

**Brecon Beacons National Park Authority**

**Welsh Language Scheme Monitoring Report**

**2011-2012**

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# Achievements

* The need to consider any potential impact upon our Welsh Language Scheme both positive and negative has now been incorporated into our Strategic Equality Scheme adopted by the Authority in March 2012. The Welsh Language will be screened as an integral part of the Equality Impact Screening process for all strategy and decision reports submitted to Committee for approval.
* We have recently reviewed and implemented new training for responding to calls on the reception desk. Training covers all staff that work on reception including those that act as cover for breaks/leave. The focus was in ensuring that all calls were answered bilingually.
* Staff have been supplied with new ‘Cymraeg’ badges to both improve the quality of our Welsh language service to the public and also encourage the use of welsh within the organisation.
* We’re pleased to report that in 2011-12 we saw an overall increase in the Welsh language skills of our staff. We saw an increase of fluent staff at the authority from 12.3% in 2010-11 to 15% in 2011-12.
* The Dark Skies bid for the Brecon Beacons National Park was launched with a truly inspirational video featuring a welsh voice over by Edwin Roderick. The video can be viewed at: <http://www.breconbeacons.org/visit-us/outdoors-activities/star-gazing-and-dark-skies/brecon-beacons-dark-skies-video>
* This spring we had several articles printed in Natur Cymru which were all printed bilingually.
* The provision of Welsh medium activities through our education department has grown from strength to strength. During 2011-12 the education department set the target of teaching 600 participants through the medium of welsh, the actual number for the year was nearly double that at 1026. Now 40% of frontline staff in the education department speak fluent Welsh, 40% are at an intermediate level and the remaining 20% are learning. Danywenallt and Craig y Nos Education Centres continues to be popular with welsh medium school groups and we now have welsh schools coming back year after year for the high quality welsh medium activities we have on offer there.
* We continue to produce all our interpretation board projects fully bilingually with the majority being parallel translations which we’ve found to be very effective.
* We also continue our work to promote and support the use of the Welsh language in the National Park, one example would be providing advice to the community through the Collabor8 project on improving the Welsh content of interpretation projects.
* Finally, we are extremely proud of our now fully bilingual main National Park and Geopark websites. The Geopark website is now widely recognised as the foremost site in Wales for introducing laypersons to geological terms in welsh. We collaborated on the Geopark website with Dyfed Elis-Gruffydd from CCW and are looking to develop this collaborative relationship and the bilingual content of this website further in the coming months.

# Compliance with the Welsh language Scheme

This section details progress in achieving the targets laid out in the current Welsh Language Scheme. It also details progress in responding to the comments given by the Welsh Language Board to the 2010-2011 Monitoring Report. It should be noted that we are in the process of re-writing our Welsh Language Scheme, with the current scheme being somewhat out of date in relation to references to officers, departments, PI’s and so on.

## Targets and Timetables in the Welsh language Scheme

### Mainstreaming the Welsh Language

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| --- | --- | --- |
| **Target** | **Implementation date** | **Responsibility** |
| Ensure that when new policies, services and initiatives are presented to the Authority for adoption they will include a note indicating that this Scheme has been complied with. | From September 2006 | All Managers |
| **Progress** |
| We are pleased to report that the Welsh Language Scheme is now considered in all National Park Authority (NPA) decisions. 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 2). All staff who regularly write committee reports have received training on this and members have also received strategic training on this requirement.  |

### Grant Aid

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| **Target** | **Implementation date** | **Responsibility** |
| Will place a standard question on all application forms for grants or other financial support asking applicants to explain how they plan to provide for Welsh speakers. | From June 2006 | Sustainable Development Officer |
| **Progress** |
| It is likely that Equality Act Screening process (which includes the requirement to considering the impact on the Welsh Language) will be completed when considering larger grants for the Sustainable Development Fund, however discussions are still ongoing.  |

