regular and structured activity. This will include monitoring the following fields:

* Compliance with the Scheme:
	+ through regular checks by the Welsh Language Working Group (WLWG);
	+ through the annual Monitoring Report.
* Quality of service:
	+ through the Authority’s complaints procedure;
	+ through occasional random spot checks by members of the WLWG.
* Adequacy of linguistic skills:
	+ by carrying out an annual update of the linguistic report.
* Mainstreaming:
	+ by ensuring that the Authority is complying in particular with Section 3 of the Welsh Language Scheme;
	+ through random checks of the Equality Impact Assessment forms;
	+ by reporting on progress with mainstreaming through the annual Monitoring Report.

## Complaints

We will use the Authority’s standard complaints procedure to record and deal with complaints about this Scheme and will ensure that it will be possible to monitor specific complaints about the Scheme. The Welsh Language Officer will be notified immediately of any complaints received in relation to the Welsh language. More details on our complaints procedure can be found on our [website](http://www.breconbeacons.org/the-authority/who-we-are/our-policies-and-protocols/complaints/) or by contacting our main office on (01874) 624437.

The Chief Executive will report to the National Park Authority annually and will send a copy of the approved report to the Welsh Language Commissioner. The report will follow a format agreed with the Commissioner and will include information about the nature of any complaints and improvement suggestions received from the public in respect of this Scheme.

## Publicity and Publication of Information

We will include a statement in our Annual Report and Improvement Plan noting where members of the public can obtain a copy of our annual monitoring report to the Welsh Language Commissioner.

We will ensure that members of the public who deal with the Authority know about this Scheme and its contents, and how they can conduct their dealings with the Authority in Welsh. Our methods of publicising the Scheme and its contents will follow our usual corporate publicity arrangements, and will include ensuring that the Scheme and annual monitoring reports are published in a prominent location on our website.

## Targets and Indicators

The targets and indicators laid out in [Appendix 2](#_Appendix_2:_Targets) will be incorporated into our annual Corporate Improvement Plan. We will also report on these targets and indicators in the annual monitoring report to the Welsh Language Commissioner. A timetable has been laid out for achieving the targets, and where targets are not met, an amended timetable will be drafted for those measures, for approval by the Welsh Language Commissioner.

##  Suggestions

We welcome and encourage any suggestions from staff and members and the public on how we can improve our provision of services in Welsh or improve any part of our Welsh Language Scheme.

## Investigation

If the Welsh Language Commissioner is required to carry out an Investigation under Section 17 of the Welsh Language Act 1993 the Authority will be prepared to fully cooperate by providing information or clarification to the Welsh Language Commissioner.

The Authority will be prepared to do this in both written and verbal forms and with assistance from the HR Manager, Welsh Language Officer and relevant Director, the Commissioner will be able to have discussions with:

* Members of the Authority;
* Authority employees;
* Contracted service providers and their employees;
* Any individual that assists the Authority in the delivery of its services.

# Conclusions

By ensuring compliance with this Scheme we aim to:

* Develop the bilingual nature of the Authority;
* Ensure that the Welsh language is fostered and encouraged and receives equality in the work of the Authority;
* Provide the highest possible standard of service to the public through the medium of both Welsh and English;
* Contribute to the Welsh Government’s vision of a truly bilingual Wales.

# 9. Appendices

## Appendix 1: Equality Act Screening Form

*See next page*

|  |  |  |
| --- | --- | --- |
| **What is an Equality Impact Assessment Screening Form?**It is a tool to help ensure that the policies, services and decisions Brecon Beacons National Park Authority take do not discriminate against any group or groups of people and that they promote equality of opportunity for everyone.**When should it be used?**A policy, service or decision should be screened for relevance to equality at the development stage of a project, so that equality and diversity considerations can be considered from the very beginning. However, it can also be used once a project is underway or for an existing policy or service.These are some examples of when the screening form should be used:* When developing or reviewing policies strategies and services
* When assessing the impact of a new project or proposal
* When procuring products or services
* When preparing service delivery plans
* When scoring or assessing grant applications
 | **Why should it be used?**We are legally required to ensure we do not discriminate against people from the protected characteristics. These are:* Age
* Disability
* Gender reassignment
* Marriage or civil partnership
* Pregnancy and maternity
* Race
* Religion or belief
* Sex
* Sexual orientation
* The Welsh language

