

**Brecon Beacons National Park Authority**

**Welsh Language Scheme Monitoring Report**

**2012-2013**

Contents

[1. Achievements 3](#_Toc358018508)

[1. What our report covers 4](#_Toc358018509)

[2. Compliance with the Welsh Language Scheme 4](#_Toc358018510)

[3. Frontline services 5](#_Toc358018511)

[4. Management and administration of the Scheme. 5](#_Toc358018512)

[5. Welsh Language Skills 6](#_Toc358018513)

[6. Mainstreaming the Welsh Language 10](#_Toc358018514)

[6.1 Grant Aid 10](#_Toc358018515)

[6.2 Translation 10](#_Toc358018516)

[6.3 Public Meetings 11](#_Toc358018517)

[7. Other Indicators 11](#_Toc358018518)

[7.1 Publications for Visitors to the National Park 11](#_Toc358018519)

[7.2 Local Development Plan 12](#_Toc358018520)

[Appendices 13](#_Toc358018521)

[Appendix 1 - Response to the Welsh Language Commissioner’s Office’s Comments on the 2011-12 Monitoring Report 13](#_Toc358018522)

[Appendix 2 Welsh Language Commission instructions to Authorities for Monitoring reports 2012-13 16](#_Toc358018523)

[Appendix 3 Publications Audit 17](#_Toc358018524)

# Achievements

This report covers the financial year 2012-13. During this time we have made progress in a number of areas which are highlighted below:

The level of ability in Welsh speaking is above both the local average for the National Park and the national average, with 21% of the whole staff classing themselves as Fluent or Intermediate. A further 12% 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. Anyone submitting a report completes the Equality Act Screening Form. All staff who regularly write committee reports have received training and members have also received strategic training on this requirement.

Education supported the new Dark Skies Reserve designation which the National Park won in 2012 by developing a Dark Skies education programme delivered in both languages.

Our Geopark officer is working with the British Geological Survey to produce a fully bilingual geological map of the Geopark which will be published next year

No complaints were received during the year in question relating to Welsh language.

The new Passport Scheme giving better access to the reservoir’s in the National Park is being delivered bi-lingually with guidelines, signage and the passports themselves produced in Welsh and in English Languages

The National Park Authority’s visual identity including new livery for cars, business cards and uniforms is fully bilingual.

## What our report covers

The Authority’s third Welsh Language Scheme has not yet been signed off by the Welsh Language Commissioner. We have agreed with the Welsh Language Commissioner’s office that we will report against the former scheme, taking account of the requirements laid out in a letter from the Commission on 17 April 2013 (appendix 2) which asks the Authority to report against the following subheadings

* Compliance with the Welsh Language Scheme
* Frontline services
* Management and administration of the scheme
* Welsh Language Skills
* Mainstreaming of the Welsh Language
* Performance Analysis

## Compliance with the Welsh Language Scheme

The most recent Welsh Language Scheme for the Authority is the one which covered 2006-09. Substantial work was completed on a new version of the scheme with the Commissioner’s office during 2012-13. The final draft was approved by the Authority’s committee in September 2012 and it is now with the Commissioner’s office in draft form. They have requested some minor amendments – it will then to be passed to the Commissioner to agree whether it can be approved.

The Authority’s achievements against the Performance Indicators for the 2006 – 09 scheme are listed later in this document.

One of the targets for the new scheme was a review of the requirement for Welsh essential posts across the organisation.  During 2012-13 the Welsh Language Group analysed the posts across the Authority and made proposals to the Corporate Management Team in November.  The Corporate Management Team reviewed the proposals and the current Welsh Essential posts which are designated based on the post holders need to communicate in Welsh.

The 2011census 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. As the statistics published later in this document show the existing system in use at the Authority - which makes Welsh Language ability a desirable quality for recruitment across many of the posts - has been reasonably successful in attracting Welsh speakers to a higher level than the national average, with 21% of the whole staff classing themselves as Fluent or Intermediate .