### Translation

|  |  |  |
| --- | --- | --- |
| **Target** | **Implementation date** | **Responsibility** |
| Ensure that any translator used is a member of the Association of Welsh Translators and Interpreters. | Ongoing | Communications Officer |
| **Progress** |
| All staff work with translators registered with the Board of Welsh Translators. This year the Tourism department developed a database of translators, and we are aiming to develop this further in the coming year so that an annual database of translators and standard prices can be made available to all staff.  |

### Language Awareness and Training

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| **Target** | **Implementation date** | **Responsibility** |
| Hold an awareness session on the Language Scheme for all new members of staff as part of the induction process. | Ongoing | Human Resources Manager |
| **Progress** |
| See Section 2.3.2 on Performance Indicators. |

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| **Target** | **Implementation date** | **Responsibility** |
| Arrange Welsh language improvement training for staff (who will be identified through the annual Performance Management Review process). | Ongoing | Human Resources Manager |
| **Progress** |
| See Section 2.3.2 on Performance Indicators. |

### Public Meetings

|  |  |  |
| --- | --- | --- |
| **Target** | **Implementation date** | **Responsibility** |
| Ensure that members and officers are encouraged to use Welsh at one scheduled full Authority meeting in each year. | From December 2006 | Democratic Services Manager |
| **Progress** |
| The Chairman opens all full Authority meetings bilingually.  |

### Monitoring

|  |  |  |
| --- | --- | --- |
| **Target** | **Implementation date** | **Responsibility** |
| Include the Performance Indicators set out in the Scheme in the Business Improvement Plan. | October 2006 | n/a |
| **Progress** |
| This Performance Indicator is now out of date in relation to our corporate governance systems, we will be looking to provide an alternative means of measurement in the new Welsh Language Scheme. |

## Responding to the Welsh Language Boards Comments on the 2010-11 Monitoring Report

### Revision of the Welsh Language Scheme

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| --- | --- | --- |
| **Action** | **Target Date** | **Responsibility** |
| Revision of the Welsh Language Scheme | September 2012 | Welsh Language Officer |
| **Update** |
| We are pleased to report that the drafting of the new scheme is well on its way, with the first draft having been submitted to the WLC for feedback on the 20th Of April 2012. Figure 1 below shows the proposed timetable for reaching a final draft.  |

### Reporting and Monitoring

|  |  |  |
| --- | --- | --- |
| **Action** | **Target Date** | **Responsibility** |
| Annual report to be submitted to the NPA for approval prior to submission to the Commissioner | Annual – 29th of June | Welsh Language Officer |
| **Update** |
| The Monitoring Report is due to go to the NPA on the 29th of June.  |

### The Welsh Language Working Group

|  |  |  |
| --- | --- | --- |
| **Action** | **Target Date** | **Responsibility** |
| Welsh Language Working Group to convene to discuss the revised Welsh language Scheme and submit proposals | Ongoing | Welsh Language Officer |
| **Update** |
| The Welsh language Working Group met on the 21st of May. The draft Scheme was discussed and the group were invited to submit proposals. The 2011-12 Monitoring Report was also discussed and the group were given an update on the Welsh Language Commissioner and what we might expect in the future in relation to Standards. Although the group did not meet in the first half of the year partly due to the absence of the Welsh Language Officer, in the second half of the year the group was re-convened and in addition an e-mail was sent out to all staff inviting them to become part of the group and as a result several new members were recruited.  |

**Figure 1:** Diagram showing proposed process/timetable for submitting final draft of Welsh Language Scheme to WLC

##  Reporting on Performance Indicators

### Front Line Services

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| --- | --- | --- |
| **Performance Indicator** | **Details** | **Responsibility** |
| PI1: Front Line Services | 1. The number and % of posts in the main reception that have been designated ‘Welsh essential’ and filled by bilingual staff. 2. The Number and % of posts authority wide designated as ‘Welsh Essential’ and filled by Welsh speakers.  | Democratic Services Manager HR Manger |
| **Update** |
| 1) Of the two main reception jobs, 1.5 have been designated Welsh Essential – unfortunately one of .5 post-holders left during 2010-11. Due to the need for redeployment, the post is currently being filled full time by the individual who was in the .5 post who is a Welsh learner. This member of staff and all other staff who cover reception when the two permanent staff are not available have being given training as follows:* answering calls bilingually
* when a Welsh speaker calls passing the call on to a member of staff on the pool list of Welsh speakers

