

**REPORT OF ADMINISTRATION & DEMOCRATIC SERVICES MANAGER
AND DEPUTY MONITORING OFFICER**

**SUBJECT:
WELSH LANGUAGE STANDARDS: ANNUAL REPORT**

On the 30th September 2015, the Welsh Language Commissioner issued the Authority with a Compliance Notice in accordance with Section 44 of the Welsh Language (Wales) Measure 2011. The Compliance Notice sets out the Welsh Language Standards with which the Authority has to comply in the course of carrying out its business and the dates from which the Authority has to comply with the Standards.

The Authority is required to produce an Annual Report by the 30th June every year in line with Standards 158, 164 and 170 of the Compliance Notice and a copy of that report is appended. Unfortunately, the outbreak of the COVID-19 (coronavirus) pandemic and the consequent strict measures placed on everyone has resulted in the drafting of the report being delayed until now.

RECOMMENDATION:

That Members endorse the Annual Report as the Authority's submission to the Welsh Language Commissioner.

Background papers:

Amended Welsh Language Standards Compliance Notice issued to the Authority on the 23rd January 2017.

(For further information, please contact Janet Evans, Administration & Democratic Services Manager and Deputy Monitoring Officer on 01646 624834, or by e-mailing janete@pembrokeshirecoast.org.uk)

**PEMBROKESHIRE COAST
NATIONAL PARK AUTHORITY**



**WELSH LANGUAGE STANDARDS
ANNUAL REPORT**

April 2019 – March 2020

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 mean 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).
- 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 fourth annual report since the introduction of the Standards and the report focuses on the period from the 01 April 2019 to the 31 March 2020. Unfortunately, the outbreak of the COVID-19 (coronavirus) pandemic and the consequent strict measures placed on everyone has resulted in the drafting of the report being delayed this year.

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 A database to record the language preferences of service users has been implemented.
- 2.3 **Answering the telephone (Standards 8 – 22)**
- 2.3.1 Specific guidance has been given to staff for dealing with telephone calls. 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)**
- 2.4.1 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.

Web page views by year	Welsh	English
2019/20	141,385** (12,715)	1,278,512** (1,247,188)
2018/19	10,744	1,275,159
2017/18	11,515*	980,769*
2016/17	12,565	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.

**There was an unusual and unexplained spike in website traffic on May 26 and 27 2019, which accounted for a substantial amount of page views (128,670 over those two days). The figures in brackets are the total views minus the data for these two dates.

2.6.2 All apps produced by the Authority are bilingual.

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

2.7 **Self-service machines (Standard 60)**

2.7.1 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)**
- 2.11.1 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)**
- 2.12.1 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 2019/20 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.
- 2.13.2 361 sessions were undertaken with schools during the reporting period, 76 of which (21%) were carried out through the medium of Welsh; a decrease of 5% on the previous reporting period. 2,290 children and young people attended these sessions; a 16% decrease on the previous reporting period.
- 2.13.3 1,374 activities and events (including volunteering sessions) were held during the reporting period, 32 of which (2%) were carried out through the medium of Welsh; a decrease of 2% on the previous reporting period. 262 people attended these sessions; a decrease of 58% on the previous reporting period.
- 2.13.4 Every Thursday during August 2019, Castell Henllys facilitated and worked with staff from Menter Iaith Sir Benfro to provide a 30 minute to an hour session to introduce visitors to basic Welsh. The Menter Iaith staff would introduce basic Welsh phrases and words using various teaching methods, such as songs and games. The visitors could then practice their newly learnt Welsh with onsite staff in the shop and in the café. This activity succeeded in introducing visitors to the Welsh language and allowed them to learn and practice the language in a fun and engaging way on site. They could then use what they had learnt throughout the rest of their visit to Pembrokeshire/Wales. Castell Henllys is looking to build on this work and identify activities and opportunities to develop the site as a Welsh language hub.
- 2.14 **Pop-up summer beach activities**
- 2.14.1 Both the North and South Summer Rangers appointed during the 2019 summer season were bilingual and able to engage with people in both Welsh and English during pop-up summer activities on beaches.

2.15 **Waldo Williams Conference**

2.15.1 Oriol y Parc Gallery and Visitor Centre hosted the Waldo Williams Conference on 27 September 2019.

2.16 **Community Archaeologist**

2.16.1 The Authority's Community Archaeologist presented a presentation through the medium of Welsh at the St Fagan's Saving Treasures Telling Stories workshop about the Beneath Our Feet Project.

3. **POLICY MAKING STANDARDS (STANDARDS 88 – 97)**

3.1 **Policy formulation, review or revision (Standards 88 – 90)**

3.1.1 No additional policies to the Local Development Plan 2 or the National Park Management Plan have been undertaken during the reporting period.