Accordingly the Management Team decided to retain the existing system but to review it annually to ensure that the Authority can offer its services in the Welsh Language when required.

## Frontline services

|  |  |  |
| --- | --- | --- |
| **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) Both of the reception jobs, are designated Welsh Essential. Since 2010-11, one post has been filled by a fluent Welsh speaker and the second post by a Welsh Learner who had been redeployed. One member of staff who covers Reception on a regular basis is a fluent Welsh speaker and all other staff who cover reception when the two permanent staff are not available) were trained to:* answer calls bilingually
* when a Welsh speaker calls passing the call on to a member of staff on the pool list of Welsh speakers

It is worth noting (though outside the period covered by this monitoring report) that, in anticipation of a forthcoming retirement, the Authority has successfully recruited a fluent Welsh speaker for the second receptionist post. |
| 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 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. |

## Management and administration of the Scheme.

|  |  |  |
| --- | --- | --- |
| **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** |
| 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. |

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| --- | --- | --- |
| **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 20 June 2013.  |

No complaints were received during the year in question relating to Welsh language.

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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** |
| A project to make the authority’s main website fully bilingual completed in 2012. On completion of the project arrangements for translating new and updated pages were made as follows: * The system e-mails our Website Project Manager when a page has been created or updated.
* The Website Project Manager then passes this information on to our translators.

Unfortunately the second part of this process was not followed during 2012-13. However since the emails indicating changes to the site were created it is now our intention to get the changes which were made translated and input into the site before the end of the current 2013-14 financial year.We will pursue the original goal outlined last yer that when a page is created or updated an e-mail is automatically sent to our translator that a page is in need of translation.  |

## Welsh Language Skills

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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 the year 19 staff attended Welsh Language Training – of these 9 attended a course for beginners and 8 attended a course for intermediate learners – both courses were offered with Powys County Council during work hours, however 3 of the Intermediate learners undertook their learning as an evening course which was paid for by the Authority. A trainee warden and the learner receptionist post received intensive training in recognition that their posts would particularly benefit from improving Welsh. . |

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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 2012-13 sixteen new staff started and all received the induction programme. |

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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 we are happy to report that we improved on last year’s data collection and in total we gathered data from all 137 members of staff (100%). In order to compare with previous results the survey is based on actual head-count rather than number of posts. In 2012-13 there were fewer learners (12% down from 15%) and an increase in basic and non speaking staff (67% up from 61%). The number of Intermediate ability staff rose slightly and the number of Fluent staff dropped - overall the combined percentage for Intermediate + Fluent was 29%, the preceding year it was 30%. The number of Welsh qualifications among the staff stood at 27% a 1.3% reduction on the previous year. |
|  | **Non Speaker** | **Basic** | **Learner** | **Intermediate** | **Fluent** | **Unknown** | **Welsh Qualifications** |
| **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%** | **0%** | 27% of staff had a Welsh language qualification |
| **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 |

