#

#

#

**Welsh Language Commissioner Standards Investigation:**Questionnaire

**Section 1 – General**

**1.** Full name of the organization:

Pembrokeshire Coast National Park Authority

**2.** Type of organization:

Free-standing single purpose local authority

**3.** Which geographical area is served by the organization?

Pembrokeshire (part)

**4.** Provide a description of the organization's main duties.

The National Park Authority was established under the Environment Act 1995 as a free-standing single purpose local authority. Its purposes, which are defined under the Act, are:

1. To conserve and enhance the natural beauty, wildlife and cultural heritage of the National Park, and

2. To promote opportunities for the enjoyment and understanding of the special qualities of the area by the public.

The Authority also has a duty to seek to foster the economic and social well-being of the communities within the National Park.

As a local planning authority, we are responsible for producing the National Park Management Plan and the Local Development Plan, and determine planning applications for the whole of the National Park area.

**5.** What is the location of the organization's headquarters and main regional offices?

Llanion Park, Pembroke Dock, Pembrokeshire SA72 6DY

**6.** Does the organization have other administration offices?

Yes [ ] No [✓]

If 'yes', where are the organization's other administration offices located?

N/A

**7.** Apart from the administration offices previously noted, list all other public buildings within the organization's boundaries and responsibilities which are open to the public
or a section of the public e.g. day care home, leisure centre etc

Oriel y Parc, St Davids, Haverfordwest, Pembrokeshire SA62 6NW;

Newport Visitor Centre, 2 Bank Cottages, Newport, Pembrokeshire SA42 0TN;

Tenby Visitor Centre, Ruabon House, South Parade, Tenby, Pembrokeshire SA70 7DL;

Castell Henllys Iron Age Fort, Meline, Nr Crymych, Pembrokeshire SA41 3UT;

Carew Castle and Mill, Carew, Nr Tenby, Pembrokeshire SA70 8SL.

**8.** How many employees work for the organization?

The Authority employs 164 staff.

**9.** How many of those employees have Welsh language skills?
(note fluency levels if known)

Of the 164 staff, 24 (15%) speak Welsh fluently, while 19 (12%)

are learning, or do not class themselves as fluent Welsh speakers.

**10.** Please provide information and/or evidence regarding the institutional arrangements the organization has in place to support and lead the work of planning Welsh language services and to comply with the current Welsh language scheme's requirements.

All staff are aware of the Authority’s Welsh Language Scheme, and raising awareness of its existence is part of a new employee’s induction. The Administration and Democratic Services Manager is responsible for the day to day running of the Scheme.

The Welsh Language Scheme Annual Monitoring Report is reported to the National Park Authority each year for comment/adoption prior to its submission to the Welsh Language Commissioner.

Performance against the new Standards will be monitored by the Audit and Corporate Services Review Committee and, through that, to the full Authority.

eiao

**11.** Please provide information and/or evidence regarding any facility the organization has to support the use of the Welsh language.

**Section 2 – Service delivery standards**

Written translation services are provided externally by qualified translators.

Mobile simultaneous translation services are provided externally by qualified translators when required.

The Cysgeir/Cysill programme is provided to all staff who request it, as is the Microsoft Office Welsh language PC interface.

Course/tutor fees are paid by the Authority to those staff who want to learn/improve their Welsh language skills.

**Activity 1: Correspondence
12.** Does the organization carry out the activity in question?

Yes [✓] No [ ]

**13.** Does the organization carry out the activity in question in Welsh?

Yes [✓] No [ ]

**Proposed standards for correspondence [1-8]**

**14.** If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

We already comply with Standards 1 – 7 (Section 4.1 of our Welsh Language Scheme refers). Our official letterhead states that we welcome correspondence in English and Welsh, and Section 4.1.4 of our Welsh Language Scheme stipulates that our target times for replying to correspondence in Welsh are exactly the same as for replying to correspondence in English.

Those staff who are comfortable in corresponding in Welsh already include a statement to that effect in their electronic signature. It is considered that including such a statement on **all** electronic signatures could create confusion as it gives the impression that the officer concerned is a Welsh speaker. However, this would be possible if suitable wording was agreed to enable correspondents to identify the staff member concerned as a Welsh learner or non-Welsh speaker.

See Appendix 1 for evidence.

**15.** Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [✓] in relation to Standards 1-7 No [X] in relation to Standard 8

If ‘No’, please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

We already make it clear on our official letterhead that we welcome correspondence in both English and Welsh. However, to have to include a further statement in relation to delays would take up more space and, as both languages are treated equally in any case, we consider there is no need to publish a statement to this effect. In addition, although the Authority increasingly operates electronically, we still print correspondence on our official letterhead, and to have to change that would not only be costly, but would render our current batch of letterheads unusable.

While we already comply with parts of Standard 8 (as referred to above), and would agree to putting a statement on our website to the effect that we welcome correspondence in English and Welsh, we consider that requiring the Authority to comply with Standard 8 as it currently stands is unreasonable and disproportionate because of the cost involved in changing all our paperwork to comply with the Standard.

**Activity 2: Telephone calls**

**16.** Does the organization carry out the activity in question?

Yes [✓] No [ ]

**17.** Does the organization carry out the activity in question in Welsh?

Yes [✓] in the main (see below) No [ ]

**Proposed standards for telephone calls [9-18]
18.** If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

Incoming calls to the Authority’s switchboard are answered bilingually by Customer Services staff. Having said this, we only have one fluent Welsh speaker and two Welsh learners on the Customer Services team, therefore providing a fully bilingual service is extremely difficult on occasion – particularly taking leave commitments and sickness absence into account – and the staff used to cover those absences are not Welsh speakers. We have repeatedly explained to the former Welsh Language Board and the Welsh Language Commissioner the difficulties experienced in recruiting bilingual staff to any posts within the Authority, but particularly to the Customer Service team.