 Should we go to recruitment for this post in the future it will be designated as ‘Welsh Essential’.  |
| 2) Aside from the posts above, Wardens and Education officer posts in the West of the Park are also now designated as Welsh Essential. Currently 75% (3 out of 4) of the Western Area Wardens are fluent Welsh speakers and 100% Education Officers (1 person) in the West are fluent. |

### Human Resources

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| --- | --- | --- |
| **Performance Indicator** | **Details** | **Responsibility** |
| PI2: Human Resources - Skills | The number and % of staff who have received Welsh Language Training to a specific qualification level. | HR Manager |
| **Update** |
| During 2010-11 Powys Country Council hosted Welsh Lessons for our staff, this arrangement altered in 2011-12, with the National Park now hosting the Welsh Lessons. We have had a number of people drop out of lessons this year for various reasons with only three members of staff now attending these lessons, however interests is growing again, and we expect to see take up increase again in the coming months. The National Park also funds other Welsh Language courses at all levels for staff on request, this year we have funded three staff to attend night classes as well as funding a number of week long intensive courses. The Authority also provides digital resources from the Cwrs Mynediad for staff.  |

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| **Performance Indicator** | **Details** | **Responsibility** |
| PI2: Human Resources - Skills | 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 their induction process, and are also advised that they can join the Authority’s language lessons if they wish. During 2011-12 ten new staff started and they all participated in the induction process.  |

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| **Performance Indicator** | **Details** | **Responsibility** |
| PI3: Human Resources – Equality and Diversity | The number and % of staff within the Authority’s services who are able to speak Welsh:1. According to service division2. According to post grade3. According to workplace | HR Manager and Welsh language Officer |
| **Update** |
| The Welsh Language Survey was conducted again this year and in total we gathered data from 134 (97%) members of staff. In order to compare with last years results the survey was again based on actual head-count rather than number of posts. We’re pleased to report that in 2011-12 we saw an overall increase in the Welsh language skills of our staff. We saw an increase of fluent staff at the authority from 12.3% in 2010-11 to 15% in 2011-12 (an additional five members of staff in total). The number intermediate level Welsh speakers remained static and we saw a small increase in the number of non-Welsh speakers, but we also saw a slight increase in the number of learners. We also saw a significant increase in the number of staff with Welsh language qualifications from 17.69% in 2010-11 to 28.3% in 2011-12.  |
|  | **Non Speaker** | **Basic** | **Learner** | **Intermediate** | **Fluent** | **Unknown** | **Welsh Qualifications** |
| **Number of individual staff 2011-12** | **38** | **45** | **21** | **9** | **21** | **4** | Between them 39 staff had 30 GCSEs or equiv; 6 A-levels or equiv; 3 BA Hons and 7 other qualifications |
| **% of staff 2011-12** | **28%** | **33%** | **15%** | **7%** | **15%** | **3%** | 28.3% of staff had a Welsh language qualification |
| **Number of individual staff 2010-11** | 35 | 46 | 19 | 9 | 16 | 5 | Between them 23 staff have 23 GCSEs equiv 6 A levels and 3 BA Hons |
| **% of staff 2010- 11**  | 26.9% | 35.4% | 14.6% | 6.9% | 12.3% | 4.61% | 17.69% of staff have some:  |