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| The number and % of staff who were able to speak welsh by **service provision** : |
| **Planning (33 staff)** |
|  | **Non Speaker** | **Basic** | **Learner** | **Intermediate** | **Fluent** | **Unknown** |
| **Number of individual staff 2012-13** | 14 | 9 | 1 | 4 | 5 | 0 |
| **% of staff within directorate 2012-13** | 42% | 27% | 3% | 12% | 15% | 0.00% |
| **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% |
| Planning showed an increase in the number of non-speakers and a loss of learners. This was to some extent the result of substantial turnover in the Department to cover maternity absence. There was a decrease in the number of Fluent welsh speakers but an improvement in the Intermediate figures - overall 27% of staff classified themselves as Fluent or Intermediate. |
| **Countryside (76 staff)** |
|  | **Non Speaker** | **Basic** | **Learner** | **Intermediate** | **Fluent** | **Unknown** |
| **Number of individual staff 2012-13** | 17 | 31 | 10 | 6 | 12 |  |
| **% of staff within directorate 2012-13** | 22% | 41% | 13% | 8% | 12% |  |
| **Number of individual staff 2011-12** | 15 | 28 | 11 | 6 | 12 | 4 |
| **% of staff in directorate 2011-12** | 19.7% | 36.8% | 14.5% | 7. 9% | 15.8% | 5.3% |
| Welsh ability in Countryside was slightly down on the previous year, there was a drop in numbers learning and numbers of fluent speakers, and a small increase in non speakers. There was an improvement in numbers who could offer some basic welsh (41%) . The combined total for Intermediate and Fluent was 20% this year- 23.7% last year. |
| **Chief Executives Office (27 staff)** |
|  | **Non Speaker** | **Basic** | **Learner** | **Intermediate** | **Fluent** | **Unknown** |
| **Number of individual staff 2012-13** | 10 | 8 | 7 | 0 | 2 |  |
| **% of staff within directorate 2012-13** | 37% | 30% | 26% | 0% | 7% |  |
| **Number of individual staff 2011-12** | 12 | 7 | 5 | 1 | 2 | 0 |
| **% of staff in directorate 2011-12** | 44.4% | 25.9% | 18.5% | 3.7% | 7.4% | 0.00% |
| The Chief Executive’s office saw a slight improvement with a drop in non-speakers and a rise in learners – numbers of Intermediate dropped and Fluent speakers remained the same leaving an overall combined total for Intermediate and Fluent as 7% this year – 11.1% the year before(although this was only a drop of 1 individual)  |

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| The number and % of staff who were able to speak welsh by **grade** are as follows: |
| **2012-13 Results** |
|  | **Non Speaker** | **Basic** | **Learner** | **Intermediate** | **Fluent** | **Unknown** |
| **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% |  |  |
| **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% |
| The combined percentages for fluent and intermediate learners remained the same as last year for grades 1 – 8 at 22%, for grades 9-11 at 26% but dropped by 5% to 5% (or one person) for grades 12+ . |

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| The number and % of staff who were able to speak welsh by **workplace** are as follows: |
| **2012-13 Results** |
|  | **Non Speaker** | **Basic** | **Learner** | **Intermediate** | **Fluent** | **Unknown** |
| **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% |  |  |
| **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% |
| The figures for those in the Authority’s HQ who were confident to speak in welsh (intermediate and fluent) remained the same as last year at 21%. The wardens remained at 4 people but the percentage dropped to 24% from 27% because two non –Welsh speakers joined the wardening team. 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 were more or less the same as the preceding year with 20% fluent and intermediate this year and 22% the year before. |

## Mainstreaming the Welsh Language

### 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** |
| The Sustainable Development Officer has explained that although there is still not a direct question on the form, they have dealt with it in a different way and it makes up one of the conditions of any grant that the languages be treated with equality. The panel have taken an active role in ensuring that the Welsh Language is given equality and even increased the money for individual grants available to achieve this and ensure that everything produced under the auspices of the scheme has been translated. They have provided me with an example of a letter reflecting the board’s deliberations and instructing an applicant to produce their website in Welsh as well as English, they have also given me a brochure which the Fund paid to have translated. (both can be made available if required). During the financial year 2013-14 the team have amended the form as well so that the question mentioned above is included on the form. |

### 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. During 2013-14 the Authority accepted an invitation from the Welsh Government to take part in the Pan-Wales procurement framework which is due to conclude in August 2013. |

### 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** |
| As reported last year the Chairman continues to open all full Authority meetings bilingually. Members are made fully aware that they can make their contributions in the language of their choosing. |