 **Who should use it?**Ideally the screening form would be completed by a group to help give different perspectives on the proposal. However, in reality it is likely to be the manager of the service or policy writer who completes the form, which will still generate ideas as to how to ensure equality is integrated into the service.Members will be able to easily see and consider the equality and diversity implications of proposals on Authority reports. To this end, comment on the implications from the screening should be included in the ***Equality*** section of your report, and the integrated assessment attached as an appendix to the report. | **How to use the Screening form**You may / may not be able to provide evidence for any positive, negative or neutral effects on staff or service users. When assessing the potential risk you should consider:* Does the policy/service affect a large amount of people?
* Does the policy/service affect a small group of people in a significant way?
* Are there major scale/cost implications to the Authority?

If a policy or service is scored as a high risk you will need to complete a full Equality Impact Assessment.If a policy or service is scored as low or medium risk, a copy of the screening form must accompany the policy or report through the approval process.  |

**EQUALITY IMPACT ASSESSMENT SCREENING FORM**

|  |
| --- |
| **Name of Policy/Service:** |
| **Assessor(s):** | **Directorate:** | **Department:** | **Date assessed:** |
|  |  |  |  |
| **Approved by (Head of Service):** | **Date:** | **Report for NPA / A&SC / PAROW (please select)** |
|  |  | **Date:** |

**EQUALITY IMPACT ASSESSMENT SCREENING**

**1 Purpose of Policy/Service:**

.

.

**2 Which groups of people is the policy/service likely to affect (either positive, negative or neutral)?**

 Positive Negative Neutral Positive Negative Neutral

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Age |   |  |  | Race |  |  |  |
| Disability |  |  |  | Religion or Belief |  |  |  |
| Gender reassignment |  |  |  | Sex |  |  |  |
| Marriage or civil partnership |  |  |  | Sexual Orientation |  |  |  |
| Pregnancy and maternity |  |  |  | Welsh Language |  |  |  |

 **Please explain the nature of the effect:**

**3 Is there any evidence (actual or hypothetical) for a negative impact or discriminatory effect on any group(s)? Please describe adverse effects and tick relevant groups. If no negative impact please state evidence for this conclusion.**

|  |  |  |  |
| --- | --- | --- | --- |
| Age |   | Race |  |
| Disability |  | Religion or Belief |  |
| Gender reassignment |  | Sex |  |
| Marriage or civil partnership |  | Sexual Orientation |  |
| Pregnancy and maternity |  | Welsh Language |  |

**4 Is there any evidence (actual or hypothetical) for a negative impact or discriminatory effect on staff? Please describe adverse effects and tick relevant groups. If no negative impact please state evidence for this conclusion.**

|  |  |  |  |
| --- | --- | --- | --- |
| Age |   | Race |  |
| Disability |  | Religion or Belief |  |
| Gender reassignment |  | Sex |  |
| Marriage or civil partnership |  | Sexual Orientation |  |
| Pregnancy and maternity |  | Welsh Language |  |

**5 What data has been used for this assessment?**

**6 Please indicate below whether you consider this policy/service to have a high, medium or low risk as follows:**

|  |  |
| --- | --- |
|  | **Risk of Inequality** |
| **High** | **Medium** | **Low** |
| Are a large number of people affected? | 5 | 3 | **1** |
| Is the potential impact significant? | 5 | 3 | **1** |
| Is the scale/cost to the Authority significant? | 5 | 3 | **1** |
| **Score** |  |

