



Brecon Beacons National Park Authority

Welsh Language Scheme Monitoring Report 2013-14

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I. Executive Summary

The Authority's third Welsh Language Scheme was signed off by the Welsh Language Commissioner on 23rd September 2013. This monitoring report will cover the performance indicators and targets set out within the scheme during the financial year 2013-14.

The 2011 census identified the Welsh speaking population for the National Park as a whole at 10.3%. The average for Wales is 19%. Nevertheless some communities within the National Park - mainly in the West - have approximately 50% Welsh Language speakers and some are higher, and these are the areas where some of the Welsh Language essential posts are targeted. In addition both receptionist posts at our Headquarters are classed as 'Welsh Essential' posts and are filled by Welsh speakers.

The level of ability in Welsh speaking within the Authority's staff is above both the local average for the National Park and also above the national average, with 22% of the whole staff classing themselves as Fluent or Intermediate. A further 11% are learning Welsh.

In March 2012 the Authority adopted the policy of considering any potential positive or negative impacts for Welsh language users resulting from Committee decisions. The Welsh Language is an integral part of the Equality Impact Screening process for all strategy and decisions reports submitted to Committee for approval. Policy decisions made during 2013 -14 have been classified as neutral in terms of their effect on the Welsh Language across the Park.

The LDP was formally adopted in the year, with Policy 52 requiring developments in Welsh Speaking areas to demonstrate that their implementation will not have a negative impact on the social, linguistic or cultural attributes of the area.

An excellent bilingual map of the geology and landscape of the Forest Fawr has been published by the British Geological Society and other Geopark partners.

A new Sustainable Development Fund application form was designed during the year with applicants asked to provide details of how their project will cater for Welsh Speakers.

Two complaints were received during the year in question relating to Welsh language concerning the distribution of the residents' survey. These were dealt with through the Authority's formal complaints procedure.

The post of Welsh Language Monitoring Officer has recently been transferred to Helen Roderick, an intermediate language user and learner. Helen will be taking over monitoring of the Authority's performance against the Language scheme and supporting Authority staff in using Welsh.

More detail against the specific performance indicators and targets of the scheme are contained in the following sections of this report.

Welsh Language Scheme Performance Indicators & their targets

2. Procurement

Performance Indicator	Details	Responsibility
WLI1: Procurement	The number and percentage of third parties monitored that were operating in accordance with the requirements of the Authority's Welsh Language Scheme.	Finance Manager
Target 17	Review guidance prepared for our procurement processes in relation to the criteria within this scheme.	Finance Manager
Update		
<p>During 2013 -14 contracts were awarded in line with the Brecon Beacons National Park Authority procurement policy. There were no contracts which required monitoring and reporting due to the standard of service being dependent on language.</p> <p>Staff procurement guidance includes information on how to ensure that Welsh is given an appropriate weighting in selection criteria.</p>		

3. Frontline services

Performance Indicator	Details	Responsibility
WLI2: Front Line Services	The number and % of posts in the main reception that have been designated 'Welsh essential' and filled by bilingual staff.	Democratic Services Manager
Update		
<p>1)Both of the reception jobs, are designated Welsh Essential. After a recruitment early in the reporting year, the two receptionists holding these posts during 2013-14 were both fluent Welsh Speakers. One of them left the Authority in January 2014 and a new appointment has been made to the position. The new receptionist is also fluent Welsh Speaker. The Authority has tried to address the issue of covering time when the postholders are not able to be on duty by ensuring that another member of staff who has covered breaks and holidays on a regular basis is a fluent Welsh speaker. All the other staff who cover reception when the two permanent staff are not available are trained to:</p> <ul style="list-style-type: none"> - answer calls bilingually 		

- when a Welsh speaker calls, to pass the call on to a member of staff on the pool list of Welsh speakers

2) Of the remaining 3 Welsh Essential designated posts across the Authority 100% are filled with fluent Welsh speakers. 2 in the Wardens team and 1 in the Education Department (filled as a job share by two Welsh speakers)- other colleagues in those teams also speak Welsh. The Authority increased its capacity to deliver its Education Service through the medium of Welsh by increasing the Full Time Equivalent of Welsh speaking Education staff from 1.0 to 1.2 FTE by increasing the hours of a job share. A further Welsh speaking member of staff has a flexible contract so that they are available to meet any additional needs. There are a further two members of the education team classed at intermediate level who deliver the service in Welsh.

