



Snowdonia National Park Authority's Welsh Language Standards: 2018/19 Monitoring Report

1. Introduction

- 1.1 On the 30th of 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, which confirmed the Welsh Language Standards that the Authority is subject to.
- 1.2 As in required on an annual basis, this Monitoring Report looks back over the financial year 2018-19, and reports on how the Authority has complied with, and performed against each of the 162 Standards given to it.

2. Service Delivery Standards

- 2.1 Correspondence (Standards 1-7): The Authority sends out correspondence in the language of choice of the recipient, or in cases when this is not known a bilingual version of the correspondence is sent.
- 2.2 When bilingual correspondence is sent out, the Welsh and English language is treated equally by appearing side by side (where this is possible), with the same font and size used in both languages. On rare occasions when separate Welsh and English correspondence is produced, both versions are identical in terms of font and size, including contact details, signatures etc.
- 2.3 Telephone Calls (Standards 8-22): All staff who work at the Authority's main receptions and Information Centres are fully bilingual and accordingly are able to deal with all enquiries through the medium of Welsh at the first point of contact.
- 2.4 The Authority does not have automated telephone systems, but a pre-recorded message for calls received out of hours or for callers who experience a busy line is in place. The pre-recorded message is bilingual with the message in Welsh being transmitted first.
- 2.5 When contact is made through a direct line telephone number, staff are instructed to greet the caller with a bilingual greeting (with the Welsh first) or with a neutral greeting, ensuring that the Welsh language is not treated less favourably than the English language.

- 2.6 When contact is made through a direct line telephone number, staff are instructed to set a bilingual message on their voice mail, with the Welsh message playing first.
- 2.7 As the majority of the Authority staff are bilingual, any calls from Welsh speakers are dealt with at the first point of contact. For the staff that are not fully able to carry out a conversation in Welsh, they will transfer the call to a colleague without any delay.
- 2.8 Meetings (Standards 23-38): All meetings arranged with an individual have and will continue to be conducted in the language of choice of the individual. For meetings that have been arranged for a group of individuals, they will be conducted in Welsh with simultaneous translation being arranged for any non-Welsh speakers in attendance (unless none of the invited individuals are able to communicate in Welsh, in which case the meeting will be conducted in English).
- 2.9 All public meetings of the Authority have and will continue to be conducted in Welsh with simultaneous translation available for those who cannot communicate through the Welsh language.
- 2.10 All publicity, written materials and any documentation produced by the Authority and handed out at public events or meetings are fully bilingual, with the Welsh and English languages treated equally.
- 2.11 Public Documentation (Standards 40-51): All the Authority's public documents, including forms are bilingual with the Welsh appearing first or on the left hand side of the document. The Welsh and English languages are treated equally, with the same font and size of text used for both languages. On rare occasions when the Welsh and English language versions are in a separate document, a sentence is included on the English version, stating that a Welsh version is available.
- 2.12 Website, Apps and Social Media (Standards 52-59): The Authority's website and apps are fully bilingual with the user being able to choose their preferred language on the home page. Every single page of the website has a toggle button which can be used to access the other language. All pages correspond fully between both languages.
- 2.13 The Authority has corresponding Welsh and English versions of twitter accounts and a bilingual version of Facebook. All messages from the Authority are replicated identically on the Welsh and English versions of the various social media sites, or bilingually in some instances. Any messages received in Welsh through social media are always answered in Welsh.
- 2.14 Self Service Machines (Standard 60): All electronic information touch screens are available in Welsh and English, with the ability to choose the language on the home screen and to change language via a toggle button on each of the pages.