However, Customer Services staff have access to the internal phone list, which identifies all Welsh speakers in the Authority and identifies whether they’re available to help in the event of no Welsh speaker being available on the switchboard.

The switchboard answering service is fully bilingual.

**19.** Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [✓] in relation to Standards 9, 10, 13 and 15, albeit with the above-mentioned proviso, and Standards 11, 12, 14 and 17

No [X] in relation to Standards 16 and 18

If ‘No’, please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

We already make it clear on our official letterhead that we welcome correspondence in both English and Welsh. However, to have to include a further statement in relation to delays would take up more space and, as both languages are treated equally in any case, we consider there is no need to publish a statement to this effect. In addition, although the Authority increasingly operates electronically, we still print correspondence on our official letterhead, and to have to change that would not only be costly, but would render our current batch of letterheads unusable.

While we already comply with parts of Standard 16 (as referred to above), and would agree to putting a statement on our website to the effect that we welcome correspondence in English and Welsh, we consider that requiring the Authority to comply with Standard 16 as it currently stands is unreasonable and disproportionate because of the cost involved in changing all our paperwork to comply with the Standard.

The Authority does not use an automated telephone system to guide members of the public through a set procedure (Standard 18 refers).

**Activity 3: Help-lines and call-centres**

**20.** Does the organization carry out the activity in question?

Yes [ ] No [X]

**21.** Does the organization carry out the activity in question in Welsh?

Yes [ ] No [ ]

**Proposed standards for help-lines and call-centres [19-29]**

**22.** If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

**23.** Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [ ] No [ ]

If ‘No’, please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

**Activity 4: Personal meetings**

**24.** Does the organization carry out the activity in question?

Yes [✓] No [ ]

**25.** Does the organization carry out the activity in question in Welsh?

Yes [✓] No [ ]

**Proposed standards for personal meetings [26-29]**

**26.** If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

Standard 27 – we have arranged personal meetings in Welsh when requested (Section 4.4 of our Welsh Language Scheme refers). These meetings have not required translation facilities as the officers involved have been Welsh speakers.

We would have established **informally** beforehand whether the person(s) being met wished to conduct the meeting in Welsh (Standard 28) as arrangements would have to be made for a translator and equipment to be bought in to facilitate this. However, this can lead to delays in arranging the meeting if a translator is not available. We have been asked once since 1996 (when the Authority was established) to provide both a Welsh-English and English-Welsh simultaneous translation service. Anecdotal evidence from qualified translators who provide simultaneous translation services indicates that translating from English to Welsh is a rare occurrence.

The same applies with Standard 29, although we could possibly use the services of a Welsh speaking member of staff to translate consecutively if the need arose.

**27.** Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [✓] in relation to Standard 27 No [X] in relation to Standards 26, 28 and 29

If ‘No’, please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

As previously stated in relation to Standards 8 and 16, we already make it clear on our official letterhead that we welcome correspondence in both English and Welsh. However, to have to include a further statement in relation to delays would take up more space and, as both languages are treated equally, we consider there is no need to publish a statement to this effect in any case. In addition, although the Authority increasingly operates electronically, we still print correspondence on our official letterhead, and to have to change that would not only be costly, but would render our current batch of letterheads unusable.

While we already comply with parts of Standard 26 (as referred to above), and would agree to putting a statement on our website to the effect that we welcome correspondence in English and Welsh, we consider that requiring the Authority to comply with Standard 26 as it currently stands is unreasonable and disproportionate because of the cost involved in changing all our paperwork to comply with the Standard.

Standard 28 – providing a translator and simultaneous translation equipment for a meeting costs the Authority approximately £300. Most of our specialist officers are not Welsh speakers therefore it would be necessary to bring in a translator in order to facilitate a meeting in Welsh. Additional funding would have to be found from other hard pressed services to provide for complying with this Standard.

Standard 29 – translator fees are currently £25 - £30 per hour, plus travelling expenses. Most of our specialist officers are not Welsh speakers therefore it would be necessary to bring in a translator in order to facilitate a meeting in Welsh. Additional funding would have to be found from other hard pressed services to provide for complying with this Standard.

**Activity 5: Public meetings**

**28.** Does the organization carry out the activity in question?

Yes [✓] No [ ]

**29.** Does the organization carry out the activity in question in Welsh?

Yes [✓] No [ ]

**Proposed standards for public meetings [30-38]**

**30.** If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

Invitations to attend public meetings, e.g. our Community Council Seminar, are bilingual (see Appendix 2). While no reference is made to using Welsh at the event, simultaneous translation facilities are provided as a matter of course. Of the last 15 Community Council Seminars, the translator has been required to speak at three.

All contributors to any of our events are asked whether they wish to speak in Welsh.

The Authority allows members of the public to address the Development Management Committee, subject to notice being given beforehand. The public speaking form (see Appendix 3) asks speakers whether they wish to address the meeting in Welsh. Two speakers have requested to speak in Welsh at Committee (on separate occasions), but both subsequently declined to use the facility when their opportunity to speak arose.

During 2008 and 2009, the Authority hosted a number of Community Panel meetings around the National Park to debate the content of the Local Development Plan. Attendees were invited to advise officers if translation facilities would be needed (see Appendix 4).

**31.** Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [✓] in relation to Standards 30-35 and 37-40 No [X] in relation to Standard 36

If ‘No’, please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

The Authority is committed to providing simultaneous translation facilities where the need to speak Welsh is known beforehand. However, to be required to provide the facility at **all** public meetings is considered to be unreasonable and disproportionate, particularly at meetings in the south of the National Park where the English language is more dominant. We will continue to provide simultaneous translation facilities where the need is known beforehand, but we consider that Standard 36 should not apply to this Authority on the grounds provided.