4. Human Resources & Staffing

Performance Indicator	Details	Responsibility
WLI4: Human Resources – Skills Target 7	The number and % of staff who have received Welsh Language Training to a specific qualification level. Agree and publicise internally the Welsh Language training available to staff.	HR Manager
Update		
During the year 14 staff attended Welsh Language Training – of these 8 attended a course for beginners and 6 attended a course for intermediate learners – both courses were offered with Powys County Council during work hours. All staff are made aware of the locally operating courses at the beginning of each academic year and asked if they would like to enrol. Staff are also able to identify relevant courses for themselves.		

Performance Indicator	Details	Responsibility
WLI4: Human Resources – Skills Target 19 – hold awareness sessions on the Language Scheme for all new members of staff as part of the induction process	The number and % of staff who have received language awareness training.	HR Manager
Update		
All new staff continue to receive language awareness training and are advised of the Authority’s Welsh Language Scheme as part of the induction process, and are also invited to take part in the ongoing language lessons if they wish. During 2013-14 nineteen new staff started and all received the induction programme.		

Performance Indicator	Details	Responsibility
<p>WLI5: Human Resources – Equality and Diversity</p> <p>Target 11 – Work towards improving the bilingual service we can offer through staffing arrangements, training & recruitment</p> <p>Target 15 – Annually update the Welsh Language skills of staff and use results to inform decision making</p>	<p>The number and % of staff within the Authority’s services who are able to speak Welsh:</p> <ol style="list-style-type: none"> 1. According to service division 2. According to post grade 3. According to workplace 	<p>HR Manager</p> <p>Directors/HR Manager</p>

Update

The Welsh Language Survey was conducted and compared with the previous year’s actual head-count rather than number of posts. During the year the Authority has faced funding cuts and has had to make a number of staff redundant. This has not affected our ability to provide services in Welsh.

In 2013-14 there were slightly fewer learners (11% down from 12%) and an increase of 1% in fluent staff. Overall the combined percentage for Intermediate + Fluent was 22%, the preceding year it was 21%. The number of staff with Welsh qualifications stood at 27%, in line with the previous year.

	Non Speaker	Basic	Learner	Intermediate	Fluent	Welsh Qualifications
Number of individual staff 2013-14	38	46	14	9	19	27 staff had GCSE/O level or equiv, 9 A-level or equiv, 3 Degree level and 5 other qualifications
% of staff 2013-14	30%	37%	11%	7%	15%	27% of staff had a Welsh language qualification
Number of individual staff 2012-13	44	48	16	10	19	29 staff had GCSE/O level or equiv, 8 A-level or equiv, 3 Degree level and 5 other qualifications
% of staff 2012-13	32%	35%	12%	7%	14%	27% of staff had a Welsh language qualification

The number and percentage of staff who were able to speak Welsh by **service provision:**

Planning (30 staff)

	Non Speaker	Basic	Learner	Intermediate	Fluent	
Number of individual staff 2013-14	13	8	1	3	5	
% of staff within directorate 2013-14	43%	27%	3%	10%	17%	
Number of individual staff 2012-13	14	9	1	4	5	
% of staff within directorate 2012-13	42%	27%	3%	12%	15%	

Planning showed a decrease of 1 non-speaker, 1 basic and 1 intermediate. This was due to departmental changes as a result of the cost saving measures by the Authority. The overall percentage of intermediate and fluent staff remained stable at 27%.

Countryside (71 staff)

	Non Speaker	Basic	Learner	Intermediate	Fluent	
Number of individual staff 2013-14	14	31	8	6	12	
% of staff within directorate 2013-14	20%	44%	11%	8%	17%	
Number of individual staff 2012-13	17	31	10	6	12	
% of staff within directorate 2012-13	22%	41%	13%	8%	12%	

During the year 5 staff left the Authority, 3 of which were Non-speakers and 2 were learners. The numbers able to speak Welsh at an Intermediate and Fluent level remained stable, representing an improvement in percentage terms from 20% in 2012-13 to 25% this year.