- 2.15 All the Authority's pay and display machines in the car parks are able to provide the service in Welsh and English. On newer machine the initial home screen has a choice of whether to proceed in Welsh or English, and on the older machines (where this is not possible), the initial language has been defaulted to Welsh.
- 2.16 Signs (Standards 61-63): All signs erected by the Authority are fully bilingual, with the Welsh appearing first or on the left hand side. The Welsh and English languages are treated equally, with the same font and size of text used for both languages.
- 2.17 Reception Services (Standards 64-68): As previously stated all staff who work at the main reception areas or at Information Centres are fully bilingual. Each reception has the 'Iaith Gwaith' logo on display to indicate that a Welsh service is available and all reception staff have been given 'Iaith Gwaith' badges.
- 2.18 Official Notices (Standards 69-70): When the Authority publishes or displays an Official Notice they are always fully bilingual, with the Welsh appearing first or on the left hand side. The Welsh and English languages are treated equally, with the same font and size of text used for both languages.
- 2.19 Grant Schemes (Standards 71-75): During the year the Authority had 3 main grant schemes, namely the Snowdonia Partnership Fund, grants for the repair of listed buildings at risk in Snowdonia, and building grants in Dolgellau through the Dolgellau Townscape Heritage Initiative, which is funded by both the Authority and the Lottery Heritage Fund.
- 2.20 For each of the grant schemes, all documentation including application forms and guidance notes are fully bilingual, and correspondence is carried out in the language of choice of the applicant or bilingually.
- 2.21 During the year, the Snowdonia Partnership Fund was reviewed, and a decision was made to adapt the future funding approach to one of commissioning projects. Although the fund has been restructured, the process of commissioning projects will be fully bilingual.
- 2.22 Contract Tenders (Safonau 76-80): All Public Notices for Invitations to Tender or to Express an Interest are produced bilingually and published on the Authority's website. They are also published on the Sell2Wales website bilingually, with the exception of OJEU notices which are published in English only. OJEU (Official Journal of the European Union) is the publication in which all tenders from the public sector which are valued above a certain financial threshold according to EU legislation, must be published. The Welsh Language Commissioner is aware of the situation, and has confirmed with Sell2Wales that this does not go against any of the Welsh Language Standards.

- 2.23 All submissions received in Welsh have been processed and treated in the same way as submission in English, and correspondence is carried out in the language of choice of the applicant or bilingually.
- 2.24 Corporate Identity and Promoting Services (Standards 81-83): The Authority's corporate identity has been fully bilingual since its inception, with the Welsh and English language being treated on the basis of equality. Any future changes or rebranding of the corporate identity will always adhere to this founding principle.
- 2.25 The Authority does not provide the same services separately in Welsh and English, but rather offers a bilingual service with one point of contact. The promotion of any services is therefore done bilingually in line with the Authority's corporate identity, ensuring that the Welsh and English language is treated on the basis of equality.
- 2.26 Education Courses (Standards 84-86): Every public education course offered at Plas Tan y Bwlch must be subject to an assessment of the need for that course to be offered through the medium of Welsh.
- 2.27 All the public courses at Plas Tan y Bwlch are run on a commercial basis, which means that courses are only programmed if there is a viable market for them. Some courses are already offered through the medium of Welsh or bilingually as determined by the mix of participants.
- 2.28 During the process of setting the public course programme for 2018/19 an assessment was undertaken on whether the courses offered could be run entirely in Welsh or bilingually. A number of factors were taken into account including demand, practicality and whether Welsh medium tutors were available for the subject area. The results of the assessments are published in a 50 page document on the Authority's website.
- 2.29 Public Address System (Standard 87): Any announcements made over a public address system are made bilingually, with the Welsh announcement being made first.
- 2.30 Complaints relating to Complying with the Service Delivery Standards
During the year no complaints were received relating to the way in which the Authority complied with the Service Delivery Standards.

