



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>

- The Brecon Beacons National Park Authority has set up a Framework Agreement for translation services for five years 2020 – 2025 which includes six translation companies.
- 1170 young people benefitted from education about the Park through the medium of Welsh.
- There have been no complaints regarding the Welsh Language during 2019/20.
- Guidelines on how to plan and integrate Welsh language requirements into projects and work have been adopted.
- Skills levels in spoken, written and reading Welsh consistent with ALTE levels have been adopted as part of the Authority's recruitment policy.
- This annual report is produced to meet the requirement of the Standards and has been agreed by the Brecon Beacons National Park Authority on 26 June 2020. It will be published on the Authority's website on 30 June 2020.

Standard Number	Class of Standard	Summary of Standards/Progress Update
Correspondence (Standards 1-7)	Service Delivery	<p>The requirements of the service standards for correspondence determine that:</p> <ul style="list-style-type: none"> <li>• Welsh correspondence is replied to in Welsh</li> <li>• A record of those people requiring correspondence in Welsh is maintained by each department.</li> <li>• Where it is unclear whether the recipient would like to receive a Welsh version of correspondence letters and emails are sent bilingually.</li> <li>• The Welsh Language is treated equally with the English Language</li> <li>• Correspondence, publications &amp; 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.</li> <li>• During 2019/20 0 letters were received in Welsh only.</li> </ul>
Telephone Calls (Standards 8-22)	Service Delivery	<p>The requirements of the telephone language service determine that:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Staff provide a Welsh Language greeting and deal with calls in Welsh as far as is possible. All staff will be required to follow the free Work Welsh Welcome 10 hour online course.</li> <li>• Staff are aware of the Welsh speaking staff available within their department.</li> </ul>
Meetings (Standards 24-34)	Service Delivery	<p>For meetings</p> <ul style="list-style-type: none"> <li>• With an individual we ask if they would like to use Welsh and if they say yes we will hire a translation service.</li> <li>• With a group we ask people if they would like to use Welsh and if more than 10% would we provide a translation service.</li> <li>• For public meetings the advertisement or invite asks people to notify us by a specified date beforehand if they would like to use Welsh and if anyone comes back with that request we provide a translation service.</li> <li>• Guest speakers are also asked if they wish to present in Welsh.</li> <li>• If there are Welsh speakers at a public meeting the visual presentations must be bilingual.</li> </ul>

Public Events (Standards 35-38)	Service Delivery	All public events which we organize or fund at least 50% are 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 all bilingual and published simultaneously via 'modern.gov.uk'.
Documents Produced (Standards 42-45 & 47-51)	Service Delivery	<ul style="list-style-type: none"> <li>• All brochures, leaflets and pamphlets are produced bilingually</li> <li>• Other documents produced bilingually include:- <ul style="list-style-type: none"> <li>- Policies, strategies, annual reports and corporate plans</li> <li>- Guidelines &amp; codes of practice</li> <li>- Consultation papers</li> <li>- Rules provided to the public</li> </ul> </li> </ul> <p>Where separate Welsh &amp; English versions are produced the English version states that a Welsh version is available.</p>
Press Statements (Standard 46)	Service Delivery	Press Statements are produced bilingually.
Websites & Social Media (Standards 52-59)	Service Delivery	The Authority and Brecon Beacons destination websites are both fully bilingual. The Authority also has a Welsh facebook page with 192 followers and a twitter feed which has 224 followers. Apps for external use by members of the public or by volunteers are produced bilingually.
Self-service Machines (Standard 60)	Service Delivery	Instructions on self-service machines are bilingual.
Signage (Standards 61-63)	Service Delivery	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 Authority's grant fund, the Sustainable Development Fund encourages applications in Welsh via the Expression of Interest and Applications forms and applying in Welsh does not lead to a delay for applicants. All information regarding the grant is available bilingually and the use of Welsh in project descriptions and assessments is a criterion.
Tenders (Standards 76-80)	Service Delivery	Tenders are issued in Welsh if the subject matter suggests that they should be produced in Welsh or the expected audience suggests that it should be in Welsh. The newly appointed Welsh Language Officer is developing guidance in relation to this with the BBNPA Finance Manager.
Other (Standards 81-87)	Service Delivery	Our education service promotes sessions in Welsh and sessions through the medium of Welsh are regularly provided. A total of 1170 children benefitted from learning about the National Park through the medium of Welsh in 2019/20 which equates to 20% of all pupils the education service interacted with. This is a 7% decrease on the previous year. Amongst the 90 people who actively volunteer for the National Park there are 7 beginner level Welsh learners, 2 intermediate level and 2 fluent Welsh speakers. Our corporate identity is fully bilingual.
Policy Making (Standards 88-93 & 95-97)	Policy Making	The Authority has adopted guidelines on incorporating the promotion of the use of the Welsh language when planning projects. All decisions are assessed for their impact on the Welsh Language through the use of the Single Integrated Assessment Form. In 2019/20 0 policies were developed which had an impact on the Welsh Language.
Welsh in the Workplace (Standard 98)	Operational	A policy for using & promoting Welsh in the Workplace was developed in consultation with staff and 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 (Standards 120-126)	Operational	The Authority is exploring the option of purchasing Cysgair/Cysill which includes an Authority wide multiple licence so that several members of staff can use it on their machines.
Welsh Language Skills of Staff (Standards 127-131 & 151-152)	Operational	The Authority is in the process of adopting defined Welsh Language Skills levels in spoken, written and reading Welsh consistent with ALTE levels as part of the Authority's recruitment policy. 7 members of staff attended courses to learn Welsh in 2019/20
Welsh Language Awareness Courses (Standards 132-133)	Operational	The Authority is in the process of rolling out a programme of Welsh Language Awareness courses for all staff and members of the Authority regarding developments in the way the Authority incorporates the Welsh Language into its work. The Authority has produced a user-friendly flier/poster as a handy guide which outlines the requirements of our Welsh Language Standards to raise awareness and help with induction of new members of staff.
Email Signatures (Standards 134-135)	Operational	Staff have been supplied with bilingual job titles and Welsh speakers have received the Work Welsh logo.
Recruitment (Standards 136-140 & 153-154)	Operational	All jobs were assessed and the requirement for Welsh language skills categorized: a) Welsh language skills essential b) Welsh language skills needs to be learned when appointed c) Welsh Language skills are desirable. d) Welsh Language skills are not necessary. During 2019/20 11 vacant posts were assessed and 1 was categorized as Welsh essential. New skills levels in spoken, written and reading Welsh consistent with ALTE levels have been adopted as part of the Authority's recruitment policy and will be applied to new vacant posts from May 2020 onwards.
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 regarding how the Authority will be promoting the use of the Welsh Language within the National Park boundaries which is published on our website, is in the process of being reviewed and will include a new action plan.

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 2019 to 2020. 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 Corporate Governance Team and the Brecon Beacons National Park Authority.