Chief Executives Office (25 staff)

	Non Speaker	Basic	Learner	Intermediate	Fluent	
Number of individual staff 2013-14	11	7	5	0	2	
% of staff within directorate 2013-14	44%	28%	20%	0%	8%	
Number of individual staff 2012-13	10	8	7	0	2	
% of staff within directorate 2012-13	37%	30%	26%	0%	7%	

The Chief Executive's office appointed 1 new non welsh speaker increasing the percentage of non-speakers to 44%, while 1 basic and 2 learner staff members left this year. Numbers of Fluent speakers remained the same leaving an overall combined total for Intermediate and Fluent as 8% this year, 1% up on last year.

The number and % of staff who were able to speak welsh by grade are as follows:												
2013-14 Results												
	Non Speaker		Basic		Learner		Intermediate		Fluent			
1 – 8 (73 staff)	19	26%	28	38%	8	11%	8	11%	10	14%		
9 – 11 (33 staff)	10	30%	10	30%	4	12%	1	3%	8	25%		
12+ (20 staff)	9	45%	8	40%	2	10%	0	%	1	5%		
2012-13 Results												
	Non Speaker		Basic		Learner		Intermediate		Fluent			
1 – 8 (82 staff)	23	28%	30	36%	10	12%	9	11%	10	12%		
9 – 11 (35 staff)	12	34%	10	28%	4	11%	1	3%	8	23%		
12+ (20 staff)	9	45%	8	40%	2	10%	0	%	1	5%		
The combined percentages for fluent and intermediate learners rose by 2% in the year for grades 1 – 8 at 25% and also rose by 2% for grades 9-11 at 28%. The percentage remained stable at 5% (or one person) for grades 12+ .												

The number and % of staff who were able to speak welsh by workplace are as follows:												
2013-14 Results												
	Non Speaker		Basic		Learner		Intermediate		Fluent			
HQ (88 staff)	30	34%	30	34%	9	10%	7	8%	12	14%		
Wardening service (13 staff)	2	15%	7	54%	1	8%	0	0%	3	23%		
Visitor Centre (25 staff)	6	24%	9	36%	4	16%	2	8%	4	16%		
2012-13 Results												
	Non Speaker		Basic		Learner		Intermediate		Fluent			
HQ (94 staff)	30	32%	32	34%	12	13%	8	8%	12	13%		
Wardening service (17 staff)	5	29%	7	41%	1	6%	1	6%	3	18%		
Visitor Centre (25 staff)	6	24%	9	36%	5	20%	1	4%	4	16%		

staff)												
<p>The figures for those in the Authority's HQ who were confident to speak in Welsh (intermediate and fluent) rose to 22%. The wardens lost an intermediate speaker and the percentage dropped by 1% to 23%. The Welsh speakers in the warden team all work in the West of the National Park where the majority of the Welsh speaking population are found. The Visitor Centres improved by 4% over the year with 24% confident to speak in Welsh (intermediate and fluent) compared with 20% in 2012-13.</p>												

5. The Standard of Welsh Language Services

Performance Indicator	Details	Responsibility
WLI6: The standard of Welsh Language Services	The number of complaints received in relation to the operation of the Welsh Language Scheme and the % dealt with in accordance with the Authority's corporate standards.	Chief Executive
Update		
<p>During 2013 -14 there were two complaints relating to the Welsh Language Scheme. They both related to the distribution of the Residents Survey in English only. Both were dealt with formally in accordance with the Authority's complaints process. The complaints and the outcomes are listed:</p> <ol style="list-style-type: none"> 1. Complaint relating to residents' survey not being sent out in Welsh – Partly upheld – outcome: A Welsh version of the survey was available on the Authority's website and also available upon request. Apology issued and response issued in both Welsh and English. 2. Complaint relating to residents' survey not being sent out in Welsh - Partly upheld – outcome: Apology issued that complainant was inconvenienced by having to request Welsh version of survey, however Welsh version of the survey was available on the Authority's website and also available upon request. Apology issued and response issued in both Welsh and English. 		