3.2 **Public consultation (Standards 91 – 93)**

3.2.1 The Local Development Plan underwent a Public Inquiry process, which complied with Welsh Language Standards.

3.3 **Policy research (Standards 95 – 97)**

3.3.1 No research was undertaken during the reporting period.

4. **OPERATIONAL STANDARDS (STANDARDS 98 – 144)**

4.1 **Employment documentation (Standards 99 – 104)**

4.1.1 All staff have been asked whether they wish to receive any documents relating to their employment in Welsh, English or bilingually.

4.2 **Human resources policies (Standards 105 – 111)**

4.2.1 All staffing policies covered by the Standards are available bilingually.

4.3 **Complaints/disciplinary procedures (Standards 112 – 119)**

4.3.1 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)**

4.4.1 Welsh language software, including the *Cysgeir* and *Cysill* programmes are available to all staff.

4.5 **Intranet (Standards 122 – 126)**

4.5.1 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 31 March 2020 the Authority employed 163 staff. 34% (-23.5%) completed their language skills data (any changes from the previous year are indicated in brackets). Of those:

- 30 (-9) had basic spoken and 13 (-14) had basic reading/writing skills;
- 9 (-1) had everyday conversational skills, while 10 (-3) could read and write for everyday use;
- 1 (-1) could understand Welsh but lacked confidence to use the language;
- 11 (-2) considered themselves to be fluent in conversational Welsh;
- 6 (-1) considered themselves to be fluent in work-related conversation, while 6 (-2) stated they could read and write official correspondence.

4.6.3 Part of the decrease in data can be contributed to the fact that casual staff were recorded on the system for the first time during the reporting period. However, there are permanent staff who have not inputted any data and this matter will be addressed with staff when the new HR system is introduced during 2020.

4.6.4 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.

4.6.5 18 Members serve on the National Park Authority. Up until May 2019:

- 7 had basic spoken skills and 8 (+3) could read and write basic messages;
- 1 (-1) had basic everyday conversational skills, while 1 (-2) 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 4 (-2) had no reading/writing skills in Welsh.
- 4.6.6 Two new Welsh Government Members were appointed in June 2019, one of whom is a first language Welsh speaker, while the other is an advanced learner. They replaced a Member who had basic everyday conversational skills and one who had no spoken or reading/writing Welsh skills. A third Welsh Government Member was appointed in November 2019 (no Welsh skills) and replaced a Member with similar skills.
- 4.7 **Welsh language courses (Standards 130 – 133)**
- 4.7.1 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)**
- 4.8.1 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)**
- 4.9.1 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?
- 4.9.2 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.
- 4.9.3 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)**
- 4.10.1 All vacant posts are advertised bilingually. Anyone interested in applying for a post with the Authority can sign up to job alerts in the language of their choice.
- 4.11 **Application forms (Standards 137A – 140)**
- 4.11.1 The Authority has introduced an online application process which is available in Welsh and English. 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.

4.12 **Signs displayed in the workplace (Standards 141 – 143)**

4.12.1 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**

4.13.1 The Authority does not use audio equipment in the workplace.

5. PROMOTION STANDARDS (STANDARDS 145 – 146)

5.1 **5-year Welsh Language Strategy**

5.1.1 The Authority has published its 5-year Welsh Language Strategy and actions set out within it are monitored by the Audit and Corporate Services Review Committee

6. RECORD KEEPING STANDARDS (STANDARDS 147 – 154)

6.1 **Complaints received (Standards 147 – 149)**

6.1.1 No complaints were received by the Authority during the reporting period.

6.2 **Welsh language skills (Standard 151)**

6.2.1 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, 19 stated that they were fluent in the Welsh language, with 40 assessing themselves as having some Welsh language skills.

6.3 **Training courses (Standards 152)**

6.3.1 All staff are actively encouraged to learn Welsh and 17 staff enrolled to do online Work Welsh language courses during the reporting period. However, it is also known that a number of staff are pursuing courses in their own time.

6.3.2 Following the successful two-day Welsh in the landscape course entitled "Myny, Mini, Mwni", which was organised in conjunction with the National Trust and Menter Iaith Sir Benfro the previous year, a similar one-day course was held for Authority Rangers, Wardens, other staff involved in engagement and volunteers during the reporting period. The aims of the event were to enable participants:

- to engage positively with the Welsh language;
- understand the connection between language and landscape;
- understand how that knowledge and understanding can deepen the connection with place, and
- use that knowledge and understanding to add value to their experiences and to the experiences they provide to others.

6 staff and 8 volunteers attended the course, and feedback was very positive and included:



6.3.3 An Authority Ranger led a further Welsh in the Landscape walk at Lower Tregynnon as part of the Pembrokeshire Outdoor Charter training event.

6.4 **Welsh language assessments for new or vacant posts (Standard 153)**

6.4.1 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)**

6.5.1 26 posts were advertised during the reporting period. 8 were categorised as Welsh essential, 3 with Welsh language skills as advantageous (2 of which included a condition that the successful candidate attain level B2 in Welsh within a specified timeframe), 5 Welsh desirable and 10 were advertised with no Welsh requirement as they were short-term temporary posts or Welsh was not a requirement for that particular post.

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.