## Other Indicators

### Publications for Visitors to the National Park

|  |  |  |
| --- | --- | --- |
| **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 –the publications list tends to be similiar across a number of years. As well as publications the Authority produce other graphic design projects which are seen by visitors and residents. The following were published during 2012-13 and were fully bilingual:The following design projects in 2012 were; Splash Project – o Brecon Beacons Reservoir Passport Scheme(Passports/Guidelines/Signage)o Beacons Water Trail (Signage + Waymarkers) Brecon Bus interchange – Information Signs (Brecon bus station)'Walks From National Park Visitor Centre' BookletLlangasty Bird Hide (Interpretation signage)Bwa Maen Interpretation signYstradfellte Interpretation signDark Skies: a new Logo was developed plus Pop Up StandsGeopark - Newsletters/Visitor Guide/Festival marketing/Walks leafletsBrecon Beacons National Park Authority run Festivals and Family Fun Days promotional material (Food Fest/Summer Fayre/Party in the Park) – advertising and postersCertificates for the Ambassador Scheme and Tourism ChampionsCraig y Nos Country Park - signage for the pay and display stands, the Hibbert Room and an Orienteering MapThe Brecon Beacons presence at the Royal Welsh Show including T shirts and standsNational Park Visitor Centres Leaflet and promotional advertisingThe Authority also produced the following bilingually:All new livery/uniforms/business cards/ID CardsAn Adventure Journal (Education) The Authority’s Annual Report on the Improvement Plan – pt 1 & 2The National Parks of Wales Social Inclusion and Child Poverty Strategy and Action Plan 2012-1Community Council Charter – a joint charter with county councils across the National Park. |

### Local Development Plan

|  |  |  |
| --- | --- | --- |
| **Performance Indicator** | **Details** | **Responsibility** |
| Local Development Plan (LDP) | The effect of development on the Welsh language is will be a consideration of the LDP.  | LDP team |
| **Update** |
| The policy described in last years’ monitoring report remains in the Local Development Plan – (LDP). Conserving and enhancing cultural heritage including the Welsh Language forms part of the objectives for the Local Development Plan which is now in the final stages of consideration and which we hope will be adopted later this year.  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. 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 anticipates that the LDP will be adopted for use in development control decisions by 2014. |

# Appendices

## Appendix 1 - Response to the Welsh Language Commissioner’s Office’s Comments on the 2011-12 Monitoring Report

|  |  |  |
| --- | --- | --- |
| No. | Welsh Language Commission list of action required | Brecon Beacons National Park Authority Response: |
| 2.1.1 | Explain the arrangements that exist to ensure objectivity in the undertaking of the assessments. Has the Authority considered a role for the Welsh Language working group in the process?  | 1. All Line Managers and all employees who have to produce reports to committees for the Nation Park Authority, Audit and Scrutiny and Planning and Rights of Way have been trained in undertaking Equality Impact Assessments and the Welsh Language is considered under this scheme.
2. Members have received awareness training from the Wales Local Government Association of the requirements under Equality Act and the Authority approved the Strategic Equality Scheme in March 2012.
3. WL group can undertake random spot checks to assess impact or understanding for those completed.
 |
| 2.1.2 | The Welsh language scheme commits the Authority to ensure that organizations and individuals that receive financial support or grant aid will operate bilingually in their activities and events. The Authority is expected to act accordingly. Explain the steps that the Authority is taking to ensure compliance with this clause.  | The Authority’s Sustainable Development Fund (SDF) grant awards actively promote Welsh Language use. Applicant must consider the Welsh language under the core criteria of our Sustainable Development Fund grant fund application form under Core Criteria 6. Examples this year include a grant awarded to The Green Valleys (community energy) project website which specifically detailed requirement for bilingual information, and Grants Panel minutes record approval of additional expenditure to enable this. Some projects are specifically in Welsh language eg recent grant award to Merched y Wawr. |
| 2.3.1 | We note that the warden’s post (4 posts) and education officer posts (1 post) in the west of the park have been designated as ‘Welsh essential’. Explain the Welsh language requirements of warden and education officer posts in the east of the park, and how those requirements were determined.  | The Warden’s in the east of the park predominantly serve an English speaking public and therefore whilst the English is the primary language Welsh was deemed as a desirable criteria. |
| 2.3.2DP2(a) | Has the Authority considered providing training for those staff who wish to strengthen their existing Welsh language skills.  | The Authority currently supports staff to continue their Welsh language training through night school classes and by granting time off during the working day to attend in house Welsh language classes in which staff from Powys County Council attend also. |
| 2.3.2DP2(b) | The Authority reported fully on this indicator. **The number and % of staff that have received language awareness training.** 10 staff received language awareness training as part of the induction program. Has the Authority considered providing further language awareness session beyond the induction program?  | The Authority currently offers in house weekly Welsh language classes within the workplace and supports staff to attend night school classes. |
| 2.3.2DP3 | Many Authorities now report on the number of posts designated as ‘Welsh essential’ and filled by Welsh speakers for the whole organization. Is the Authority in a position to report in the same way? Explain the arrangements that exist to determine the linguistic designation of posts that become vacant and advertised. Provide the number of posts advertised during the reporting period, and the number of those posts that were designated as ‘Welsh essential’.  | Yes.