Welsh Language Scheme Targets

1) Service Provision & Staffing

Target 1, 2 & 14	Start Date	End Date	Responsibility
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.	July 2012	July 2013	HR Manager to lead

Implement the assessment results when recruiting for new or replacement posts	July 2013	September 2015	All Managers
Carry out a complete review and set language requirements for all posts in the Authority.			
Progress			
During 2012-13 the Welsh Language Group analysed the posts across the Authority and made proposals to the Corporate Management Team in November 2013. The Corporate Management Team reviewed the proposals and the current Welsh Essential posts which are designated are based on the post holders need to communicate in Welsh. In addition to the two receptionist posts detailed in WLI2 the remaining 3 Welsh Essential designated posts across the Authority are filled 100% with fluent Welsh speakers. 2 in the Wardens team and 1 in the Education Department (filled by two welsh speakers)- other colleagues in those teams also speak Welsh.			

Target 3 & 4	Start Date	End Date	Responsibility
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.	May 2013	September 2015	HR Manager & Welsh Language Officer
Research, create and publicise internally a database and circulation of internal Welsh speaking staff willing to assist in matters relating to the Welsh Language	September 2012	March 2013	Welsh Language Officer
Progress			
The Brecon Beacons National Park Authority is a relatively small organisation and managers are able to organise their staff in order that Welsh speaking staff are able to deal best with the Welsh speaking public. A list of those able to speak Welsh and happy to assist in tasks relating to the Welsh Language is available for staff.			

Target 5	Start Date	End Date	Responsibility
Develop or facilitate the development of a Framework Agreement for Welsh Translation and employ only qualified translators that are members of the Welsh Association of Translators	August 2012	December 2013	Welsh Language Officer
Progress			
We intended to put together a tender for a framework agreement in January 2013 in order to allow the Authority's translation work to be done more easily. However, the Welsh Government announced earlier this year that it's framework agreement for translation – which we had agreed to sign up to, but which had been on hold owing to not having enough applicants – had now been awarded and would be available shortly – it then seemed like a waste of resource to let our own contract separately. Accordingly we intend to use this framework which became available on 1 st June 2014.			

Target 6	Start Date	End Date	Responsibility
Publicise the new Welsh Language Scheme to staff and produce a quick reference guide.	September 2012	January 2013	Welsh Language Officer
Progress			
Staff have been made aware that there is now a new Welsh Language Scheme in place across the Authority. They are also aware of the ongoing Standards Investigation.			

2) Quality Standards

Target 8	Start Date	End Date	Responsibility
Identify and incorporate into key documents the central principle of quality and equality in our Welsh and English Language Services	September 2012	September 2015	HR Manager and Chief Executive

Progress

As reported last year the need to consider any potential impact - both positive and negative - for Welsh language users, 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. All staff who regularly write committee reports have received training on this and members have also received strategic training on this requirement. Reports are not accepted for publication without a completed Equality Impact screening form. Policy decisions made during 2013 -14 have been classified as neutral in terms of their effect on the Welsh Language across the Park.

3) Correspondence

Target 9	Start Date	End Date	Responsibility
Develop a central database for those wishing to receive correspondence in Welsh	September 2012	September 2013	IT Manager
Progress			
We are currently aware of three individuals who would like to communicate with us in Welsh. The relevant staff are aware of this requirement. During the reporting period a total of 3 letters were received in Welsh out of a total of 2,400. This represents a percentage of 0.1%.			

4) The Authority's Public Meetings

Target 10	Start Date	End Date	Responsibility
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	September 2012	September 2015	Democratic Services Manager and Directors
Progress			
Staff are aware of and are following the correct procedures in relation to the use of Welsh and English at public meetings. During 2013-14 there were no requests made to speak in Welsh at a public meeting and as such no translation services were required.			

5) Information Technology

Target 12 & 13	Start Date	End Date	Responsibility
Target 12 – Look to adopt guidance in relation to Information Technology Standards within our IT Strategy	January 2013	December 2013	IT Manager
Target 13 – Review our standard email signature statements with the view to incorporate a message in relation to our policy of welcoming correspondence in Welsh and English	September 2012	March 2013	IT Manager
Progress			
The Authority's IT Strategy is currently being rewritten and is 80% complete. Standard email signatures now incorporate a statement telling the recipient that correspondence is welcomed in Welsh and English.			

6) Recruitment

Target 16	Start Date	End Date	Responsibility
Review the recruitment process to ensure that the measures in the Scheme are being met.	August 2011	September 2012	HR Manager
Progress			
All recruitment adverts are produced bilingually and in Welsh only for 'Welsh Essential' posts.			

