## Brecon Beacons National Park Authority Welsh Language Monitoring Report

## for 2010-2011

**Contents**

p2 Introduction

p2 The Welsh Language Working Group

p3 Compliance with the Scheme

p3 Front Line Services

p4 Welsh Language Skills

p4 Language Learning

p4 Language Awareness Training

p5 Statistics for 2010-11

p8 Complaints

p9 Publications

p10 Website

p11 Mainstreaming

p11 Conclusion

Appendices

1. Welsh Language Board response to report for 09/10 and Comments
2. Statistics from 2009 to show new calculations
3. List of Visitor Publications.

****

**Introduction**

The Brecon Beacons National Park is one of three National Parks in Wales; it covers 520 miles² and lies between rural Mid Wales and the industrial South Wales Valleys. The National Park has a population of approx 33, 000 people and receives over three and a half million visitors each year. All three of Wales’ National Parks share the same statutory purposes:

* to conserve and enhance the natural beauty, wildlife and cultural heritage of the National Park, and
* to promote opportunities for the enjoyment and understanding of the special qualities of the area by the public

They all have a duty

* to seek to foster the economic and social well-being of the local communities within the Park.

Administratively the area of the National Park includes 50 Community Councils and nine Unitary Authorities. The Brecon Beacons National Park Authority is the planning authority for the National Park with delegated responsibility for rights of way whilst the constituent local Authorities retain responsibility for all other local government services.

15.5% of the National Park’s residents are Welsh speaking and the great majority live in the West of the Park. Indeed some of the communities with the highest percentage of Welsh speakers nationally are within the Park’s Western boundaries (Quarter Bach 75.5%, Cwm Amman 68.5%). The National Park Authority also has a wider catchment area since it’s designation means it is a public resource for the whole population including the Welsh speaking public.

**The Welsh Language Working Group**

The ultimate responsibility for the scheme rests with the Chief Executive of the Authority. The Communications Manager has the role of Welsh Language Officer and she chairs the Welsh Language Working Group. The Working Group is composed of staff and the nominated “Member Champion” for the Welsh Language - Cllr Helen Wyn. During the reporting year 2010- 2011 the Welsh Language Working Group had an intense period of meetings in the first half of the year in order to respond to the Welsh Language Board on the expected revisions to the Scheme and to plan the National Park’s presence at the Eisteddfod. The Group has not met in person for the latter part of the year but have continued to receive information on the use of Welsh in the Authority and have been copied into correspondence from the Welsh Language Board. They have shared information and raised queries with the other members of the Group.

The Welsh Language Working Group does not have a formal brief can be called upon when necessary in order to ensure that the Authority is thorough in its responses. The Group also offers advice – for example on priorities for expenditure during 2010-2011 of the budget for translation into Welsh language. The Group are invited to comment on the Welsh Language Monitoring Report from the Authority and on the remarks from the Board.

**Compliance with the Welsh Language Scheme**

Unfortunately the Scheme we currently have has expired and a new one has not yet been agreed with the Welsh Language Board. We have not been able to meet with the Board to do this and so have not agreed the checks on compliance which the Board proposed the Authority could consider in its monitoring report for last year. We have however set about improving in the area the Welsh Language Working Group felt was the number one priority – the web site.

**Front Line Services:** 2 of the 2.5 posts (80%) in the main reception have been designated Welsh Essential – unfortunately one of the staff in them left during 2010-11. Due to the need for a redeployment, the post is currently being filled full time by a learner. Should we go to recruitment for this post in the future we will continue to seek a fluent Welsh Language speaker but for now one of our two receptionists can offer a fluent response and usually both receptionists are on duty together.

The other posts where Welsh is an essential requirement are in Education where we work directly with Welsh schools – these are filled by Welsh Language speakers and when advertised it is an essential criteria

Several of the warden posts in the West of the Park are designated and are filled by Welsh speakers.

**Language learning**

At the start of the reporting year we entered an agreement with Powys County Council on provision of Welsh Language training. Powys invited our staff to joint classes and provided a teacher (I believe the funds came from the Welsh Language Board) Those members of staff who have followed this Welsh for Adults courses for beginners and for intermediates have been very impressed with the courses and the professionalism of the teachers. The course has been taught during work hours at the Authority Headquarters in Brecon with Powys staff coming to the Park’s offices. The course is advertised to new recruits during their induction and also to existing staff at the beginning of each term. Staff who are not based at the HQ in Brecon are also given the opportunity to attend the course. Attendance is with the agreement of the line manager. At the start of the year I believe that 12 people took up the offer to learn at work whereas we had 10 the year before.

**Language awareness training:**

The majority of our staff received language awareness training during their induction. All new staff continue to be advised of the Authority’s Welsh Language Scheme as part of their induction process and are also advised that they can join the Authority’s language lessons if they wish.