**Activity 6: Publicity and advertising**

**32.** Does the organization carry out the activity in question?

Yes [✓] No [ ]

**33.** Does the organization carry out the activity in question in Welsh?

Yes [✓] No [ ]

**Proposed standards for publicity and advertising [41]**

**34.** If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

All press releases, planning application notices and footpath notices are published either bilingually or as separate Welsh and English versions, while feature articles (predominantly tourism related) are published in the language of the targeted publisher.

Section 5.3.9 of our Welsh Language Scheme stipulates:

“As regards our *Coast to Coast* free newspaper, which is mainly targeted at visitors from outside Wales, it will always contain at least two major articles in Welsh and some items for Welsh learners as many visitors are interested in knowing more about the language. The front cover will be bilingual.”

A fully bilingual ‘page-turner’ copy of *Coast to Coast* can be found on our website, and we also produce an app, which again is fully bilingual. The hard copy version continues to be published mostly in English as to publish the entire newspaper bilingually would make it far too cumbersome (it already comprises 48 pages). Producing a similarly sized fully bilingual hard copy would mean reducing the editorial content, which would result in a less informative newspaper. It could also result in a loss of valuable advertising space which would make the newspaper unviable.

We would argue that the publication of a hard copy of *Coast to Coast* should be exempt from Standard 41, subject to a fully bilingual edition being published electronically.

**35.** Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [✓] subject to our comments on *Coast to Coast* above No [ ]

If ‘No’, please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

**Activity 7: Public exhibitions**

**36.** Does the organization carry out the activity in question?

Yes [✓] No [ ]

**37.** Does the organization carry out the activity in question in Welsh?

Yes [✓] No [ ]

**Proposed standards for public exhibitions [42]**

**38.** If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

All exhibition material for events hosted by the Authority (e.g. Pembrokeshire County Show, local agricultural shows, etc) is bilingual, with equal prominence given to both languages (see Appendix 5). We received an award for our presence at Fishguard Show in 2013.

**39.** Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [✓] No [ ]

If ‘No’, please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

**Activity 8: Publications**

**40.** Does the organization carry out the activity in question?

Yes [✓] No [ ]

**41.** Does the organization carry out the activity in question in Welsh?

Yes [✓] for some of the categories in question No [ ]

**Proposed standards for publications [43-45]**

**42.** If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

All press releases, pamphlets, leaflets, educational resources and brochures are published either bilingually or as separate Welsh and English versions. The Authority’s Management Plan, Local Development Plan and Business and Improvement Plan are published likewise, together with most Supplementary Planning Guidance (only two from eleven SPG are English only versions).

In accordance with Section 5.3.1 of the Authority’s Welsh Language Scheme, agenda and minutes of Authority and Development Management Committee meetings are produced in separate Welsh and English versions. Only reports that are specifically concerned with Welsh language issues are produced in both languages (Section 5.3.2 refers).

Seventeen out of eighteen of our current membership has requested English-only versions of meeting papers, with one requesting copies of minutes of the Development Management Committee meetings only in Welsh. Since 1996, we have not had one enquiry as to why we do not produce all meeting papers bilingually.

Officers are continuously battling against deadlines to produce reports in time for agenda publication, particularly for Development Management Committee. To have to factor in a tighter deadline to enable reports to be translated could cause difficulties to planning officers especially, in that statutory consultation responses might not have been received in time thus preventing officers from being able to give Members firm recommendations until the day of the meeting. It is custom and practice that late representations/information are not accepted at the meeting, which would result in the application being deferred and, as a result, not being determined within the eight-week period, which is a Welsh Government target. It is accepted that this argument is an administrative one, but it could put further pressure on staff who are already working to extremely tight time schedules. It could also impact on the Access to Information Act if meeting papers have to be held back in order that bilingual formats are produced simultaneously.

Finally, the cost implications of having to comply to Standard 43 with regard to all meeting papers will be significant in terms of translation costs, not to mention additional printing and postage costs. It is accepted that financial reasons should not prevent local authorities from making bilingual information available to all, but it is not an insignificant issue in the current climate of substantial budgetary cuts across the public sector. For example, to have translated all reports and minutes of the latest Authority meeting would have cost an additional £1,600. The NPA meets six times per annum, resulting in an additional cost of approximately £9,600. In addition, the Development Management Committee meets six times per annum, and the average annual cost of translating all those papers would be approximately £6,500. The Review Committees also meet eight times per annum, with an average translation cost of £2,800 per annum. Additional funding would have to be found from other services, which are already hard pressed due to the current stringent budget cuts, to enable the Authority to comply with this Standard.

**43.** Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [✓] subject to the comments above on meeting papers No [ ]

If ‘No’, please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

Meeting papers – see comments above. The Authority has never received a request for a Welsh/bilingual set of meeting papers to date, neither has a complaint been received about the lack of Welsh/bilingual set of meeting papers.

If it is decided that the Authority should be required to comply with Standard 43 we would request that the requirement to translate **all** Committee reports be phased in so that adequate provision can be made in future budgets.

**Activity 9: Forms**

**44.** Does the organization carry out the activity in question?

Yes [✓] No [ ]

**45.** Does the organization carry out the activity in question in Welsh?

Yes [✓] No [ ]

**Proposed standards for forms [46-49]**

**46.** If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

Welsh and English versions of planning application and pre-application forms are available, and our invoices, purchase orders, BACS remittances and receipt books are bilingual. Our Service Standards leaflet is published in Welsh and English versions (see examples at Appendix 6).

**47.** Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [✓] No [ ]

If ‘No’, please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

**Activity 10: Websites and online services**

**48.** Does the organization carry out the activity in question?

Yes [✓] No [ ]

**49.** Does the organization carry out the activity in question in Welsh?

Yes [✓] No [ ]

**Proposed standards for websites and online services [50-52]**

**50.** If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

The Authority complies with Standards 50 – 52. Please refer to our website.

