PEMBROKESHIRE COAST NATIONAL PARK AUTHORITY

ANNUAL MONITORING REPORT WELSH LANGUAGE STANDARDS

April 2017 – March 2018

This report is also available in Welsh. We can provide this report in alternative formats on request. Please contact:

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EXECUTIVE SUMMARY

The Welsh Language (Wales) Measure 2011 sets out a legal framework which imposes a duty on all local authorities and National Park Authorities in Wales, together with the Welsh Ministers, to comply with the Standards relating to the Welsh Language.

The Pembrokeshire Coast National Park Authority is fully committed to the principle of allowing Welsh speakers to use their language in all aspects of their lives and recognises its responsibility to facilitate and promote this use.

In complying with the Welsh Language Standards the Authority's aim is to enable our customers to use the language (Welsh or English) that they are most comfortable with. This report sets out how the Authority is complying with the Standards imposed under the Measure. The Authority recognises that it has made progress but there are improvements still to be made.

1.   INTRODUCTION

1.1   The Welsh Language Standards means that the Pembrokeshire Coast National Park Authority should not treat the Welsh language less favourably than the English language, and should promote and facilitate the use of the Welsh language to make it easier for people to use it in their day-to-day lives.

1.2   The Standards fall into five broad areas:

- **Service Delivery**, which focus on providing services, procurement, corporate identity
- **Policy Making**, which focus on carrying out an impact assessment of the Welsh language when making policy decisions, and taking positive action to promote use of the Welsh language
- **Operational**, which focus on promoting and facilitating the Welsh language in relation to the Authority's staff and internal activities
- **Promotion**, which focus on promoting or facilitating the use of the Welsh language more widely and
- **Record Keeping**, which focus on keeping records on how the Authority complies with the Standards imposed.

1.3   A total of 170 Standards have been imposed on the Authority, with an initial implementation date of the 30th March 2016. A full list of the Standards with which the Authority is required to comply is available on our website and on ParcNet (our intranet for staff and Members).

1.4   Standards 158, 164 and 170 stipulate that the Authority must produce an annual report by the 30th June in relation to each preceding financial year. This is the third annual report since the introduction of the Standards and the report focuses on the period from the 1st April 2017 to the 31st March 2018.

2.   SERVICE DELIVERY STANDARDS (STANDARDS 1 – 87)

2.1   To ensure that all staff are aware of the Service Delivery Standards, we have distributed brief guidance on the delivery of Welsh language services. All Team Leaders and Managers have a duty to ensure that their services comply with the requirements.

2.2   **Correspondence (Standards 1 – 7)**

2.2.1   Specific guidance has been given to staff for dealing with correspondence, whether paper or electronically.

2.2.2   A standard statement has been inserted on the Authority's headed paper and guidance has been provided to staff for inclusion on emails.

2.2.3   Work is being undertaken on a database to record the language preferences of service users.

2.3 **Answering the telephone (Standards 8 – 22)**
Specific guidance has been given to staff for answering the telephone bilingually and dealing with telephone calls where the caller wishes to use the Welsh language. If staff are unable to deal with a Welsh language call themselves, they will transfer it to a Welsh speaking colleague to deal with. Pre-recorded messages for calls received out of hours or for callers who experience a busy line are bilingual, with the Welsh message first.

2.4 **Public Meetings (Standards 24 – 36)**
Specific guidance has been issued in relation to arranging meetings, reminding all staff that bilingual invitations should be issued (unless the language choice of all attendees is already known), a simultaneous translation service is provided (if required), and all publicity, written materials, etc. produced by the Authority for the meeting are to be fully bilingual, with the Welsh and English languages treated equally.

2.5 **Documents, Forms and Publicity Material (Standards 37 – 51)**
2.5.1 All press statements have been, and will continue to be published bilingually, with both the Welsh and English languages treated equally.

2.5.2 All the Authority's information leaflets are produced bilingually, with both the Welsh and English languages treated equally, or – if they are produced separately – with a sentence to say that the leaflet is also available in the other language.

2.5.3 Where public documents are printed separately, the Welsh and English languages are treated equally in terms of font, size, format, etc.

2.5.4 The Authority's agendas and minutes are produced bilingually in accordance with Standard 41(a), whilst all materials for conferences or seminars are produced bilingually in accordance with Standard 41(b).

2.6 **Website, apps and social media (Standards 52 and 55 – 59)**
2.6.1 Users of the Authority's website are able to choose their preferred language by clicking on a toggle button.