|  |  |  |  |
| --- | --- | --- | --- |
| Post |  |  |  |
|  | No. | Fluent | % |
| Area Wardens | 3 | 2 | 67 |
| Education Officers | 1 | 1 | 100 |
| Reception | 2 | 1 | 50 |
|  |  |  |  |

The linguistic determination is dependent on the geographic area in the National park the role is required. In the west of the Park with the larger proportion of 1st language Welsh speakers the posts are designated as Welsh essential. For all other roles within the Authority the requirement is desirable.During 2011-12 one post has been advertised as Welsh essential – Education officer. One application received |
| 2.3.3DP4 | Explain whether the complaint was dealt with in accordance with corporate standards e.g. target response time etc  | Yes – the complaint of 25th October 2011 was dealt with in accordance with our official complaints procedure. It was logged, reported and responded to within the requisite timescales.  |
| 2.4.1 | We note that the *Visitor Guide*, the Authority’s main visitor publication, is only available in Welsh on the website. Explain why the Authority does not publish the Welsh version of this publication in hard copy form.  | The approach was agreed by the Welsh Language Board with Jo Maurice and was understood to be an acceptable compromise at that time. |
| 2.4.3 | Explain how the procedures developed shall ensure that new or revised English pages do not appear on the website before the Welsh version.  | An email notification will be sent to external translators whenever a new item of content is created (or edited) in either Welsh or English. The content item can then be held in an unpublished state until a translation is completed. It can then be published in both languages simultaneously. Content managers, however, will still have the ability to publish in one language in instances where the public interest is best served by having the information available as quickly as possible. An example of such an occurrence would be the recent closure of Llangors Lake due to an overgrowth of algae (i.e. a public health risk). |

## Appendix 2 Welsh Language Commission instructions to Authorities for Monitoring reports 2012-13

*[Local Authority Welsh Language Officers]*

*17* April 2013

Dear Colleague

**Comisi ynydd y**

**Gymraeg**

**Welsh Language**

**Commissioner**

**Welsh Language Scheme - performance reporting arrangements in 2013**

As you are aware, we are currently going through a period of change which will result, in due course, in language schemes being replaced by standards relating to the Welsh language. Managing the change and ensuring that Welsh language services continue to increase and i mprove will be a challenge both to service providers and to the Commissioner. We will be contacting you in the near future about the next steps with regard to the standards.

In the meantime, local authorities will conti nue to implement their current Welsh language schemes. We will not expect authorities to revise thei r schemes before the standards come into force (unless circumstances change), but the performance reporting and monitoring arrangements will continue.

As usual, we will expect to receive an annual monitoring report on the previous fi nancial year by the end of June. If your authority is unable to meet this timetable we request that you inform us in writing as soon as possible before the end of June explaining the reasons for the delay and providing a new date.