**51.** Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [✓] No [ ]

If ‘No’, please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

**Activity 11: Signage**

**52.** Does the organization carry out the activity in question?

Yes [✓] No [ ]

**53.** Does the organization carry out the activity in question in Welsh?

Yes [✓] No [ ]

**Proposed standards for signage [53-57]
54.** If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

Section 5.2 of the Authority’s Welsh Language Scheme indicates how we currently deal with signs.

The Authority complies with Standards 53 – 55 and 57 with regard to font, format, colour, size, legibility, content and prominence. However, some signs may currently have the English language positioned first. It is considered that Standard 56 should be applied to this Authority for **new** signs and that any existing signs that do not comply with the Standard are changed as and when the need arises.

**55.** Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [✓] subject to comments above with regard to Standard 56 No [ ]

If ‘No’, please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

The Authority considers that it would be unreasonable to require the Authority to replace all signs that do not currently comply with Standard 56. However, we would agree to review all signage as and when it needs to be replaced.

**Activity 12: Reception of visitors**

**56.** Does the organization carry out the activity in question?

Yes [✓] No [ ]

**57.** Does the organization carry out the activity in question in Welsh?

Yes [✓] in the main – see below No [ ]

**Proposed standards for reception of visitors [58-62]**

**58.** If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

As stated previously, we only have one fluent Welsh speaker and two Welsh learners on the Customer Services team, therefore providing a fully bilingual service at reception is extremely difficult on occasion – particularly taking leave commitments and sickness absence into account – and the staff used to cover these absences are not Welsh speakers. We have repeatedly explained to the former Welsh Language Board and the Welsh Language Commissioner the difficulties experienced in recruiting bilingual staff to any posts within the Authority, but particularly to the Customer Service team.

Having said this, Customer Services staff have access to the internal phone list, which identifies all Welsh speakers in the Authority and identifies whether they’re available to help in the event of no Welsh speaker being available at reception.

**59.** Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [✓] albeit with the above-mentioned proviso No [ ]

If ‘No’, please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

**Activity 13: Official notices**

**60.** Does the organization carry out the activity in question?

Yes [✓] No [ ]

**61.** Does the organization carry out the activity in question in Welsh?

Yes [✓] No [ ]

**Proposed standards for official notices [63-65]**

**62.** If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

Section 5.8.1 of the Authority’s Welsh Language Scheme indicates how we deal with official notices (see Appendix 7 for examples).

**63.** Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [✓] No [ ]

If ‘No’, please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

**Activity 14: Awarding grants**

**64.** Does the organization carry out the activity in question?

Yes [✓] No [ ]

**65.** Does the organization carry out the activity in question in Welsh?

Yes [✓] No [ ]

**Proposed standards for awarding grants [66-69]**

**66.** If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

The Authority administers grant schemes such as the Sustainable Development Fund and Conservation Area grants, the application forms and guidance for which are available in separate Welsh and English versions or bilingually (see Appendix 8 for an example).

Although the Authority also makes payments under a Land Management grant scheme, there is no application form involved as officers tend to approach relevant landowners to encourage them to become a part of the scheme.

**67.** Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [✓] No [ ]

If ‘No’, please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

**Activity 15: Awarding contracts**

**68.** Does the organization carry out the activity in question?

Yes [✓] No [ ]

**69.** Does the organization carry out the activity in question in Welsh?

Yes [✓] dependent upon the size of the contract No [ ]

**Proposed standards for awarding contracts [70-73]**

**70.** If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

All invitations to tender for contracts over £25,000 are published on the Welsh Government’s Sell2Wales website. Tenders below that sum tend to be taken from a list of approved contractors whose language preference is already known.

**71.** Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [✓] No [ ]

If ‘No’, please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

**Activity 16: Raising awareness of Welsh language services that are available**

**72.** Does the organization carry out the activity in question?

Yes [✓] No [ ]

**73.** Does the organization carry out the activity in question in Welsh?

Yes [✓] No [ ]

**Proposed standards for raising awareness of Welsh language services that are available [74-77]**

**74.** If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

The Authority’s website is bilingual and our letterhead states that we welcome correspondence in English and Welsh. We issue bilingual press releases and all official notices are published in both languages.

With regard to the actual provision of services, as the majority of our specialist officers are not Welsh speaking, the services provided by them would have to be carried out with the aid of simultaneous or consecutive translation. Therefore, in theory, **all** our services could be provided in Welsh, although the funding for this would have to be found from the budgets of other hard pressed services.

The Authority would be able to comply with Standard 75.

**75.** Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [✓] No [ ]

If ‘No’, please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

**Additional service delivery standards to those listed in Schedule 9

Activity 17: Public events
76.** Does the organization carry out the activity in question?

Yes [✓] No [ ]

**77.** Does the organization carry out the activity in question in Welsh?

Yes [✓] No [ ]

**Proposed standards for public events [39-40]**

**78.** If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

Publicity for public events at Castell Henllys, Carew and Oriel y Parc is published bilingually (see Appendix 9). Not all staff at these centres speak Welsh, therefore there will be times when it would not be possible to provide information/assistance in Welsh. However, staff have access to the internal phone list, which identifies all Welsh speakers in the Authority and identifies whether they are available to help in the event of no Welsh speaker being available at the event.

A number of events are arranged each year through the medium of Welsh only, e.g. guided tours at Castell Henllys, walks on the Preseli mountains, etc.

**79.** Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [✓] in relation to Standard 39 No [X] in relation to Standard 40

If ‘No’, please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

Standard 40 would be difficult to comply with given the existing staffing structure, and to bring in Welsh-speaking staff from other services would involve additional cost to the Authority, and they will not be as familiar with the service being provided. As stated previously, the Authority has experienced difficulties in recruiting bilingual staff to posts within the Authority, particularly in the south of the National Park.

