

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

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

On the 30<sup>th</sup> 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 30<sup>th</sup> June every year in line with Standards 158, 164 and 170 of the Compliance Notice and a copy of that report is appended.

**RECOMMENDATION:**

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

Background papers:

Welsh Language Standards Compliance Notice issued to the Authority on the 20<sup>th</sup> September 2015

Amended Welsh Language Standards Compliance Notice issued to the Authority on the 23<sup>rd</sup> 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](mailto:janete@pembrokeshirecoast.org.uk))*

# **PEMBROKESHIRE COAST NATIONAL PARK AUTHORITY**



## **WELSH LANGUAGE STANDARDS ANNUAL REPORT**

**April 2020 – March 2021**

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 stakeholders 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 30<sup>th</sup> 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 30<sup>th</sup> 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.
- 2.3.2 During the COVID-19 pandemic and the Welsh Government directions to work from home, a new internet-based telephone system has been installed, which enables staff to continue to contact each other easily. Staff have been reminded that all answerphone messages should be recorded bilingually, 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
2020/21	12,328	802,982

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.

2.6.4 A concerted effort was made during 2019/20 to keep members of the public informed of the COVID-19 situation and what restrictions impacted upon the work of the Authority, particularly with regard to access to the National Park. All notifications/videos/tweets, etc. were bilingual. The Authority's Communications Team has been shortlisted for a UK excellence award for its work in communicating out of the COVID-19 crisis.

## 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 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 45 sessions were undertaken with schools during the reporting period, 5 of which (11%) were carried out through the medium of Welsh; a decrease of 10% on the previous reporting period. 184 children and young people attended these sessions; a 92% decrease on the previous reporting period. (NOTE: The Authority’s education provision was affected by COVID-19 restrictions during the year, in particular this had an impact on Castell Henllys being able to deliver Welsh Language sessions.) The Authority’s Community Archaeologist created a video in English and Welsh as part of Heritage Guardians for Ysgol Gelli-aur that focused on the age of metals and included a quiz.

2.13.3 294 activities and events (including volunteering sessions) were held during the reporting period, 10 of which (3%) were carried out through the medium of Welsh; an increase of 1% on the previous reporting period. 59 people attended these sessions; a decrease of 77% on the previous reporting period. (NOTE: The Authority’s activities and events provision (including group volunteering) were affected by COVID-19 restrictions during the year,



in particular face-to-face events, although virtual events and activities did occur where feasible.) The Authority's Community Archaeologist delivered a virtual talk to Reading and District Welsh Society.

#### 2.14 **Pop-up summer beach activities and Tourist Information**

- 2.14.1 One Summer Ranger was appointed during the 2020 summer season who was bilingual and able to engage with people in both Welsh and English during socially distanced pop-up summer activities on beaches and when providing tourist information.

### **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 adoption, and formal notification procedures complied with Welsh Language Standards. Seven Supplementary Planning Guidance documents were consulted upon, which complied with Welsh Language Standards:

- Archaeology;
- Biodiversity;
- Caravan, camping and chalet development;
- Parking standards;
- Place Plan – Community Land Trust and affordable housing;
- Renewable energy;
- Sustainable design and development.

A Consultation was also undertaken on the following, and complied with Welsh Language Standards:

- Responding to the Climate Change Emergency Action Plan.

Consultations were also undertaken on two other Action Plans but were limited to a number of established contacts with whom the Authority correspond in English. The Celebrating Heritage Action Plan has been translated since it was finalised and the Restoring Nature Action Plan will be translated when finalised.

#### 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 2021 the Authority employed 159 staff. 38% (+4%) completed their language skills data (any changes from the previous year are indicated in brackets). Of those:

- 27 (-3) had basic spoken and 12 (-1) had basic reading/writing skills;
- 10 (+1) had everyday conversational skills, while 16 (+6) could read and write for everyday use;

- 1 (-1) could understand Welsh but lacked confidence to use the language, while 2 could read and write in Welsh but lacked the confidence to use it;
- 12 (+1) considered themselves to be fluent in conversational Welsh;
- 10 (+4) considered themselves to be fluent in work-related conversation, while 8 (+2) stated they could read and write official correspondence.

4.6.3 The remainder have not inputted any data and this matter will be addressed with staff when the new HR system is introduced during 2021.

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. Of these:

- 7 have basic spoken skills and 8 can read and write basic messages;
- 0 (-1) have basic everyday conversational skills, while 0 (-1) can read and write everyday messages;
- 3 (+1) are fluent in conversational Welsh;
- 2 (+1) can converse fluently in a work related situation and read and write official correspondence;
- 2 (-1) have no spoken Welsh skills, while 3 (-1) have no reading/writing skills in Welsh.

#### 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 (see 4.6.2).

### 6.3 **Training courses (Standards 152)**

6.3.1 All staff are actively encouraged to learn Welsh and 37 staff enrolled onto 65 online Work Welsh language courses (covering 13 different modules) during the reporting period (see 6.3.2). 35 modules had been completed by 11 members of staff during the reporting period.

6.3.2 The courses include:

Emergency Services: Part 1  
Improving your Welsh: Parts 1 and 2  
Retail Sector: Parts 1 and 2  
Teachers: Part 1  
Tourism Sector: Parts 1 and 2  
Transport for Wales: Part 2  
Welcome: Parts 1 and 2  
Welcome Back: Parts 1 and 2

### 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 Authority's performance management system and reported to the Audit and Corporate Services Review Committee and Operational Review Committee.

### 6.5 **Categorisation of new and vacant posts (Standard 154)**

6.5.1 18 posts were advertised during the reporting period. 4 were categorised as Welsh essential, 2 with Welsh language skills as advantageous, 7 Welsh desirable and 5 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.