3. Policy Making Standards

- 3.1 Policy Formulation and Associated Consultation (Standards 88-93): With every new policy* that is developed (or if a present policy is revised and updated) an Equality Impact Assessment screening process is undertaken as part of the process. Although the Welsh language is not a protected characteristic under the Equality Act 2010, the Authority has included the Welsh language as part of the assessment.
**Policy is defined in its wider context to include plans and strategies*
- 3.2 The screening process will determine if the proposed policy will or is likely to have a negative effect on the Welsh language or the ability of people to use the Welsh language. The assessment will also identify the potential for the proposed policy to have a positive effect on the language either through its use or through its promotion.
- 3.3 If the proposed policy goes out to public consultation, the responses received through the consultation will be taken into account in full when undertaking the impact assessment. Members of the Authority will also have an opportunity to scrutinise the proposed policy at various points through the process. If a negative impact were to be identified, a fully equality impact assessment would take place to identify mitigation measures required and to decide whether to proceed with the policy.
- 3.4 Awarding Grants and Commissioning Research and Projects (Standards 94-97): The documentation for the restructured Snowdonia Partnership Fund for the commissioning of projects is yet to be developed. However, the requirement to take into consideration the effect (both positive or negative) on the Welsh language will be fully integrated into the new commissioning fund processes. Additional conditions on the use and the promotion of Welsh, and to ensure equality for the Welsh language will continue to be part of the fund's requirements.
- 3.5 If the Authority were to commission research to assist with policy making decisions, we would ensure that the research would include identifying the potential positive and negative effects of the proposed policy on the Welsh language.
- 3.6 Complaints relating to Complying with the Policy Making Standards
During the year no complaints were received relating to the way in which the Authority complied with the Policy Making Standards.

4. Operational Standards

- 4.1 On the 31st of March 2019, the Authority employed 126 staff of which 119 are fully bilingual, representing 94%.
- 4.2 Using Welsh internally (Standard 98): Since its inception, the Authority has established through custom and practice that the main language of internal communications is Welsh, with English being used as required. Staff are aware that any general written communication directed at all staff (such as e-mails) are to be produced bilingually.
- 4.3 Staff Documentation (Standards 99-104): The Authority has a fully bilingual policy in place for all personnel matters. This means that all documentation relating to the employment of an individual is produced bilingually as standard and given to all staff members. Any correspondence that is sent out periodically from the personnel service to individual staff members is also produced bilingually.
- 4.4 Personnel Policies (Standards 105-111): All personnel policies are produced bilingually as standard.
- 4.5 Grievance and Disciplinary Procedures (Standards 112-119): Staff are welcome to correspond in the language of their choice. Both Welsh and English are treated equally and there would be no delay in responding to correspondence received in either language. Disciplinary or appeal hearings are all conducted in the language of choice of the staff member, as well as all related documentation and correspondence.
- 4.6 Computer Software (Standard 120): Every staff computer and laptop has Cysgliad installed for checking spelling and grammar in Welsh, as standard.
- 4.7 Staff and Members Intranet (Standards 121-126): The intranet is accessed through the Authority's website and is also fully bilingual. The toggle button at the top of the page allows the user to change from English to Welsh or vice versa.
- 4.8 Skills Assessment (Standard 127): Data from the staff skills assessment is set out in Appendix 1.
- 4.9 Training (Standards 128-133): General training courses are always provided in Welsh where possible. During 2018/19, 7 members of staff attended a course offered entirely through Welsh.
- 4.10 Employees who cannot fully communicate in Welsh are encouraged to attend Welsh language courses and training, which can be undertaken in work time. Two members of staff attended Welsh / Improving Welsh courses during the year.
- 4.11 E-mail Signatures and Contact Details (Standards 134-135): The Authority uses the 'Iaith Gwaith' badge for Welsh language speakers and learners to

place within their e-mail signature. All contact details provided as part of an e-mail signature are fully bilingual, as required in the Authority's 'Clear Communications' booklet, the guide for staff on customer service standards and house style.

- 4.12 Vacant Posts and Recruitment (Standards 136-140): During 2018/19, 43 vacant posts were advertised. Of these, 42 were classed as Welsh essential and 1 was re-classed as Welsh desirable following a failure to appoint to a short term contract.
- 4.13 All recruitment advertisements are advertised in Welsh. All documentation is available bilingually e.g. application form, job description, person specification and equality monitoring form. Job interviews are conducted in Welsh.
- 4.14 As with all other correspondence, letters sent to job applicants informing them of the outcome of their application are sent in the language that the application was submitted, or bilingually if a bilingual application was submitted.
- 4.15 Internal Signage and Announcements (Standards 141-144): All signs erected by the Authority are fully bilingual, with the Welsh appearing first or on the left hand side. The Welsh and English languages are treated equally, with the same font and size of text used for both languages. Any announcements made over the internal address system are made bilingually, with the Welsh announcement being made first.
- 4.16 Complaints relating to Complying with the Operational Standards
During the year no complaints were received relating to the way in which the Authority complied with the Operational Standards.