 **Scoring**

 🗆 5 Minor No significant impact No further action required

 🗆 6 - 9 Medium Some impact Further consultation to decide whether full impact assessment is necessary

 🗆 10 -15 High Significant impact Full impact assessment

**7 Is a full equality impact assessment required? A high rating in question 6 will require a full assessment. A medium rating will require, as a first stage, further consultation in order to determine whether a full impact assessment is required**

 **Yes / No**

## Appendix 2: Targets and Indicators

### Indicators

The following indicators are a requirement of our annual monitoring report to the Welsh Language Commissioner. Reports and data will be provided to the Welsh Language Officer by those responsible for reporting by March 1st annually.

| **Indicators** | **Responsibility for reporting** | **Additional information** |
| --- | --- | --- |
| **WLI1** | **Procurement** (Services Delivered by Organisations and Contractors on Behalf of the Authority) | Number and % of third parties monitored that were operating in accordance with the requirements of the Authority's Welsh Language Scheme. | Finance Manager |  Only contracts where the standard of service is largely dependent on language will require monitoring and reporting. |
| **WLI2** | **Front Line Services** | Number and % of main reception posts that have been denoted as Welsh Essential and that have been filled with bilingual staff.  | HR Manager | This indicator places a focus on customer care at a key point of public interface. |
| **WLI4** | **Human resources** Skills | (i) The number and % of staff who have received training in Welsh to a specific qualification level.(ii) The number and % of staff who have received language awareness training. | HR Manager | (i) This indicator demonstrates ability and any recognised qualifications will be noted.(i) This is concerned with standard of service. |
| **WLI5** | **Human resources** Equality and diversity | The number and % of staff within the Authority’s services who are able to speak Welsh:(i) According to service provision(ii) According to post grade(iii) According to workplace | HR Manager | This indicator is concerned with the capacity of the Authority to offer language choice when offering a service. The assessment of the capability of staff to use Welsh should be based on Appendix 3 of the Commissioner’s document:http://www.comisiynyddygymraeg.org/English/Publications/Pages/PublicationDetails.aspx?PublicationId=80530a41-a5e2-4cc1-8e61-3178ef416559&Category=Advice .This measurement should be bought in for new staff and used the next time all staff are surveyed. |
| **WLI6** | **The standard of Welsh language services** | Number of complaints received in relation to the operation of the Language Scheme and the % dealt with in accordance with the Authority’s corporate standards.  | Chief Executive | This indicator is concerned with standards of service. |

### Targets

Reports and data on the following Targets will be provided to the Welsh Language Officer by those responsible for reporting by March 1st annually and will be reported on within our annual monitoring report.