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| The number and % of staff who were able to speak welsh by **service provision** are as follows: |
| **Planning (35 staff)** |
|  | **Non Speaker** | **Basic** | **Learner** | **Intermediate** | **Fluent** | **Unknown** |
| **Number of individual staff 2011-12** | 11 | 10 | 5 | 2 | 7 | 0 |
| **% of staff in directorate 2011-12** | 31.43% | 28.57% | 14.29% | 5.71% | 20.00% | 0.00% |
| **Number of individual staff 2010-11** | 5 | 12 | 3 | 3 | 5 | 0 |
| **% of staff 2010- 11**  | 17.8% | 42.8% | 10.7% | 10.7% | 17.8% | 0 |
| There was an increase in the number of staff overall that worked in **Planning** from 28 staff to 35 staff. There was also an increase in the number of fluent welsh speakers and learners that worked in the department but also an increase in the number of non-welsh speakers and a decline in the number of basic speakers.  |
| **Countryside (76 staff)** |
|  | **Non Speaker** | **Basic** | **Learner** | **Intermediate** | **Fluent** | **Unknown** |
| **Number of individual staff 2011-12** | 15 | 28 | 11 | 6 | 12 | 4 |
| **% of staff in directorate 2011-12** | 19.74% | 36.84% | 14.47% | 7.89% | 15.79% | 5.26% |
| **Number of individual staff 2010-11** | 18 | 23 | 14 | 5 | 9 | 8 |
| **% of staff 2010- 11**  | 23.4% | 29.8% | 18.2% | 6.4% | 11.7% | 10.4% |
| There was a very small decline overall in the number of staff that worked in the **Countryside** department from 77 staff to 76 staff. There was an increase in the number of fluent, intermediate and basic welsh speakers that worked in Countryside and we also saw a fall in the number of non-Welsh speakers, though there was a fall in the number of learners.  |
| **Chief Executives Office (27 staff)** |
|  | **Non Speaker** | **Basic** | **Learner** | **Intermediate** | **Fluent** | **Unknown** |
| **Number of individual staff 2011-12** | 12 | 7 | 5 | 1 | 2 | 0 |
| **% of staff in directorate 2011-12** | 44.44% | 25.93% | 18.52% | 3.70% | 7.41% | 0.00% |
| **Number of individual staff 2010-11** | 12 | 9 | 2 | 1 | 2 | 0 |
| **% of staff 2010- 11**  | 46.1% | 34.6% | 7.7% | 3.8% | 7.7% | 0% |
| There was a very small increase overall in the number of staff that worked in the **Chief Executive’s Office** from 26 staff to 27 staff. There was an increase in the number of learners, and a fall in the number of basic welsh speakers that worked there, aside from this there was no change.  |

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| The number and % of staff who were able to speak welsh by **grade** are as follows: |
| **2011-12 Results** |
|  | **Non Speaker** | **Basic** | **Learner** | **Intermediate** | **Fluent** | **Unknown** |
| **1 – 8** (83 staff) | 19 | 22.62% | 30 | 35.71% | 12 | 14.29% | 7 | 8.33% | 12 | 14.29% | 4 | 4.76% |
| **9 – 11**(35 staff) | 11 | 32.35% | 8 | 23.53% | 6 | 17.65% | 1 | 2.94% | 8 | 23.53% | 0 | 0.00% |
| **12+**(20 staff) | 8 | 40.00% | 7 | 35.00% | 3 | 15.00% | 1 | 5.00% | 1 | 5.00% | 0 | 0.00% |
| **2010-11 Results** |
|  | **Non Speaker** | **Basic** | **Learner** | **Intermediate** | **Fluent** | **Unknown** |
| **1 – 8** *(70 staff)* | 17 | 24.3% | 24 | 34.2% | 11 | 15.7% | 6 | 8.5% | 9 | 12.8% | 3 | 4.3% |
| **9 -12***( 44 staff)* | 11 | 25% | 15 | 34% | 8 | 18.2% | 1 | 2.2% | 7 | 15.9% | 2 | 4.5% |
| **12+***( 16 staff)* | 7 | 43.7% | 7 | 43.7% | 0 | 0% | 2 | 12.5% | 0 | 0% | 0 | 0% |
|  The figures show that there were increases in the number of fluent Welsh speakers across all grades. Notably there was also an increase from 0% to 15% in the number of grade 12+ staff learning Welsh.  |