Monitoring reports should be submitted formally and in their finalised form. We ex pect the report to have been discussed and agreed upon via the authority's committee and internal scrutiny arrangements before being submitted to the Commissioner. We consider the

Comisiynydd y Gymraeg

Siambrau'r Farchnad

5- 7 Heol Egl wys Fair

Caerd ydd CF10 1AT

Welsh Language Commissioner

Market Chambers

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0845 6033 221

post@comisiynyddygymraeg.org

Croesewir gohebiaeth yn y Gymraeg a'r Saesneg

0845 6033 221 post@welshlanguagecommi ssioner.org Correspondence welcomed in Welsh and English

comisiynyddygy mraeg.org welshlanguagecommissioner.org

Comisiynydd y

Gymraeg

Welsh Language

Commissioner

reports to be public documents and our response to the report will be published on our website. This is the same arrangement as the one followed last year.

The monitoring report is expected to contain information and evidence under previously agreed headings and as reported on last year. The headings are listed below and under each item we have highlighted some issues identified as a priority following last year's monitoring process. Wherever possible we ask you to provide information on these issues in the report; otherwise we will pursue this in our response to the report.

1. Compliance with the Welsh Language Scheme

a. report against each target within the timetable or action plan

b. this could also include supplementary targets such as those resulting from

complaints or investigations

2. Frontline services

a. data and information with regard to language skills and provision in reception

areas and contact centres

3. Management and Administration of the Scheme

a. report on requirements in relation to the Welsh language in contracts and an

explanation of any arrangements to review or strengthen the consideration

given to the Welsh language

b. evidence that there are robust governance and internal scrutiny

arrangements in place for the language scheme

c. information on the extent to which departmental business plans relate to the

language scheme and including appropriate references and targets

d. summary of valid complaints received and action taken

e. evidence of arrangements for ensuring the quality of Welsh language content on the corporate website *I* plans for increasing and improving Welsh

language content

4. Welsh Language skills

a . better information on the workforce's Welsh language skills and a report on

the data

b. evidence of investment in Welsh language training and an explanation of

other action taken to improve workforce skills during a period of constraints

on external recruitment

c. evidence of improvement in the provision of language awareness training

5. Mainstreaming the Welsh Language

a. information on arrangements for assessing the impact of policies on the

Welsh language and any action taken to review arrangements to ensure

appropriate assessments are conducted

b. information on any action taken to promote the wider use of Welsh

6. Performance Analysis

a. identify risks and priorities for next year

b. examples of relevant good practice

c. evidence of efforts to monitor the quality of Welsh language services and *I* or

service user surveys.

**Comisiynydd y**

**Gymraeg**

**Welsh Language**

**Commissioner**

We also expect you to continue to provide data on the agreed language indicators (a list is provided in appendix 1). Finally, and as a result of discussions that took place during last year's monitoring process, it is possible that there will be local and specific requirements to provide information to the Commissioner.

If you have any questions about the contents of this letter, please do not hesitate to contact me, or your usual contact officer in the Commissioner's office.

Yours sincerely



**Dyfan Sion**

On behalf of the Welsh Language Commissioner

Comisiynydd y

Gymraeg

Welsh language

Commissioner

Appendix 1

Welsh language scheme performance indicators

1. Services on contract - The percentage of a sample of monitored contracts that comply with the requirements of the Language Scheme.

2. Face-to-face service - The number and percentage of posts in the main reception area, contact centre or one-stop-shop designated as being Welsh essential and the percentage of those filled by bilingual speakers.

3. Human Resources and Skills (1) -The number and percentage of staff (Welsh speakers and learners) who have received training in the Welsh language to a specific level of competence.