7) Grant Aid

Target 18	Start Date	End Date	Responsibility
It is already a condition of getting a grant that languages are treated equally and grant funding has in the past been allocated 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.	September 2012	September 2015	Sustainable Development Manager
Progress			
During 2013 a new Sustainable Development Fund application form has been developed and is now in use. That form asks, "Does your project give equal consideration to the Welsh Language?" and "What provision has your project made to ensure equal consideration for Welsh Speakers?" The form is available in Welsh and English.			

Welsh Language Scheme Additional Targets (not included in main document)

Target 20	Start Date	End Date	Responsibility
Include the targets and indicators set out in this Scheme in the Annual Report and Improvement Plan	September 2012	September 2015	Chief Executive
Progress			
The Authority agreed last year to retain limited and targeted improvement objectives for the next three years. These objectives were not intended to change until 2015/16. In the meantime we have decided to wait for the outcome of the Welsh Language Standards Investigation before re-visiting the Improvement Objectives and do not want to make a change in year now which will fail to reflect the standard being introduced in November 2014.			

Target 21	Start Date	End Date	Responsibility
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	June 2012	June 2015	Welsh Language Officer
Progress			
The 2013-14 annual monitoring report will go to the National Park Authority on 27 th June 2014.			

Target 22	Start Date	End Date	Responsibility
Welsh Language Working Group to meet regularly to review progress in relation to the Scheme.	September 2012	September 2015	Welsh Language Officer
Progress			
The Welsh Language Working Group was unable to meet during 2013-14. A new Welsh Language Officer has been appointed and the group met to discuss this report on 22 nd May 2014. Regular meetings are now scheduled over the coming year.			

Target 23	Start Date	End Date	Responsibility
Produce all printed material intended for the public bilingually	September 2012	September 2015	Directors (implementation) Welsh Language Officer (monitoring)
Progress			
The Visitor Guide remains the only significant publication which is distributed in English only. The publication is paid for through advertisements. We have recently discovered that Pembrokeshire Coast National Park Authority has agreed in their Welsh Language Scheme that their (similarly targeted) Visitor publication has been given dispensation to be produced in English only. We would like to seek a similar agreement from the Welsh Language Commissioner's office for our own publication.			

Target 24	Start Date	End Date	Responsibility
Consider as part of the LDP process the effect of development on the Welsh language	September 2012	September 2015	LDP Team
Progress			
<p>Policy 52 of the adopted LDP states:-</p> <p>Proposals for development in areas where the Welsh language is an important part of the culture and social life of the community will be permitted where:</p> <ul style="list-style-type: none"> i) it can be demonstrated that the proposal would not have a detrimental impact on the social, linguistic and cultural characteristics of the community; and ii) phasing of development can take place if necessary to allow for the gradual absorption of new development 			

Target 25	Start Date	End Date	Responsibility
Ensure the content of the website is fully bilingual	September 2012	September 2015	Communications Manager
Progress			
<p>The original Authority website was translated in 2012. The content has now been split across two websites www.beacons-npa.gov.uk and www.breconbeacons.org . The Authority had intended to have both websites translated during 2013/14 and indeed had discussed a timetable with the Welsh Language Commissioner’s office which was to have resulted in completion by the end of May. We will not be meeting this timetable owing to a series of issues: initially we decided to wait to translate www.breconbeacons.org until some substantial editing work was finished in November 2013 – this ran into December 2013. Around December 2013 it was also agreed that the www.beacons-npa.gov.uk site would be migrated to a different content management system and that the translation work required for <i>this</i> site would be undertaken when the migration was complete. We intended to put together a tender for a framework agreement in January in order to allow the translation work to be done. The framework was to ensure that all future translation work would be undertaken more easily in order to ensure that the substantial resource required to keep this up to date would be used effectively and we would not repeat the problem that happened last time when that the website was fully translated but not updated. A redundancy in the Communications team and responding to the heavy workload meant that writing the framework was pushed back and then the Welsh Government announced that its framework agreement for translation – which we had agreed to sign up to, but which had been on hold owing to not having enough applicants – had now been awarded and would be available shortly – it then seemed like a waste of resource to let our own</p>			

contract separately. Accordingly we intend to let the contract for the translation of the website now that the translation framework agreement has gone live (1st June 2014). It is currently anticipated that the two websites will be fully up to date by end October 2014.