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| The number and % of staff who were able to speak welsh by **workplace** are as follows: |
| **2011-12 Results** |
|  | **Non Speaker** | **Basic** | **Learner** | **Intermediate** | **Fluent** | **Unknown** |
| **HQ (96 staff)** | 30 | 31.25% | 29 | 30.21% | 16 | 16.67% | 6 | 6.25% | 14 | 14.58% | 1 | 1.04% |
| **Wardening service (15 staff)** | 3 | 20.00% | 7 | 46.67% | 1 | 6.67% | 1 | 6.67% | 3 | 20.00% | 0 | 0.00% |
| **Visitor Centre (27 staff)** | 5 | 18.52% | 9 | 33.33% | 4 | 14.81% | 2 | 7.41% | 4 | 14.81% | 3 | 11.11% |
| **2010-11 Results** |
|  | **Non Speaker** | **Basic** | **Learner** | **Intermediate** | **Fluent** | **Unknown** |
| **HQ****(86 staff)** | 24 | 27.9% | 33 | 38.4% | 13 | 18.6% | 7 | 8.1% | 8 | 9.3% | 1 | 1.2% |
| **Wardening service****(14 staff)** | 6 | 42.8% | 4 | 27.6% | 0 | 0% | 0 | 0% | 3 | 21.4% | 1 | 7.1% |
| **Visitor Centre****(30 staff)** | 5 | 16.7% | 9 | 30% | 6 | 20% | 2 | 6.7% | 5 | 16.7% | 3 | 10% |
| The figures show that in 2011-12 20.8% of the staff in HQ felt able to converse in Welsh which was an increase on the previous year. In our Visitor Centres 22.2% of staff were able to converse at a fluent or intermediate level in Welsh (slightly lower than the previous year as a result of staff leaving) while a further 48.1% can at least greet visitors in Welsh. The Warden Service has 26.7% able to converse in Welsh and all of these wardens work in the west of the Park where the majority of Welsh speakers reside.. |

### The standard of Welsh Language Service

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| **Performance Indicator** | **Details** | **Responsibility** |
| PI4: The Standard of Welsh Language Services | The number of complaints received in relation to the operation of the language scheme and the % dealt with in accordance to the Authority’s corporate standards. | Welsh Language Officer |
| **Update** |
| We received one complaint in 2010-11 relating the welsh language:Date of complaint: 25/10/2011Nature of complaint: Planning notices not produced bilingually.Action taken: All planning notices are now produced bilingually. Aside from recording complaints and an annual survey of linguistic skills, at present the Authority does not have the means of measuring the quality of the Welsh language service we provide. However, in the proposed new Welsh Language Scheme we are aiming to improve this area by continual and structured monitoring of the following fields:* Compliance with the Scheme
* Quality of Service
* Management and Administration
* Linguistic skills
* Mainstreaming
 |

## Other Indicators

### Publications for Visitors to the National Park

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| **Performance Indicator** | **Details** | **Responsibility** |
| Publications for Visitors to the National Park | When the Authority prints and publishes material for the general public, it will do so bilingually. | All Managers |
| **Update** |
| The Brecon Beacons National Park Authority produces a number of publications which are distributed through its visitor centres. The main publications are listed in Appendix 3 to this report.**Retail Publications**The situation is the same as in 2010-11, with 12 out of 14 (84%) available to Welsh readers either in a bilingual version or in separate Welsh and English versions. The two English only publications (one of which is available on the website as a PDF in Welsh) are due to be reprinted bilingually by September of this year which will bring the number of bilingual publications to 100%.**Free Publications**We continue to improve on the number of publications available free in English and Welsh. 43 of 45 leaflets and brochures (95.6%) are now available bilingually or available in separate Welsh and English versions. 100% of the Geopark publications are produced in English and Welsh. Of the remaining two non-bilingual publications, one is a mainly bilingually with just the programme of events in English, and the other is the Visitor Guide. As agreed with the WLB last year, the Visitor Guide is printed in English only (with a bilingual cover and main introduction) with the Welsh version now available free on our website.  |