**Activity 18: Corporate identity and branding**

**80.** Does the organization carry out the activity in question?

Yes [✓] No [ ]

**81.** Does the organization carry out the activity in question in Welsh?

Yes [✓] No [ ]

**Proposed standards for corporate identity and branding [78]**

**82.** If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

The Authority’s letterhead, logo, complement slips, envelopes, purchase orders, invoices, recruitment packs, newspaper advertisements, etc. are bilingual (see Appendices 1, 6 and 10 for details).

**83.** Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [✓] No [ ]

If ‘No’, please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

**Activity 19: Courses**

**84.** Does the organization carry out the activity in question?

Yes [✓] No [ ]

**85.** Does the organization carry out the activity in question in Welsh?

Yes [✓] when asked to – see comment below No [ ]

**Proposed standards for courses [79-81]**

**86.** If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

The Authority provides activities for schools and other groups in the language requested by the client, e.g. of the 115 schools programme activities delivered by our Discovery service during the 2013/14 financial year 13 (11%) were delivered in Welsh. A database is being set up of schools/groups that are known to the organisation and who wish to receive activities in Welsh.

The Authority also provides and/or commissions both formal and informal training sessions for staff, which are mainly delivered in English as the majority of those attending do not speak Welsh, and/or the deliverer of the session is non-Welsh speaking. However, if training was requested through the Welsh medium the Authority would make every effort to arrange it.

**87.** Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [✓] in relation to Standard 81 No [X] in relation to Standards 79 and 80

If ‘No’, please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

The Authority can – and does – offer activities/courses in Welsh, but these are limited as we are restricted by the small number of Welsh speaking staff who can deliver such a service. In light of experience to date, it is considered that it would be more practicable to continue as we currently do, but assess the need to provide such a course/activity in Welsh when it is being arranged, as stated in Standard 81.

**Activity 20: Public address systems**

**88.** Does the organization carry out the activity in question?

Yes [ ] No [X]

**89.** Does the organization carry out the activity in question in Welsh?

Yes [ ] No [ ]

**Proposed standards for public address systems [82-83]**

**90.** If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

**91.** Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [ ] No [ ]

If ‘No’, please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

**Activity 21: Databases**

**92.** Does the organization carry out the activity in question?

Yes [✓] the Authority holds some information, although not a formal database No [ ]

**93.** Does the organization carry out the activity in question in Welsh?

Yes [ ] No [ ]

**Proposed standards relating to databases [84-85]**

**94.** If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

The Authority holds/has held information on organisations/individuals who have requested information in Welsh in the following areas/subjects:

- Local Development Plan consultation;

- Welsh medium schools.

In addition, Authority Members are asked to indicate their language preference for meeting agenda (see Appendix 11). Although a very small number of Welsh-speakers have been Members of the Authority over the years, all have stated that they would rather receive their papers in English.

**95.** Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [✓] in relation to Standard 85 No [ ]

If ‘No’, please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

Without knowing precisely how it is proposed that the language preference of persons who wish to use service delivery activities is to be ascertained, it is difficult to comment on whether Standard 84 should be applied to this Authority. If this information is to be gained informally via initial contact with the persons concerned (as is currently the case in most circumstances), it is considered that the Standard should apply. However, individual circumstances can change, e.g. a landowner may prefer to discuss the possibility of entering into a Management Agreement with the Authority in Welsh, but would rather the Agreement itself to be written in English. The same landowner may also be more than happy to discuss a footpath or planning matter in English. It is considered, therefore it would be easier and simpler – not to mention more current – to ascertain/confirm the language preference each time contact is made with an individual/organisation.

**96.** Are there any other services delivery activities provided by the organization which have not been previously noted within the questionnaire?

Yes [ ] No [X]

If 'Yes'**,** please provide information and/or evidence of those services.

**Section 3 – Policy making standards [86-94]**

**97.** Please provide information and/or evidence demonstrating to what extent the organization assesses and monitors the effects of those policy decisions, whether positive or adverse, on:

a) opportunities for other persons to use the Welsh language

b) treating the Welsh language no less favourably than the English language.

All reports to Authority meetings have to conform to a template, which requires the author to consider any implications the subject matter might have on various issues, of which the Welsh language is one (see Appendix 12).

The current Welsh Language Scheme is available to everyone on the Authority’s intranet.

A wide ranging consultation process is undertaken in connection with the Authority’s Local Development Plan, when more than 1500 organisations/individuals are consulted, including the former Welsh Language Board. A Sustainability Appraisal is carried out by officers on all draft policies included in the Plan and the public are consulted on the officers’ opinion on any possible impacts the policies might have. Public opinion is taken into account before the policies are adopted, and a further report is published on how officers dealt with the opinions received as a result of the consultation process. An Annual Monitoring Report is also published indicating whether the individual policies in the Local Development Plan are achieving their objectives, and this document is also consulted upon.

Sustainability Appraisals are also carried out on the policies contained in the National Park Management Plan, together with any Supplementary Planning Guidance.

A policy mapping exercise was recently undertaken to review all the Authority’s extant policies, the results of which were reported to the Leadership Team (comprising all officers in senior and middle management). All key policies are to be kept under review on a regular basis to keep them current.

Successful applicants under the Authority’s Sustainable Development Fund are required to publish any publicity material, etc. bilingually.

**98.** Having considered the requirements of standards numbered 89-91,
does the organization consult on any policy decisions?

Yes [✓] No [ ]

**99.** Please provide information and/or evidence to demonstrate to what extent the organization discusses and asks for opinions on the effect, whether positive or adverse,
a policy would have on the following:

a) opportunities for other persons to use the Welsh language

b) treating the Welsh language no less favourably than the English language.