5. Promotion Standards

- 5.1 Promoting the Welsh Language (Standards 145-146): During 2016/17 a Strategy for Promoting the Welsh Language was adopted by the Authority. The strategy includes a target of 'an increase of 2% of Snowdonia National Park's population which can speak Welsh by 2021'.
- 5.2 In addition, the Authority continues to work in partnership with other public sector organisations in Gwynedd to promote the Welsh language, through membership of Hunaniaith. The Authority is an active member of some of the sub-groups of this body, which is led by Gwynedd Council and acts as the '*Menter Iaith*' for Gwynedd. Through working in partnership, the aim is to strengthen the Welsh language and make it the natural language in the home, in school, in the community and in the workplace.

6. Record Keeping and Supplementary Standards

- 6.1 Keeping Records of Compliance with the Standards (Standards 147-176): A document titled 'Snowdonia National Park Authority Welsh Language Standards' has been produced, which is available in the Authority's offices and on the website. The document outlines all the Standards that the Authority is subject to and sets out how members of the public can make a complaint about the Authority's compliance with the Standards or any aspect of the Welsh language service offered by the Authority.
- 6.2 The Authority has kept records of how it complies with the Standards in accordance with the requirements of the Welsh Language Commissioner.

APPENDIX 1

1. Staff Skill Levels - Overview

The number and % of staff within the Authority's services which are able to speak Welsh according to directorate			
	No. of Staff	No. of Welsh Speakers	%
Chief Executive	1	1	100%
Corporate	66	62	94%
Planning and Land Management	59	56	95%

The number and % of staff within the Authority's services which are able to speak Welsh according to post grade			
	No. of Staff	No. of Welsh Speakers	%
Management Team	3	3	100%
Heads of Service	11	10	91%
Grade 7+	44	40	91%
Up to Grade 6	68	66	97%

The number and % of staff within the Authority's services which are able to speak Welsh according to workplace			
	No. of Staff	No. of Welsh Speakers	%
Head Office	73	69	95%
Information Centres	4	4	100%
External Staff	23	23	100%
Plas Tan y Bwlch	26	23	88%

2. Staff Skill Levels by Service

Corporate Directorate

The number and % of staff within the service which are able to speak Welsh			
Section	No. of Staff	No. of Welsh Speakers	%
Director	1	1	100%
Finance	4	4	100%
Personnel	2	2	100%
Administration	11	11	100%
Information Systems	4	3	75%
Property	4	4	100%
Legal	1	1	100%
Engagement	13	13	100%
Plas Tan y Bwlch	26	23	88%

Number and % of staff within the service, by post grades, which are able to speak Welsh			
Section	No. of Staff	No. of Welsh Speakers	%
Director	1	1	100%
Heads of Service	7	6	86%
Grade 7+	15	14	93%
Up to Grade 6	43	41	95%

Planning and Land Management

The number and % of staff within the service which are able to speak Welsh			
Section	No. of Staff	No. of Welsh Speakers	%
Director	1	1	100%
Planning	13	11	85%
Cultural Heritage	4	4	100%
Wardens	24	24	100%
Conservation, Trees and Agriculture	17	16	94%

Number and % of staff within the service, by post grades, which are able to speak Welsh			
Section	No. of Staff	No. of Welsh Speakers	%
Director	1	1	100%
Heads of Service	4	4	100%
Grade 7+	29	26	90%
Up to Grade 6	25	25	100%

3. Staff Skill Levels – Reception

The number and % of posts in the main reception areas that have been designated 'Welsh essential' and that were filled by bilingual staff.			
Section	No. of Staff	No. of Welsh Speakers	%
Head Office	6	6	100%
Plas Tan y Bwlch	6	6	100%
Information Centres	4	4	100%