**Welsh Language Standards Report 2017/18**



**The Brecon Beacons National Park Authority is required to adhere to the Welsh Language Standards. The full list of standards and their description can be found on the Authority’s website :** [**http://www.beacons-npa.gov.uk/wp-content/uploads/20170213-Hysbysiad-Cydymffurfio44-Awdurdod-Parc-Cenedlaethol-Bannau-Brycheiniog-en-1.pdf**](http://www.beacons-npa.gov.uk/wp-content/uploads/20170213-Hysbysiad-Cydymffurfio44-Awdurdod-Parc-Cenedlaethol-Bannau-Brycheiniog-en-1.pdf)

* **The Brecon Beacons National Park Authority is a member of the Welsh Government’s Framework for procurement of its translation services.**
* **The Authority won the 2017 Aberystwyth University Welsh in the workplace award for its commitment to staff training in Welsh.**
* **1266 young people have enjoyed education about the Park through the medium of Welsh.**
* **Seven welsh language awareness courses have ensured that staff & members have knowledge of and access to the standards.**
* **There have been no complaints regarding the Welsh Language during 2017/18.**
* **All policies & reports agreed by the Brecon Beacons National Park Authority are subject to a Welsh Language Assessment prior to submission as part of the Authority’s Single Integrated Assessment Procedure. Policy decisions in 2017/18 have been neutral regarding their impact on the Welsh Language.**
* **This annual report is produced to meet the requirement of the Standards and will be agreed by the Brecon Beacons National Park Authority. It will be published on the Authority’s website on 30th June 2018.**

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| **Standard Number** | **Class of Standard** | **Summary of Standards/Progress Update** |  |
| Correspondence (Standards 1-7) | Service Delivery | The requirements of the service standards for correspondence determine that:* Welsh correspondence is replied to in Welsh
* A record of those people requiring correspondence is maintained. This is done individually by department as the cost of establishing an organization wide database is cost prohibitive. The database is reportedly a problem across many organisations and discussions are ongoing with the Welsh Government and other councils regarding how to facilitate such a database.
* Where it is unclear whether the recipient would like to receive a Welsh version of correspondence letters and emails are sent bilingually.
* The Welsh Language is treated equally with the English Language
* Correspondence, publications & notices which invite a response state that correspondence is welcomed in Welsh, will be responded to in Welsh and that corresponding in Welsh will not lead to a delay.
* During 2017/18 no letters were received in Welsh only.

 The Authority uses the Welsh Government framework for translation services. |  |
| Telephone Calls (Standards 8-22)(( | Service Delivery | The requirements of the telephone language service determine that:* A Welsh Language service is available via our main reception. Users of the service receive the options in Welsh and our two main operators are Welsh speakers.
* Staff are able to provide a Welsh Language greeting and deal with calls in Welsh as far as possible.
* Staff are aware of the Welsh speaking staff available within their department.
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| Meetings (Standards 24-34) | Service Delivery | For meetings* With an individual we are required to ask people if they would like to use Welsh and if they say yes then we will hire a translation service.
* With a group we are required to ask people if they would like to use Welsh and if more than 10% would we will provide a translation service.
* For public meetings the advertisement or invite must ask people to notify us by a pre-determined date beforehand if they would like to use Welsh and if anyone comes back with that request we will provide a translation service.
* Guest speakers are also asked if they wish to present in Welsh.
* If there are Welsh speakers at a public meeting the visual presentations must be bilingual.

The requirements have been covered through staff awareness sessions. Translation services were provided at the 3 Parks seminar in October 2017. |  |
| Public Events (Standards 35-38) | Service Delivery | All public events which we organize or fund at least 50% of must be bilingual in terms of the publicity produced, any signage or other material displayed and any audio used. |  |
| Agendas & Minutes (Standard 41) | Service Delivery | National Park Authority agendas and minutes are now bilingual. |  |
| Documents Produced (Standards 42-45 & 47-51) | Service Delivery | * Brochures, leaflets and pamphlets produced by us are produced bilingually
* Other documents are produced bilingually including :-
* Policies, strategies, annual reports and corporate plans
* Guidelines & codes of practice
* Consultation papers
* Rules provided to the public

Where separate Welsh & English versions are produced the English version must state that a Welsh version is available.  |  |
| Press Statements (Standard 46) | Service Delivery | Press Statements are produced in Welsh & English and published at the same time |  |

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|  Websites & Social Media (Standards 52-59) |  Service Delivery | The Authority websites are now both fully bilingual. The Authority also has a Welsh facebook page with 141 followers. Apps produced as part of any interpretation project are produced bilingually.  |   |
| Self-service Machines (Standard 60) |  Service Delivery | Any new self-service machines are bilingual. |  |
| Signage (Standards 61-63) |  Service Delivery | New signage is prepared bilingually with the Welsh positioned so that it can be read first.  |  |
| Reception service (Standards 64-68) |  Service Delivery | The two main receptionists working for the Authority are Welsh speakers, a sign is displayed in our main reception area which indicates that Welsh is welcome and the two receptionists wear lanyards and badges to signify their ability to speak Welsh. |  |
| Public Notices (Standards 69-70) |  Service Delivery | Official notices are prepared bilingually with the Welsh positioned so that it can be read first.  |  |
| Grant Giving (Standards 71-75 & 94) |  Service Delivery | The only grant fund offered by the Authority is the Sustainable Development Fund. Expression of Interest forms are available bilingually on the website. The whole application process is available in both Welsh and English and applying in Welsh does not lead to a delay for applicants. |  |
| Tenders (Standards 76-80) |  Service Delivery | Tenders must be issued in Welsh if the subject matter suggests that it should be produced in Welsh or the expected audience suggests that it should be in Welsh. Major tenders use the Sell2Wales website which translates tenders into Welsh.  |  |