### Local Development Plan

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| **Performance Indicator** | **Details** | **Responsibility** |
| Local Development Plan  | The effect of development on the Welsh language is will be a consideration of the LDP.  | LDP team |
| **Update** |
| Conserving and enhancing cultural heritage including the Welsh Language forms part of the LDP objectives. The LDP acknowledges the major role that language has in the character and way of life of communities. 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. Were 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.  |

### Website

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| **Performance Indicator** | **Details** | **Responsibility** |
| Website | The Authority will use as much Welsh as is reasonably practicable on its website with the aim of it becoming fully bilingual. | Communications Manager |
| **Update** |
| We’re pleased to report that the authority’s main website in now fully bilingual. The current arrangements for translating new and updated pages are as follows: * Staff e-mail our Website Project Manager when a page has been created or updated.
* The Website Project Manager then passes this information on to our translators.

We are working towards getting this method fully automated. and the system of translation will then work as follows:When a page is created or updated an e-mail is automatically sent to our translator that a page is in need of translation. |

# Appendices

## Appendix 1 Welsh language Board Response to the 2010-11 Report

28/06/2011

John Cook

Communications Manager

Brecon Beacon NPA

Plas y Ffynnon

Cambrian Road

Brecon

LD3 7HP

Dear Mr Cook

**BRECON BEACONS NPA ANNUAL MONITORING REPORT 2010/11**

Thank you for the above report. There are detailed comments attached to this letter.

We are pleased to note that the Welsh language working group has met regularly during the year, and that it supports and advises the member-champion and Welsh language officer. The group will have an important role to play over the coming months as the Authority revises its Welsh Language Scheme. We look forward to discussing the content of the revised scheme with you, and to agreeing on a timetable for implementation that should lead to an improvement in the Welsh language service provided.

We are concerned that the Authority’s website is not available in Welsh, despite commitments made in the Council’s Welsh Language Scheme and in last year’s monitoring report. Arrangements have now been made to address the situation and we trust that they will be implemented promptly.

No significant change was seen in the language skills of staff members; however a reduction in the number of Welsh speakers that work in the main reception has lead to a situation where the Authority can no longer guarantee a Welsh language service there.

The next usual step for us is to hold a feedback meeting in the near future in order to discuss matters that arise from the report and this response. I shall contact the Authority's Language Officer in the near future to arrange the details of the meeting. In the meantime, if you have any queries regarding this letter, you are welcome to contact me.