**Welsh Language Skills**

We updated the survey of staff to ensure that we are recording the full extent that Welsh is spoken by staff within the Authority and we reported its findings. There are few changes because the staffing has remained fairly constant with a turnover of 10.77%.Eight staff were recruited during the reporting year and of those two classified themselves as fluent Welsh speakers and one as Intermediate.

The survey was emailed to new staff along with those who did not reply last time, staff were asked to identify themselves as one of the following:

**Non Welsh speaker**- no knowledge of any words or phrases

**Basic**- able to speak and understand some words and phrases

**Learner**- able to understand and converse in simple terms

**Intermediate**- Can converse in Welsh with reasonable confidence and occasional detailed terms.

**Fluent**- Able to converse in Welsh with confidence, using detailed and complex terms with ease.

## Statistics for 2010-2011

For the review year 2010/11 the statistics show 110 full time equivalent posts – the number is lower than last year as posts were taken out of the establishment. The 110 full time equivalent posts are filled with 130 individuals.

Last year we used full time equivalent posts instead of actual headcount – although last year we had the same number of people – 130 - but not the same individuals. This year we have taken the decision to provide new statistics for 2009-2010 reflecting head count rather than the full time equivalent post numbers. We believe that this will enable us to compare like with like – however it does mean the statistics will differ slightly from those in the report for 2009-10. For clarity, the full list is shown at appendix 1 with the same figures from last year showing how we have produced the new calculations.

125 staff responded to the survey and the results are as follows

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Non Speaker | Basic | Learner | Intermediate | Fluent | Unknown | Welsh Qualifications |
| Number of individual staff | 35 | 46 | 19 | 9 | 16 | 5 | Between them 23 staff have 23 GCSEs equiv  6 A levels and 3 BA Hons |
| % of staff 2010- 11 | 26.9% | 35.4% | 14.6% | 6.9% | 12.3% | 4.61% | 17.69% of staff have some |
| % of staff 2009 10 | 18.5% | 26.9% | 12.3% | 7.7% | 10.8% | 23.9% | 17.7 % of staff have a qualification |

As you can see, overall the percentage of staff who classify themselves as able to offer a few words of greeting has risen on our stats from 2009-2010. The percentage for staff able to converse in Welsh – classifying themselves as fluent - also shows a small improvement as do the percentages for learners – there is a very small drop for intermediate speakers.

**PERFORMANCE INDICATORS**

The number and percentage of staff within the Authority’s services able to speak Welsh according to:

1. Service division:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Planning**  (28 staff) | Non Speaker | Basic | Learner | Intermediate | Fluent | Unknown |
| Number of individual staff | 5 | 12 | 3 | 3 | 5 | 0 |
| % of staff in directorate | 17.8% | 42.8% | 10.7% | 10.7% | 17.8% | 0 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Countryside**  (77 staff) | Non Speaker | Basic | Learner | Intermediate | Fluent | Unknown |
| Number of individual staff | 18 | 23 | 14 | 5 | 9 | 8 |
| % of staff in directorate | 23.4% | 29.8% | 18.2% | 6.4% | 11.7% | 10.4% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Corporate Services**  (26 staff) | Non Speaker | Basic | Learner | Intermediate | Fluent | Unknown |
| Number of individual staff | 12 | 9 | 2 | 1 | 2 | 0 |
| % of staff in directorate | 46.1% | 34.6% | 7.7% | 3.8% | 7.7% | 0% |

Planning has 28.5% of staff identifying themselves as fluent or intermediate and thus able to converse effectively in Welsh. The Planning Service provides planning advice and information to residents throughout the National Park so we are pleased that the number of planners able to converse with their clients in Welsh has increased a little. Countryside Department and Corporate Services are about the same as 2009-2010 with Countryside at 18.1% and Corporate Services have 11.5%.

(b) Post grade

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| GRADE | Non Speaker | | Basic | | Learner | | Intermediate | | Fluent | | Unknown | |
| **1 – 8**  *(70 staff)* | 17 | 24.3% | 24 | 34.2% | 11 | 15.7% | 6 | 8.5% | 9 | 12.8% | 3 | 4.3% |
| **9 -12**  *( 44 staff)* | 11 | 25% | 15 | 34% | 8 | 18.2% | 1 | 2.2% | 7 | 15.9% | 2 | 4.5% |
| **12+**  *( 16 staff)* | 7 | 43.7% | 7 | 43.7% | 0 | 0% | 2 | 12.5% | 0 | 0% | 0 | 0% |

(c) Workplace:

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Non Speaker | | Basic | | Learner | | Intermediate | | Fluent | | Unknown | |
| HQ  *(86 staff)* | 24 | 27.9% | 33 | 38.4% | 13 | 18.6% | 7 | 8.1% | 8 | 9.3% | 1 | 1.2% |
| Wardening service  *(14 staff)* | 6 | 42.8% | 4 | 27.6% | 0 | 0% | 0 | 0% | 3 | 21.4% | 1 | 7.1% |
| Visitor Centre  *(30 staff)* | 5 | 16.7% | 9 | 30% | 6 | 20% | 2 | 6.7% | 5 | 16.7% | 3 | 10% |

The figures show that 17.4% of the staff in HQ feel able to converse in Welsh. In our Visitor Centres 23.4% of staff are able to converse at a fluent or intermediate level in Welsh while a further 50% can at least greet visitors in Welsh and 20% possibly hold a basic conversation before switching to English. The warden service has 23.4% speaking Welsh fluently and all of these wardens work in the West of the Park where the majority of Welsh speaking residents are.