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| Other(Standards 81-87) |  Service Delivery | Services such as our education service are promoted in Welsh and Welsh language courses for schools are regularly taken up. 39 groups were educated and a total of 1266 children enjoyed the National Park through the medium of Welsh in 2017/18, an increase on the previous year. Our corporate identity is fully bilingual. |  |
| Policy Making (Standards 88-93 & 95-97) |  Policy Making | Policy Documents, consultation documents and research undertaken must seek views on the effects on the Welsh Language, the opportunities for people to use the Welsh Language and treating the Welsh Language no less favourably than the English Language. All decisions are assessed for their impact on the Welsh Language through the use of the Single Integrated Assessment Form. In 2017/18 there were no impacts on the Welsh Language of policy decisions made. |  |
|  Welsh in the Workplace (Standard 98) (  |  Operational | A policy for using & promoting Welsh in the Workplace has been developed in consultation with staff and has been ratified by the Brecon Beacons National Park Authority in April 2017. |  |
| Employee documents (Standards 99-104 & 112-119) |  Operational | Employees are surveyed to find out their language choice in terms of employment contracts, training needs, performance documents and forms including annual leave, flexi sheets etc. Employees are aware that they are able to use Welsh throughout a complaints/disciplinary procedure should they wish to do so. |  |
| Welsh Software (Standard 120-126)(Standard | Operational | The Authority has purchased Gysgair/Cysillt and there has been no demand for other software interfaces from staff.  |  |
| Welsh Language Skills of Staff (Standards 127 -131 & 151-152) | Operational | Staff have been asked to re-assess their language skills based on the self-assessment tool <http://cymraeg.gov.wales/docs/cymraeg/151217Description_sgiliau.pdf> . 22% of staff within the Authority are either fluent or intermediate welsh speakers. 25% of the Countryside department, 22% of the Chief Executive’s department and 14% of the Planning department are fluent or at intermediate level.Staff have also been surveyed to ask if they would like to receive training in Welsh & if so at what level. During the current year 8 staff are studying at beginners level, 2 at Foundation, 2 at Intermediate and 2 at Higher Level. As a result of the Authority’s focus on Welsh Language courses it won the 2017 Aberystwyth University Welsh in the workplace award. See <https://www.aber.ac.uk/en/news/archive/2017/10/title-207613-en.html> There are currently 14 staff studying Welsh Language courses. A recent survey has shown that 34 employees may be interested in learning the language next year, 17 at entry level, 7 at foundation level, 4 at intermediate level, 4 at higher level and 2 fluent speakers wish to improve their proficiency. |  |
| Welsh Language Awareness Courses (Standards132-133) | Operational | A Welsh Language awareness course has been developed in partnership with Menter Iaith Brycheiniog a Maesyfed and has been delivered to staff and members. A further course is planned for new starters and members. |  |
| Email signatures (Standards 134& 135) | Operational | Staff have been supplied with bilingual job titles and the working Welsh logo. |  |
| Recruitment (Standards 136-140 & 153-154) | Operational | All jobs are assessed and the requirement for Welsh language skills categorized:1. Welsh language skills essential
2. Welsh language skills needs to be learned when appointed
3. Welsh Language skills are desirable.
4. Welsh Language skills are not necessary.

During 2017/18 19 vacant posts were assessed and 19 were categorized as Welsh desirable. |  |

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| Workplace Signage (Standards 141-144) | Operational |  Signage in the workplace is bilingual, the text is accurate in terms of meaning and expression and is placed to be read first. |  |
| Promotion (Standards 145-146) | Promotion | A five year strategy, published on our website, is in place detailing how the Authority will promote the language and facilitate the use of the language in the Brecon Beacons National Park as far as possible within the remit of the Park Authority.  |  |
| Complaints (Standards 147 – 150 &156) |  Record Keeping | No complaints regarding the Welsh Language were received by the Authority in the year. The Authority has a complaints procedure which would also apply for any Welsh Language complaints. The Authority’s complaints procedure is in the process of being updated. |  |
| Overseeing the standards/ producing an annual report (Standards 155-176) | Supplementary  | A copy of the standards which we have a duty to comply are available on our website. This report represents our annual report of the performance against standards during 2017 to 2018. Help, support, monitoring and evaluation against the standards is provided by the Welsh Language Officer within the Authority. This report has been approved by the Management Team and the Brecon Beacons National Park Authority. |  |