Number of hits on the Welsh website between:
1st April 2017 and 31st March 2018: 11,515*
1st April 2016 and 31st March 2017: 12,565

Number of hits on the English website between:
1st April 2017 and 31st March 2018: 980,769*
1st April 2016 and 31st March 2017: 1,077,475

*There was a period in October 2017 when there was a problem with Google Analytics, therefore this figure does not show the overall figures.

2.6.2 The Authority has been reviewing its website during the reporting period. Tenders will be invited during the financial year 2018/19 for the development of a new bilingual site, which will have a language option on the landing

page. This will raise the profile of the Welsh language and, hopefully, encourage more people to visit the Welsh site. A media campaign will accompany the introduction of the new website.

2.6.3   All apps produced by the Authority are bilingual.

2.6.4   The Authority's Facebook and Twitter accounts are posted bilingually.

2.7   **Self-service machines (Standard 60)**
All pay and display car park machines are fully bilingual.

2.8   **Signage and Notices (Standards 61 – 63 and 69 – 70)**
2.8.1   The Authority's signage is bilingual, although the Welsh language does not necessarily come first at all times. When these signs will be replaced, they will comply with the Standards in that the Welsh language will be positioned so that it is read first; however, any new signs erected will comply with the relevant Standard(s).

2.8.2   All official Notices are published or displayed bilingually. Where official Notices are printed separately, the Welsh and English languages are treated equally in terms of font, size, format, etc.

2.9   **Reception services (Standards 64 – 70)**
2.9.1   Of the five staff (three full-time equivalents) in the Authority's main reception area, one is a fluent Welsh speaker while two have undertaken basic Welsh language courses. If staff have been unable to deal with a call themselves, they have referred the caller to another Welsh-speaking colleague without delay.

2.9.2   Staff in the reception areas in Oriel y Parc, Castell Henllys, Newport Visitor Centre and Carew Castle have Welsh language skills and are able to offer a Welsh language service from the first point of contact.

2.9.3   Iaith Gwaith posters are displayed in all reception areas and employees who speak Welsh either wear Iaith Gwaith lanyards or badges to inform the public that a Welsh language service is available. Welsh learners wear lanyards with "Dw i yn dysgu Cymraeg" on them.

2.10   **Grants (Standards 71 – 75)**
2.10.1   The Authority administers the Sustainable Development Fund. Guidance notes and the application form are available in Welsh and English, and correspondence is responded to in the applicant's language of choice. Any promotional material is available either bilingually or in both Welsh and English languages and are treated equally in terms of font, size, format, etc.

2.10.2   The grants policy has been amended to include a requirement to promote and facilitate use of the Welsh language as part of the grant awarding criteria.

2.11 **Tenders (Standards 76 – 80)**
Invitations to tender are inputted bilingually on the Sell2Wales website, with the following wording included: "Tenders are welcomed in English or Welsh. A tender submitted in Welsh will be treated no less favourably than a tender submitted in English".

2.12 **Corporate identity (Standard 83)**
The Authority's corporate identity has been bilingual since its inception. All headed paper, business cards and identity cards are bilingual, including its signs and vehicles.

2.13 **Education courses (Standards 84 and 86)**
2.13.1 The Authority does not run education courses *per se*. The activities and events programme for 2017/18 provides for activities/events through the medium of Welsh and all schools/groups who take part are able to do so through their preferred language.

2.13.2 381 sessions were undertaken with schools during the reporting period, 55 of which (14%) were carried out through the medium of Welsh. 1433 children attended these sessions.

2.13.3 1572 activities and events were held during the reporting period, 34 of which (2%) were carried out through the medium of Welsh. 307 people attended these sessions.

2.14 **Agor y Drws/Opening the Door**
The Authority has supported the above-mentioned initiative by Learning Pembrokeshire, which provides the more experienced Welsh learners in Pembrokeshire with the opportunity to taste Welsh culture (literature, art, music, traditions, etc.) in a number of the Authority's Centres, e.g. Carew Castle, Castell Henllys and Oriel y Parc.

3. POLICY MAKING STANDARDS (STANDARDS 88 – 97)

3.1 **Policy formulation, review or revision (Standards 88 – 90)**
3.1.1 The Authority is currently reviewing its Local Development Plan and impact assessments are undertaken as a matter of course in this process. Any impact on the Welsh language as a result of changes to policy will be taken into consideration by Members.

3.1.2 The Authority is developing a process to review the National Park Management Plan, which will be undertaken bilingually and will also provide the opportunity for further promoting Welsh language and culture.