Yours sincerely,

**Rhodri Roberts**

*Government in Wales Unit*

**Brecon Beacons National Park Authority**

**Welsh Language Scheme Monitoring Report 2010/11**

**Welsh Language Board Response, July 2011**

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| **Section**  | **Comment** |
| **Revision of Welsh Language Scheme** |
|  | Enclosed with this response is a template for use in revising the Authority’s Welsh Language Scheme. Please consider this template and respond by proposing your own draft WLS. The next steps can be considered once the first draft has been submitted.   |
| **Introduction** |
|  | The WLS states that this report is to be approved by the Authority before it is submitted to the Board. Was this procedure followed this year?We are pleased to learn that the working group met regularly during at the beginning of the year. We trust that the group shall convene again shortly to discuss the revised WLS, and that the group will be in a position to submit proposals.  |
| **2.****Compliance with Welsh Language Scheme** |
| Front Line Services  | The current staffing situation dictates that only one Welsh speaker works on the main reception. There exists, therefore, no guarantee of a Welsh language service. In such situations, it is unlikely that the public will have confidence in receiving Welsh language service, and is therefore unlikely to use the language in their dealings with the Authority. A number of organisations now report to the Board on the number of posts designated as having Welsh language skills as ‘essential’ and that are filled with Welsh speakers, organisation wide. Is the Authority in a position to report similarly?We welcome the decision to designate posts in the education field as Welsh ‘essential’.  |
| Learning Welsh | The Authority reported fully on this indicator. It is good to see cooperation between public sector organisations in providing Welsh lessons, and that they are well attended. Will the opportunity to learn Welsh be extended once the current course programme comes to an end? Does the Authority provide an opportunity for those with existing Welsh language skills to develop those skills further?The Welsh Language Board does not provide funding for public bodies to provide Welsh lessons.  |
| Welsh Language Awareness Session | We are pleased to note that raising awareness of the Welsh language and the Authority’s scheme continues to form part of the induction programme. Please provide information on the number of staff that has attended the induction programme.Does the Authority provide any guidance or support to staff on the implementation of the WLS beyond the induction programme? |
| **3.****Performance Indicators** |
| Human Resources | The Authority reported fully on this indicator.The information provided confirms that there has been no significant overall change in the language skills of the workforce. The statistics suggest that the Authority can provide a service in Welsh in situations where it knows in advance the language choice of the service user. It appears that if this is not the case, the Authority would not be able to offer a service in Welsh on most occasions. The Authority’s WLS states that a register of Welsh speaking staff is kept to enable non-Welsh speaking staff to transfer calls from those wishing to receive a Welsh language service. Is this register maintained, and are staff aware of the register’s existence? |
| Complaints | As noted in our response to last year’s report, the absence of complaints does not necessarily equate to satisfaction with the service. Does the Authority have another means of measuring the quality of service provided? |
| **4.****Other Matters** |
| Publications | We are pleased to note that the majority of the Authority’s publications continue to be available bilingually, and that an increase was seen in the number of publications available in Welsh. It disappointing that the Authority does not publish its main publication in Welsh. This matter further can be discussed further as part of our discussions on the revision of the WLS.  |
| Translation | The Authority’s translation agreement with Snowdonia NPA is a positive step forward. It should ensure a consistency in the quality of translation, as well as reducing the administrative procedure of commissioning translations. |
| Website | The absence of a Welsh language version of the website is a serious concern for the Board., especially since the Authority noted in last t year’s report that *“we intend to have the site fully translated during this financial year.”*The revised timetable appears to be reasonable, however we wish to receive clarification on the following matters:1. Will the website be fully bilingual on the completion of translating the various sections in December 2011?
2. Is it the Authority’s intention to translate those parts of the website that updated regularly e.g. “What’s new?”
 |
| Mainstreaming | The Authority has already received a copy of the Board’s guidance documents *‘Advice on Mainstreaming the Welsh Language’*. When considering the revised WLS the Authority should consider adopting a methodology that fits in with the Authority’s corporate arrangements for assessing related matters, such as the equalities. |

## Appendix 2 Equality Act Screening Form

|  |  |  |
| --- | --- | --- |
| **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 effect (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**](file:///C%3A%5CUsers%5Chelenp%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CTemporary%20Internet%20Files%5Chelenp%5CAppData%5CRoaming%5CMicrosoft%5CWord%5CEquality%20impact%20assessment%20Full%20template.doc) **is required**