| **Targets** | **Responsibility**  | **Start Date** | **End Date** | **Measure/Indicator** |
| --- | --- | --- | --- | --- |
| [**1**](#_3.2._Services_Provision) | Carry out a complete assessment of all Authority posts in relation to ‘Welsh Essential’ criteria and implement this criteria when recruiting for new or replacement posts.  | HR Manger to lead | July 2012 | July 2013 |  See below.  |
| [**2**](#_3.2._Services_Provision) | Implement the assessment results when recruiting for new or replacement posts. | All managers | July 2013 | September 2015 | The Number and % of posts, Authority-wide, designated as ‘Welsh Essential’ and filled by Welsh speakers. |
| [**3**](#_3.2._Services_Provision) | Issue guidance to team managers on organising their team so that team members who can speak Welsh are best positioned to deal with the Welsh speaking public. | HR Manager and Welsh Language Officer | May 2013 | September 2015 | See WLI5 above. |
| [**4**](#_3.2._Services_Provision) | Research, create and publicise internally a database and circulation list of internal Welsh speaking staff willing to assist in matters relating to the Welsh language e.g. proof reading, receiving phone calls etc. | Welsh Language Officer | September 2012 | March 2013 | Append database to Annual Monitoring Report. |
| [**5**](#_3.2._Services_Provision) | Develop or facilitate development of a Framework Agreement for Welsh translation. | Welsh Language Officer | August 2012 | December 2013 | Framework Agreement is implemented and utilised.  |
| [**6**](#_3.2._Services_Provision) | Publicise the new Welsh Language Scheme to staff and produce a quick reference guide.  | Welsh Language Officer | September 2012  | January 2013 | Append Reference Guide to Annual Monitoring Report. |
| [**7**](#_3.2._Services_Provision) | Agree and publicise internally the Welsh language training available to staff.  | HR Manager | September 2012 | September 2015 | See WLI4 above. |
| [**8**](#_Quality_Standards_for) | Identify and incorporate into key documents the central principle of quality and equality in our Welsh and English language services. | HR Manager and Chief Executive | September 2012 | September 2015 | (i) Reporting annually on spot checks of Equality Impact Assessments.(ii) Number of complaints received (see WLI6 above). |
| [**9**](#_4.1._Correspondence) | Develop a central database for those wishing to receive correspondence in Welsh. | IT Manager | September 2012 | September 2013 | Database is implemented and utilised.  |
| [**10**](#_The_Authority’s_Public) | Ensure that all members of staff are aware of and are implementing the correct procedures in relation to the use of Welsh and English at public meetings. | Democratic Services Manager and Directors | September 2012 | September 2015 | (i) Number of % Request to Speak (Welsh or English) received by members of public.(ii) Number of requests by Officers and Members to speak in Welsh at the Authority’s public meetings, and number of occasions where simultaneous translation facilities were provided. |
| [**11**](#_Recruitment) | Work towards improving the bilingual service we can offer through staffing arrangements, training and recruitment.  | Directors, HR Manager | September 2012 | September 2015 | See WLI5 above. |
| [**12**](#_Information_Technology) | Look to adopt guidance in relation to Information Technology standards within our IT strategy. | IT Manager | January 2013 | December 2013 | Updated guidance is produced and implemented.  |
| [**13**](#_Other_Liaisons_with) | Review our standard e-mail signature statements with the view to incorporate a message in relation to our policy of welcoming correspondence in Welsh and English. | IT Manager | September 2012 | March 2013 | Standard statements on e-mail signatures are amended.  |
| [**14**](#_Recruitment) | Carry out a complete review, and set language requirements for all posts in the Authority. Use the results to inform recruitment, training opportunities, job opportunities and re-deployment decisions.  | *See Targets 1 & 2* | - | - | - |
| [**15**](#_Recruitment) | Annually update the Welsh language skills of staff and use results to inform decision making.  | HR Manager and Welsh Language Officer | September 2012 | September 2015 | See WLI5 above. |
| [**16**](#_Recruitment) | Review the recruitment process to ensure that the measures in this Scheme are being met.  | HR Manager | August 2011 | September 2012 | All recruitment adverts are produced bilingually, and in Welsh only for ‘Welsh essential’ posts. |
| [**17**](#_Regulatory_functions_and) | Review guidance prepared for our procurement processes in relation to the criteria within this scheme.  | Finance Manager | March 2013 | March 2014 | Reviewed guidance is produced and implemented.  |
| [**18**](#_Grant_Aid) | It is already a condition of getting a grant that languages are treated equally, grant funding has been allocated in the past in support of this. However a standard question will also be added to application forms for grants or other financial support asking applicants to explain how they plan to provide for Welsh speakers. | Sustainable Development Manager | September 2012 | September 2015 | Application forms for grants include the standard question in relation to the Welsh language.  |
| ***Additional Targets Not Included in the Core Document*** |
| **19** | Hold awareness sessions on the Language Scheme for all new members of staff as part of the induction process. | HR Manager | September 2012 | September 2015 | See WLI4 above.  |
| **20** | Include the Targets and Indicators set out in this Scheme in the Annual Report and Improvement Plan (ARIP). | Chief Executive | September 2012 | September 2015 | Targets and Indicators are included in the ARIP. |
| **21** | Produce an annual monitoring report of this Scheme for the Welsh Language Commissioner and ensure that the report is approved by the National Park Authority.  | Welsh Language Officer | June 2012 | June 2015 | Monitoring Report is produced and approved by NPA.  |
| **22** | Welsh Language Working Group to meet regularly to review progress in relation to the Scheme.  | Welsh Language Officer | September 2012 | September 2015 | Number of occasions on which the WLWG met during the year.  |
| **23** | Produce all printed material intended for public distribution bilingually. | Directors (implementation), Welsh Language Officer (monitoring) | September 2012 | September 2015 | Report annually on details of the bilingual content of all materials published during the financial year. |
| **24** | Consider as part of the LDP the effect of development on the Welsh language. | LDP team | September 2012 | September 2015 | The final LDP includes policies on the Welsh language.  |
| **25** | Ensure that the content of our website is fully bilingual. | Communications Manager | September 2012 | September 2015 | Report annually on details of the bilingual content of the website and usage levels of the Welsh medium pages. |