The Local Development Plan sustainability appraisal and opinions reports referred to in answer to Q97 can be found on our website (<http://www.pembrokeshirecoast.org.uk/default.asp?PID=190>)

**100.** Please provide information and/or evidence to demonstrate to what extent the organization assesses the effect, whether positive or adverse, that awarding a grant would have on:

a) opportunities for other persons to use the Welsh language

b) treating the Welsh language no less favourably than the English language.

Some Sustainable Development Fund grant applications could have an impact on the Welsh language, although not all. Educational projects that are grant aided are required to produce material bilingually.

However, not all grant schemes administered by the Authority would impact upon the Welsh language, e.g. Conservation Area grants scheme.

**101.** Do you consider that making the proposed policy making standards specifically applicable to your organization would be reasonable and proportionate?

Yes [✓] subject to comments below No [ ]

If ‘No’, please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

Officers are in the process of developing a more robust equalities impact assessment process, which will require authors to consider the impact of the subject matter of their report on all the protected characteristics, including the Welsh language. If the perceived impact was considered severe enough, this could trigger a public consultation exercise, but it is considered to be unreasonable and disproportionate to require the Authority to publicly consult on every policy.

**Section 4 – Operational standards [95-120]**

**Proposed standards for the use of the Welsh language in internal administration [95-100]**

**102.** Does the organization provide the following documents in Welsh if required by the employee or worker?

1. contract of employment
Yes [✓] No [ ]
2. a worker’s contract for services
Yes [✓] No [ ]
3. documents produced by the organization setting out an employee’s or worker’s job description and/or job objectives

Yes [✓] No [ ]

1. documents outlining an employee's training requirements
Yes [ ] No [X]
2. documents outlining an employee's performance objectives for any given period
Yes [ ] No [X]
3. documents setting out or recording an employee's career plan
Yes [ ] No [X]
4. documents relating to leave policies and application forms for leave
Yes [ ] No [X]
5. documents in relation to a grievance procedure brought by, or in relation to, an employee
Yes [ ] No [X]
6. documents in relation to a disciplinary procedure brought against an employee
or in relation to which the employee is providing evidence

Yes [ ] No [X]

**103.** Please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard [95], if that standard was to be made specifically applicable to them.

Recruitment advertisements are bilingual, as are the job packs that are sent to potential applicants (see Appendix 10).

The Authority has not, to date, received a request from a new or existing member of staff for any of the documents referred to under Standard 95 to be produced in Welsh, but would certainly do so if requested.

**104.** By ticking the relevant boxes, please specify in which language the organization publishes policies in relation to the following? If the documents are available bilingually,
both boxes should be ticked.

1. conduct of employees and/or workers in the workplace

Welsh [ ] English [✓]

1. health and wellbeing
Welsh [ ] English [✓]
2. pay and benefits
Welsh [ ] English [✓]
3. performance management
Welsh [ ] English [✓]
4. absence from work
Welsh [ ] English [✓]
5. working conditions
Welsh [ ] English [✓]
6. working patterns.
Welsh [ ] English [✓]

**105.** Please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard [96], if that standard was to be made specifically applicable to them.

The Authority has not, to date, received a request from a new or existing member of staff for any of the documents referred to under Standard 96 to be produced in Welsh, but would certainly do so if requested.

**Proposed standards for ICT and support materials [101-104]**

**106.** Does the organization provide Welsh language spell check and grammar checking systems for employees and workers?

Yes [✓] No [ ]

**107.** Does the organization provide Welsh language interfaces for software where an interface already exists?

Yes [✓] where the interface is commercially available No [ ]

**108.** Does the organization operate an intranet system?

Yes [✓] No [ ]

**109.** Are intranet pages available in Welsh, including the interface and menus?

Yes [ ] No [X]

**110.** Please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standards [101-104], if those standards were to be made specifically applicable to them.

The Cysgeir/Cysill programme is provided to all staff who wish to use it, along with the Microsoft Office Welsh language PC interface.

The Authority’s intranet pages are English only, and a very recent survey of all staff on the efficiency/usefulness of the system did not raise any language issues. It would require a lot of work and cost to enable the interface to become fully bilingual, and this would have to be programmed into the IT team’s work programme, therefore a long lead-in time would be required.

**Proposed standards for Welsh language skills – planning and training the workforce [105-110]**

**111.** Does the organization implement a Welsh language skills strategy?

Yes [ ] No [X]

**112.** Please provide information and/or evidence demonstrating to what extent the organization carries out the following:

1. assessing its employees and workers' Welsh language skills
2. assessing the need for Welsh language skills before advertising a vacant or new post
3. placing its employees and workers in order to comply with current Welsh language scheme requirements
4. enabling its employees and workers to develop Welsh language skills in order for the organization to comply with current Welsh language scheme requirements
5. provide Welsh medium training in the following areas (recruitment and interviewing, performance management, grievance and disciplinary procedures, induction training, dealing face to face with the public, health and safety)
6. provide Welsh medium training on issues concerning the effective use of Welsh in meetings, interviews, grievance and discipline procedures.

I. a questionnaire has been circulated to existing staff inviting them to describe their Welsh language skills, while the skills of new staff are recorded when they join the Authority. The Personnel team keeps a record of those staff who are receiving Welsh language training.

II. each vacant/new post is assessed by the Authority’s Corporate Management Team in terms of need for the post. This includes an assessment as to any linguistic skills required.

III. Rangers working in the north of the Park, where the Welsh language is more prominent, are Welsh speakers. However, in such a small Authority with many specialist posts, it is difficult to move employees around. Such is the case with administrative staff as well, as there is a dearth of Welsh speakers and pay grades vary. Also, as commented upon earlier, the Authority has experienced difficulties in recruiting bilingual staff in the first place. Nevertheless, we encourage staff to develop their Welsh language skills and will fund the necessary training which they can attend during work hours if they so wish.