3.2 **Public consultation (Standards 91 – 93)**
During the reporting period in question, the Authority has consulted on its review of the Local Development Plan. Both documents were published in Welsh and English, together with the relevant consultation questionnaires.

3.3   **Policy research (Standards 95 – 97)**
        Research was commissioned to help inform the development of LDP policies
        and the emerging policies were then subject to an internal Welsh language
        assessment as part of the sustainability appraisal.

4.   OPERATIONAL STANDARDS (STANDARDS 98 – 144)

4.1   **Employment documentation (Standards 99 – 104)**
        All staff have been asked whether s/he wishes to receive any documents
        relating to their employment in Welsh, English or bilingually.

4.2   **Human resources policies (Standards 105 – 111)**
        All staffing policies covered by the Standards are available bilingually.

4.3   **Complaints/disciplinary procedures (Standards 112 – 119)**
        Staff are aware that they can complain and/or respond to the
        disciplinary/complaints process in their preferred language.

4.4   **Welsh language software (Standard 120)**
        Welsh language software, including the *Cysgeir* and *Cysill* programmes are
        available to all staff.

4.5   **Intranet (Standards 122 – 126)**
        The text on the home page of the Authority's intranet, ParcNet, is bilingual.

4.6   **Assessing staff's Welsh language skills (Standard 127)**
4.6.1   All staff have been asked to input their Welsh language skills on the
        Authority's PoblyParc HR system. The skills levels used during the reporting
        period were:

        Spoken ability
        • Basic (such as greetings)
        • Basic everyday conversational
        • Can understand but lack confidence to use the language
        • Fluent conversational
        • Fluent work related conversation
        • None at all

        Reading/written ability
        • Can read and write basic messages
        • Can read and write for everyday use
        • Can read and write official correspondence, write reports, etc.
        • Can read everyday Welsh but lack confidence to write
        • None at all

4.6.2 On the 31st March 2018, the Authority employed 151 staff. Of those who had completed their language skills data (63.6%):

- 34 had basic spoken and 15 had basic reading/writing skills;
- 10 had everyday conversational skills, while 12 could read and write for everyday use;
- 2 could understand Welsh but lacked confidence to use the language;
- 18 considered themselves to be fluent in conversational Welsh;
- 8 considered themselves to be fluent in work-related conversation, while 11 stated they could read and write official correspondence;
- 24 stated they had no spoken Welsh skills at all, while 43 had no reading/writing Welsh skills.

4.6.3 It is considered that, on the whole, the Authority is able to fulfil its obligations to the public in terms of providing a bilingual service. The Authority has a very low turnover of staff and, when posts become vacant, they are assessed with regard to linguistic requirements (see paragraph 4.9). In the meantime, staff are encouraged to enrol on Welsh language courses to develop or improve their Welsh language skills.

4.6.4 18 Members serve on the National Park Authority. Of the 15 who responded:

- 7 had basic spoken skills and 5 could read and write basic messages;
- 2 had basic everyday conversational skills, while 3 could read and write everyday messages;
- 2 were fluent in conversational Welsh;
- 1 could converse fluently in a work related situation and read and write official correspondence;
- 3 had no spoken Welsh skills, while 6 had no reading/writing skills in Welsh.

4.7 **Welsh language courses (Standards 130 – 133)**
Performance reviews are undertaken with all staff, where the need (or opportunity) to learn Welsh is identified. Any staff wishing to attend a Welsh language course during work time is supported.

4.8 **Email signature wording or logo (Standards 134 – 135)**
Guidance has been provided to all staff on email signatures and out-of-office messages.

4.9 **Assessing linguistic requirements for all vacant posts (Standard 136)**
Whenever a job description is prepared or amended, managers will be required to assess the linguistic requirements of the post using the Authority's adopted language framework. The following factors are used, together with the language framework, to set the level of skills required for the post:

(a) Will the postholder work in a Service area that requires the service to be delivered through the medium of Welsh?

(b) Is the Authority currently able to deliver this Service in Welsh?

If the answer to (b) is 'yes', the manager must explain how the Authority currently delivers through the medium of Welsh. If the answer to (a) is 'yes' and (b) is 'no', the post must be advertised as 'Welsh essential' with an indication of the skills level required.

The requirements are recorded in the Request to Fill a Post form which is submitted to the Authority's Leadership Team for approval.

4.10 **Advertising posts (Standards 136A, 137 and 137B)**
All vacant posts are advertised bilingually. The Authority's website and the downloadable application form stipulate:

"You may submit your application in Welsh or English; an application submitted in Welsh will not be treated less favourably than an application submitted in English."