## Appendix 3: Reception Guidance on Answering Telephone Calls

|  |  |  |
| --- | --- | --- |
| Non Welsh Speaker | Learner | Fluent/Intermediate Speaker |
| Greeting - Bore/Prynhawn da Brecon Beacons National Park.If spoken to in Welsh and member of staff cannot respond please say: “I’m sorry I am not a Welsh Speaker. Can I transfer you to someone who is?” If the answer is yes:Then ask for a brief summary of the call before using the “list of Welsh speakers” to transfer to the appropriate Officer.If not:And the caller is happy to proceed with the conversation in English please continue to deal with the call as normal.To end the call:Please use “*Diolch*” or “*Diolch yn fawr” (*Thank you). | Greeting – Bore/Prynhawn da Brecon Beacons National Park.If spoken to in Welsh and you cannot fully respond please say: *“Mae’n ddrwg gen i dw i’n dysgu Cymraeg” –* Sorry I’m learning Welsh then*Can I transfer you to a fluent Welsh Speaker?* Most Welsh speaking callers will normally revert to English but if they’d prefer to speak to a fluent Welsh speaker ask for a brief summary of the call before using the “list of Welsh speakers” to transfer to the appropriate Officer.If the caller is happy to proceed with the conversation in English please continue to deal with the call as normal.To end the call:Please use “*Diolch*” or “*Diolch yn fawr” (*Thank you). | Greeting – Bore/Prynhawn da Brecon Beacons National Park.If the caller is a Welsh Speaker: Continue the call in Welsh asking *“Sut allai i helpu chi?” -* How can I help you. If the caller needs to speak to an Officer who doesn’t speak Welsh, please let them know this by saying:*“Yn anffodus mae ...... dim yn siarad Cymraeg”*Unfortunately .... doesn’t speak WelshThis is just a courteous gesture and most callers are happy with this. To end the call:Please use “*Diolch*” or “*Diolch yn fawr” (*Thank you). |
| Useful Phrases*“Pwy sy’n siarad os gwelwch yn dda?”* Who’s speaking please?*“Allai gymryd neges?”*Can I take a message*“Rhoia i chi drwodd”*I’ll put you through*“Daliwch y lein os gwelwch yn dda”*Please hold the line*“Mae’n flin gyda fi mae X/hi/e yn brysur neu ddim as gael neu ddim i mewn tan ........”*I’m sorry X/she/he is busy or not available or not in until ...*“Mae’n flin gyda fi, mae e/hi yn gweithio gartre heddiw, allwch chi gysylltu â fe/hi ar ....”*I’m sorry he/she is working from home today, he/she can be contacted on .....*“Bydd hi/e yn ôl yn y swyddfa ar”*He/she will be back in the Office on .... |

1. Data from 2011 Census [↑](#footnote-ref-1)
2. Data from 2011 Census [↑](#footnote-ref-2)