IV. see III above.

V. the Authority’s performance review process identifies any training needed by the member of staff concerned. Should the member of staff concerned request Welsh medium training, the Authority will endeavour to arrange it although it might not always be possible dependent upon the subject in question and the training provider.

VI. see V above.

**113.** Does the organization offer training opportunities in Welsh to its employees
and workers?

1. during working hours
Yes [✓] No [ ]
2. outside working hours
Yes [✓] No [ ]

**114.** Does the organization offer training courses to its employees and/or workers in the following areas:

1. Welsh language awareness
Yes [✓] No [ ]
2. requirements placed on the organization to implement Welsh language scheme
Yes [ ] No [X]
3. using the Welsh language in the workplace
Yes [ ] No [X]

**115.** Does the organization provide information to raise employees' and/or workers' awareness of the Welsh language in each induction course?

Yes [✓] No [ ]

**116.** Please provide information and/or evidence on those arrangements below.

New staff are made aware of the Authority’s Welsh Language Scheme as part of their induction process, and all staff are given the opportunity to develop/improve their Welsh language skills through the performance review process. This is considered to be an ongoing priority for the Authority.

Language awareness training has been provided for Team Leaders, who were then required to roll this out to their teams. No further training has been commissioned until the new Standards have been published.

**Proposed standards for recruitment [111-115]**

**117.** Please provide information and/or evidence of the methodology used by the organization in order to come to a decision on the Welsh language skills required when advertising a vacant or new post.

As mentioned previously, each vacant/new post is assessed by the Authority’s Corporate Management Team in terms of need for the post. This includes an assessment as to any linguistic skills required.

**118.** Please provide information and/or evidence regarding the number and percentage
of posts advertised with necessary Welsh language skills during the past year.

Number: 16 vacancies were advertised during 2013/14, with 4 stipulating that the ability to speak Welsh was “a significant advantage” or “highly desirable”. The remainder were classed as “desirable” or “an advantage”. 4 Welsh speakers were appointed, while 2 Welsh speakers turned down offers of appointment.

Percentage: 25%

**119.** Does the organization provide the following documents in Welsh?

1. application forms
Yes [ ] bilingual form No [ ]
2. job descriptions
Yes [✓] No [ ]
3. explanatory material regarding the application process
Yes [✓] No [ ]
4. information on the recruitment process
Yes [✓] No [ ]
5. information regarding interviews or other means of assessment
Yes [✓] No [ ]

**120.** Do the application forms provide a space for the applicant to note that they would like to be interviewed in Welsh?

Yes [ ] No [X]

**Proposed standards for signage [116-119]**

**121.** Are the signs displayed inside the organization's buildings in Welsh?

Yes [✓] No [ ]

**Proposed standards for audible announcements and messages [120]**

**122.** Are announcements and audio messages made in the organization's buildings?

Yes [ ] No [X]

**123.** Does the organization make these announcements and audio messages in Welsh?

Yes [ ] No [ ]

**124.** Do you consider that making the proposed operational standards specifically applicable to your organization would be reasonable and proportionate?

Yes [✓] except for Standards 101 - 104 No [ ]

If ‘No’, please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

Standard 101 – new employees are given the opportunity when they commence employment to have Cysill/Cysgeir and/or the Welsh interface installed on their computer. Those existing staff who request it have already had the programmes installed. It is considered disproportionate and overly bureaucratic to have to prepare a plan for such a small Authority as ours.

Standards 102, 103 and 104 – complying with these Standards would incur substantial costs (translation and software) at a time when the Authority is having to make cope with significant decisions about budget cuts and the resultant impact on service delivery to the public. The additional funding necessary to comply with these Standards would have to be found from other hard pressed services.

**Section 5 – Promotion standards [121-125]**

**125.** Does the organization implement a strategy to promote and facilitate the use of the Welsh language more widely?

Yes [ ] No [X]

**126.** Please provide information and/or evidence demonstrating to what extent the organization carries out the following:

1. assessment of the Welsh language demographic profile within the community it serves
2. assessment of the current opportunities available to use the Welsh language, and should further opportunities to use the Welsh language be provided and supported
3. assessment of the need to fund activities designed to promote and facilitate the use of the Welsh language.

I. an assessment of the demographic profile is undertaken as part of the National Park Management Plan and Local Development Plan process, and influences the policies contained therein.

II. the Authority promotes the Welsh language by using bilingual exhibition material (see Appendix 5) and ensures that Welsh speakers attend our stands at local events. Our annual Activities and Events programme (see 2014 edition of *Coast to Coast* on our website) always includes events in Welsh only and these are very well attended. The Management Plan, Local Development Plan, Business and Improvement Plan, etc are available in Welsh and English (see our website). Our Discovery Team works closely with schools and every year we give school children and students the opportunity to gain work experience with the Authority.

III. Welsh learners are encouraged to meet up every week to practice their skills together and with any Welsh speakers who happen to be in the office, and some time allowance is granted to support them in this. The Sustainable Development Fund requires successful candidates to publish their material bilingually.

**127.** Do you consider that making the proposed promotion standards specifically applicable to your organization would be reasonable and proportionate?

Yes [ ] No [X]

If ‘No’, please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

It is considered that the Authority is doing what it can, within the resources available to it, to promote or facilitate the use of the Welsh language more widely. We will continue to do so, but consider that the work involved with the preparation and review of a strategy (Standards 124 and 125) is disproportionate to the added benefits such a strategy would bring.

**Section 6 – Record keeping standards [126-134]**

**128.** Please provide information and/or evidence regarding the procedures the organization has in place to keep records of the steps taken to ensure compliance with the current Welsh language scheme. Organisations should supply any additional/new procedures that will be required, if at all, in order to comply with the proposed record keeping standards. If the organization does not feel that they can implement some of the proposed record keeping standards, relevant information and/or evidence on the reasons why should be provided.