4.11 **Application forms (Standards 137A – 140)**
4.11.1 Application forms are available in Welsh and English and applicants can apply for any post in their chosen language. The form asks individuals to note whether they wish to use the Welsh language at interview.

4.11.2 If the candidate wishes to be interviewed in Welsh, the interview panel will be made up of Welsh speaking officers only. If the advertised post asks for Welsh language skills but the candidate – although indicating that s/he can speak Welsh – does not wish to be interviewed in Welsh, a procedure has been put in place to test the conversational level of the candidate prior to interview. This procedure was used for filling the posts of Monitoring Officer and Enforcement Officer.

4.12 **Signs displayed in the workplace (Standards 141 – 143)**
The Authority's policy is to ensure that all signs are bilingual, with the Welsh text inserted in such a way that it is likely to be read first. Reception/Centre managers have received guidance on ensuring that they comply with these Standards.

4.13 **Announcements using audio equipment in the workplace**
The Authority does not use audio equipment in the workplace.

5. PROMOTION STANDARDS (STANDARDS 145 – 146)

5.1 **5-year Welsh Language Strategy**
On the 7th August 2017 the Authority adopted its 5-year Welsh Language Strategy.

6. RECORD KEEPING STANDARDS (STANDARDS 147 – 154)

6.1 **Complaints received (Standards 147 – 149)**
No complaints were received by the Authority during the reporting period; however, in May 2017 a complaint was received by the Welsh Language Commissioner complaining that the Authority had circulated an English only neighbour notification letter concerning a planning application. This complaint was investigated and the Authority notified in December 2017 that we had failed to comply with Standards 4, 5 and 7. As a result, we were required to undertake certain action, namely:

- Raising staff awareness across the organisation of the need to ensure that all correspondence sent by the Authority to several persons is sent in Welsh and English at the same time;
- Raising staff awareness across the organisation of the need to provide a Welsh language version of any correspondence when we correspond with a person and we do not know whether or not that person wishes to receive correspondence from us in Welsh, and
- Ensuring that all correspondence sent by us inviting a response states that corresponding in Welsh will not lead to delay.

6.2 **Welsh language skills (Standard 151)**
All staff have been asked to input their Welsh language skills on the Authority's PoblyParc HR system. Of those who have self-assessed their skills against the Authority's adopted language skills framework, 26 stated that they were fluent in the Welsh language, with 44 assessing themselves as having some Welsh language skills.

6.3 **Training courses (Standards 152)**
6.3.1 2 Welsh language courses were paid for by the Authority during the reporting period. Some staff undertook courses of their own volition and 4 registered for the online Welsh at Work course.

6.3.2 A number of other training/development days were arranged for both staff and Members during the reporting period, e.g.:

- Health Board presentation
- Lighting/dark skies presentation

Although the sessions were conducted through the medium of English, some presentation material was available in both English and Welsh.

6.4 **Welsh language assessments for new or vacant posts (Standard 153)**
All requests to fill new or vacant posts have to be considered by the Authority's Leadership Team (see 4.9 above). The statistics are recorded on the Ffynnon performance management system and reported to the Audit and Corporate Services Review Committee.

6.5 **Categorisation of new and vacant posts (Standard 154)**
25 posts were advertised during the reporting period. Following the linguistic assessment referred to in paragraph 4.9, 9 were categorised as Welsh essential as they were public facing posts, and 10 with a Welsh desirable assessment as the team(s) to which they belonged were already able to provide a bilingual service. 6 were advertised with no Welsh requirement as the posts were considered to be non-public facing.

7. SUPPLEMENTARY STANDARDS (STANDARDS 155 – 175)

7.1 A copy of the Compliance Notice issued to the Authority by the Welsh Language Commissioner is available on the Authority's website.

7.2 A document entitled "Welsh Language Standards: Comments and Complaints" is available on the Authority's website. This document sets out all the Standards with which the Authority has to comply, together with the process that will be adhered to should someone make a complaint to the Authority if it fails in that duty.

8. MONITORING COMPLIANCE

8.1 Ultimate responsibility for implementing and monitoring the Welsh Language Standards lies with the Authority's Chief Executive. However, any actions concerning the Standards on a day-to-day basis has been delegated to the Administration and Democratic Services Manager. In addition, every Director, Head of Service and Team Leader are fully aware of the obligations of the Standards.

8.2 The Annual Monitoring Report is submitted to the Authority for approval prior to submission to the Welsh Language Commissioner.