 **Yes / No**

## Appendix 3 Publications Audit

|  |  |  |
| --- | --- | --- |
|  | **Title** |  **Language** |
| **Brecon Beacons National Park - Retail Publications: 2011-2012** |
| 1 | Explore Llandovery  | Bilingual |
| 2 | Waterfall Country leaflet and pack | bilingual  |
| 3 | The Sugar Loaf from Abergavenny Walk | Bilingual |
| 4 | The Beacons Circuit Walk | Bilingual |
| 5 | Map and Poster of the Park | Bilingual |
| 6 | Llanfoist Wharf from Abergavenny Walk | Bilingual |
| 7 | Pen y Fan and Cribyn from Cwm Gwdi Walk | Bilingual |
| 8 | Wildlife Walks | Separate English and Welsh versions |
| 9 | What to see from the Mountain Centre on foot | English in print form Welsh version is available free on the website. We’re aiming to have the new bilingual redesign ready by September 2012.  |
| 10 | The rise and fall of Penwyllt | Bilingual |
| 11 | Walks from the Mountain Centre | Currently in English only. We’re aiming to have the new bilingual redesign ready by September 2012. |
| 12 | ­Audio Trails  | Recorded in original language with translation available either Welsh to English or vice versa. |
| 13 | The Pocket Guide  | 50,000 English, 1,000 Welsh |
| 14 | Explosive Times – comic book | 20,000 bilingual copies |
| **Tourism 2011-12: free publications** |
| 1 | 2x newsletters | Bilingual twist and turn |
| 2 | beacons bus timetable | Separate leaflets English and Welsh |
| 3 | Offas Dyke Flyer | Separate leaflets English and Welsh |
| 4 | Blaenavon Bus | reprinted bilingually |
| 5 | Weekday travel guide bus timetable | bi lingual |
| 6 | Car Free Days Out – History and Heritage | Bilingual |
| 7 | Car Free Days Out - Parks and Picnics | Bilingual |
| 8 | Car Free Days Out Caches and co-ordinates | Bilingual |
| 9 | Car Free Days OutEasier Access | Bilingual |
| 10 | Family walks by bus | Bilingual |
| 11 | Mountain walks by bus | Bilingual |
| 12 | Travel Guide | Bilingual |
| 13 | Travel Challenge leaflet/entry form | Bilingual |
| 14 | Llandovery Sheep Festival programme      | Bilingual apart from programme which is in English only.  |
| 15 | Llandovery Sheep Festival flyers | Bilingual  |
| 16 | Brecon Arts Week 10 | Bilingual  |
| 17 | Greener Holidays | Bilingual twist and turn |
| 18 | Hay Walking Festival Flyer | Bilingual twist and turn |
| 19 | Crickhowell Open Studios and Galleries Trail | Separate English and Welsh versions |
| 20 | Crickhowell Places of Interest leaflet | Separate English and Welsh versions |
| 21 | Cycling leaflet | Bilingual |
| 22 | Mountain Biking leaflet | Bilingual |
| 23 | Fishing Leaflet - reprinted | bilingual twist & turn |
| 24 | Visitor Guide  | Bilingual cover and intro also info on Welsh lang – body of text in English, full bilingual version available free on our website. |
| 25 | Tourism Conference Flyers | Bilingual |
| 26 | Green Tourism Flyers  | Separate English and Welsh |
| 27 | Training Courses for tourism businesses leaflet | Bilingual twist & turn |
| 28 | Gorge Walking code of conduct | Bilingual  |
| 29 | Tourism operators training course | Bilingual |
| 30 | Bwlch with Altitude (Bwlch gydag Agwedd) leaflet and challenge | Bilingual |
| 31 | Bwlch with Fortitude (Amgylch y Bwlch) | Bilingual |
| 32 | Ride Brecon Beacons | Bilingual |
| 33 | Walks around Talgarth(Teithiau cerdded yn ardal Talgarth) | Bilingual |
| 34 | Canal Food Trail | Separate English and Welsh |
| 35 | Bwlch with Magnitude | Bilingual |
| 36 | Abergavenny Trails & Tales | Separate English and Welsh |
| 37 | Ambassador promotional leaflet | Bilingual |
| 38 | Taste Talgarth | Bilingual |
| 39 | Talgarth a short history & map | Separate English and Welsh |
| **Geopark 2011-12** |
| 40 | Geopark general leaflet | separate leaflets English and Welsh |
| 41 | 2 x Newsletter | bilingual twist & turn |
| 42 | Geopark festival flyers | Separate leaflets English and Welsh |
| 43 | *Ceunentydd Creigiog  /Rocky Ravines* | 3 new bilingual leaflets for the Brynaman area – two free A3 size walks leaflets and one free A2 size general leaflet |
| 44 | *Gwm i Gwm / From Cwm to Cwm* |
| 45 | *Brynaman  a’r Mynydd Du / Brynaman and the Black Mountain* |