The Authority maintains a database of all letters received by it, but not of e-mails sent directly to individual staff. All staff are aware that correspondence received in Welsh must be replied to in Welsh. As stated previously, it is not always possible to deal with Welsh-speaking telephone calls at the first point of contact, but procedures are in place for the caller to be transferred to a Welsh speaker to continue the call. This is also true of visitors to reception.

Personal meetings are not monitored, while simultaneous translation facilities are provided as a matter of course for meetings where attendance is known, or when asked for beforehand at public meetings such as the Development Management Committee.

The corporate brand is bilingual, as are press releases, publicity and advertising, public exhibitions, publications, forms, the website, signage and official notices. Team leaders ensure that the Welsh language scheme is complied with, and refer any queries to the Administration and Democratic Services Manager.

A corporate database is kept of all complaints received, together with the language of the complaint.

**129.** Having considered the requirements of number 127, please provide information and/or evidence regarding the procedures the organization has in place to keep records
of the following:

1. employees’ and workers' Welsh language skills
2. assessments of the Welsh language skills requirements of vacant and new posts
3. action taken to plan the workforce in order to ensure compliance with the current Welsh language scheme
4. training offered through the medium of Welsh, and the numbers who attend the training.

I. a database has been established over the years of Welsh speakers/learners, and this is added to as new staff are appointed. The electronic HR system allows staff to update their skills whenever relevant. This data is reported each year in our Annual Monitoring Report.

II. all new/vacant posts have to be justified by the team leader and presented to the Corporate Management Team for decision.

III. Rangers working in the north of the Park, where the Welsh language is more prominent, are Welsh speakers. However, in such a small Authority with many specialist posts, it is difficult to move employees around. Such is the case with administrative staff as well, as there is a dearth of Welsh speakers and pay grades vary. Also, as commented upon earlier, the Authority has experienced difficulties in recruiting bilingual staff in the first place. Nevertheless, we encourage staff to develop their Welsh language skills and will fund the necessary training which they can attend during work hours if they so wish.

IV. a record is kept of all training that arises as a result of the Authority’s performance review system.

**130.** Having considered the requirements of standards numbered 128-134, please provide information and/or evidence of the procedures the organization has in place to keep records of complaints that come to hand regarding the organization's compliance with the current Welsh language scheme.

The Authority maintains a central system for monitoring all complaints received, which is administered by the Democratic Services team. Any complaints regarding compliance with the Welsh language scheme is recorded in this system. This information is reported each year in our Annual Monitoring Report.

**131.** Do you consider that making the proposed record keeping standards specifically applicable to your organization would be reasonable and proportionate?

Yes [✓] in relation to Standards 127 - 134 No [X] in relation to Standard 126

If ‘No’, please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

It is considered unreasonable and disproportionate to have to monitor all the activities referred to in Standard 126 as existing staff are already taking on more responsibilities as a result of the current budget cuts and there is very little capacity to expand. However, it may be possible to undertake random checks each quarter to ensure that the Standards were complied with.

**Section 7 – Further information**

**132.** Please provide information and/or evidence of partnerships on which the organization leads either strategically or financially, for the purposes of delivering services.

Amgueddfa Cymru – National Museums Wales with regard to the Gallery at Oriel y Parc

**133.** Please provide information and/or evidence of partnerships which the organization
is part of, either strategically or financially, for the purposes of delivering services.

National Parks Wales

Single Integrated Plan

The Authority has a Delegation Agreement with Pembrokeshire County Council for delivering public rights of way

Castlemartin Ranger: jointly funded post with the Ministry of Defence and Natural Resources Wales

Greenways Partnership

Pembrokeshire Tourism Partnership

MOSAIC Partnership

Walkability Project

Milford Haven Waterway Partnership

Pembrokeshire County Council for Ecology advice; Carmarthenshire County Council for minerals advice.

**134.** Please provide information and/or evidence of any consortia which the organization is part of for the purposes of supplying services.

Some legal services are provided to us by the South West Wales Legal Services Framework, which comprises a number of local authorities in South and West Wales

The Authority has indicated an interest in Welsh Government’s *‘Sharing Welsh translation and interpretation’* project

**135.** Please provide information and/or evidence of the services provided by the organization by a contractor or third party. Details should be provided regarding the organization's monitoring procedures for those contracts, stating how you ensure that third parties provide those services in accordance with the relevant sections of the current Welsh language scheme.

Entec UK were commissioned to facilitate the Local Development Plan roadshows. As they were public meetings, preparations were made jointly to ensure that if translation facilities were required they were provided. Any work prepared by them was translated by the Authority where required by the Welsh Language Scheme as the Authority would own the work when finalised.

Students have been employed on an ad hoc basis to carry out survey work at various of the Authority’s sites or at the County Show. We have ensured that they are bilingual.

**136.** Are there any planned or proposed changes to the organization's services
(e.g. outsourcing services) that will affect the answers to this questionnaire?

Yes [ ] No [X]

If 'Yes'**,** please provide information and/or evidence of those services, in accordance with the proposed timetable below.

**Further comments:**

The Authority does its best, within the resources available, to ensure that the current Welsh Language Scheme is complied with and will endeavour to comply with whatever new Standards will be imposed upon it in the future. However, we consider it necessary to point out that the current financial climate, and the swingeing budget cuts imposed on all local authorities, will make it difficult to implement all Standards immediately without impacting upon other hard pressed services. In particular, it is hoped that the Standards will not create an additional bureaucratic burden in the form of additional record keeping.

Thank you for completing this questionnaire.

This questionnaire should be sent to standards.investigation@cyg-wlc.org