4. Human Resources and Skills (2) - The number and percentage of staff who have received language awareness training.

5. Human Resources, Equality and Diversity - The number and percentage of staff in the organization's service who can speak Welsh (excluding teachers and school staff , if relevant)

i. by service department

ii. according to grade of post

iii. per workplace (office, centre and main area offices).

6. Standard of Service - Number of complaints received concerning the implementation of the language scheme and the percentage of complaints dealt with in accordance with the organization's corporate standards.

## Appendix 3 Publications Audit

|  |  |  |
| --- | --- | --- |
|  | **Title** |  **Language** |
| **Brecon Beacons National Park - Retail Publications: 2011-2012** |
| 1 | Waterfall Country leaflet and pack | bilingual  |
| 2 | The Sugar Loaf from Abergavenny Walk | Bilingual |
| 3 | The Beacons Circuit Walk | Bilingual |
| 4 | Map and Poster of the Park | Bilingual |
| 5 | Llanfoist Wharf from Abergavenny Walk | Bilingual |
| 6 | Pen y Fan and Cribyn from Cwm Gwdi Walk | Bilingual |
| 7 | Wildlife Walks | Separate English and Welsh versions |
| 8 | What to see from the Mountain Centre on foot | This leaflet is being redesigned bilingually ready for the new season.  |
| 9 | The rise and fall of Penwyllt | Bilingual |
| 10 | Walks from the Mountain Centre | Separate English and Welsh versions now available  |
| 11 | ­Audio Trails  | Recorded in original language with translation available either Welsh to English or vice versa. |
| 12 | The Pocket Guide  | 50,000 English, 1,000 Welsh |
| 13 | Explosive Times – comic book | 20,000 bilingual copies |
| **Tourism 2012-13: 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 (Oct 2012) | Bilingual twist and turn |
| 19 | Hay Walking Festival Programme(Oct 2012) | Separate English and Welsh versions |
| 20 | Crickhowell Open Studios and Galleries Trail | Separate English and Welsh versions |
| 21 | Crickhowell Places of Interest leaflet | Separate English and Welsh versions |
| 22 | Cycling leaflet | Bilingual |
| 23 | Mountain Biking leaflet | Bilingual |
| 24 | Fishing Leaflet - reprinted | bilingual twist & turn |
| 25 | Visitor Guide 2013 | Body of text in English, Welsh version available free on website. |
| 26 | Tourism Conference Flyers | Bilingual |
| 27 | Green Tourism Flyers  | Separate English and Welsh |
| 28 | Training Courses for tourism businesses leaflet | Bilingual twist & turn |
| 29 | Gorge Walking code of conduct | Bilingual  |
| 30 | Tourism operators training course | Bilingual |
| 31 | Bwlch with Altitude (Bwlch gydag Agwedd) leaflet and challenge | Bilingual |
| 32 | Bwlch with Fortitude (Amgylch y Bwlch) | Bilingual |
| 33 | Ride Brecon Beacons | Bilingual |
| 34 | Walks around Talgarth(Teithiau cerdded yn ardal Talgarth) | Bilingual |
| 35 | Canal Food Trail | Separate English and Welsh |
| 36 | Bwlch with Magnitude | Bilingual |
| 37 | Abergavenny Trails & Tales | Separate English and Welsh |
| 38 | Ambassador promotional leaflet | Bilingual |
| 39 | Taste Talgarth | Bilingual |
| 40 | Talgarth a short history & map | Separate English and Welsh |
| 41 | Witches Pool Challenge/Talgarth Walking Festival March 2012 - flyer | Bilingual |
| Geopark 2012-13 |
| 42 | Geopark general leaflet | separate leaflets English and Welsh |
| 43 | 2 x Newsletter | bilingual twist & turn |
| 44 | Geopark festival flyers | Separate leaflets English and Welsh |
| 45 | *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 |
| 46 | *Gwm i Gwm / From Cwm to Cwm* |
| 47 | *Brynaman  a’r Mynydd Du / Brynaman and the Black Mountain* |