**Complaints on the standard of Welsh language services**

The number of complaints received during 2010-2011 in relation to the operation of the Language Scheme and the percentage dealt with in accordance with the Authority’s corporate standards remains at none this year. We note the Board did not accept lack of complaints as indicative of a lack of concern, however we see it as at least indicating that no individual dealing with the Authority has felt so unhappy that they have complained – which is a positive.

**Publications for Visitors to the National Park**

The Brecon Beacons National Park Authority produces a number of publications which are distributed through its visitor centres. The main publications are listed in Annexe C to this report.

The situation is quite similar to 2009-2010, although we have added new publications to our catalogue. Of the publications **for sale,** 12 out of 14 (84%) are available to Welsh readers either in a bilingual version or in separate Welsh and English version. However the remaining two publications are is available on the website as a pdf in Welsh and they are both due to be reprinted as a single bilingual publication during the current financial year (2011-2012) which will hopefully take us to 100%.

We are happy to report that the number of publications **available free** to visitors has almost doubled and the new publications are available in Welsh. 40 leaflets and brochures (97.6%%) are now available either as bilingual or available in separate Welsh and English versions.

The outstanding issue is the Visitor Guide. The Board asked us to publish the non-advertising pages in English and in Welsh and we are interested in discussing the issues we have with them over this. We currently produce the front cover and the main introduction bilingually and we include a page on the cultural importance of the Welsh language. We also offer Visitors tips on pronunciation and some key phrases. The issue for us is not the costs of the translation but the costs of publication – we cannot increase the number of pages in the guide as it is already at maximum for the binding. To produce a separate Welsh version would cost the same publication costs again but the Guide is mainly paid for by revenue from advertising so this is an issue. We will be discussing this with the Board during our coming negotiations on the Scheme.

**Eisteddfod**

The Eisteddfod was in Ebbw Vale during 2010 and the Brecon Beacons organised the stand on behalf of the three Parks at the event. The stand included information on some of the towns and villages in the Brecon Beacons National Park and we borrowed a model of the statue which stands in Llandovery which caused much interest. Tt included story telling sessions in Welsh by staff and from visiting poets (organised with Academi) Staff and members – mainly from the Brecon Beacons but with some support from Snowdonia and Pembrokeshire were on duty to offer information and face painting.

**Use of Welsh Translators**

Staff are now working with translators registered with the Board of Welsh Translators and we identified the translators for the Welsh version of the website through an advert exclusively circulated by the Board. The National Parks of Wales have just negotiated a Service Level Agreement in order to pass translation to Snowdonia National Park where possible who will be paid by the other Parks for this service.

**Local Development Plan and National Park Management Plan**

As stated last year the draft deposit stage of the Local Development Plan (LDP) supports the use of Welsh Language in the park. Comments on the Plan are still being assimilated and the Welsh Language Board’s questions will be passed to the team to take in to account as the Plan progresses.

The Authority’s National Park Management Plan is now completed and has been published in Welsh as well as English along with all the sub documents relating to it.

**Grant in Aid**

The Authority continues to include equality for Welsh as a criteria for applicants to the Sustainable Development Fund during interview panel applicants are asked whether the project “Treats English and Welsh on a basis of equality in its dealings”. Projects have to meet all of the core criteria in order to obtain funding. The Board raised the possibility that the panel may not feel able to judge this, however one of our officers attends the panel and they could offer guidance should this be required.

**Website:**

This has been a source of great concern to the Authority and was highlighted by the Welsh Language Working Group as the priority area for spending the Authority’s translation resources.

A company was selected through open tender advertised with the Association of Welsh translators to undertake the translation of the web into Welsh. The company who won the tender are called Trosol and they are based in Cardiff. They have worked closely on translations for CCW, the Environment Agency and the Planning Inspectorate so we feel confident that they will have a head start with the requisite vocabulary and expertise to help us.

The translators began with the most visited sections first which means they will be working in the following order (dates given are indicative and we will have a more realistic idea of timings when they have done the first two sections)

* the Enjoying the Park section (including the satellite sites on cycling, mountain biking, splash, transport and horse riding, and the shop)  - Mid July You can see work in progress live at <http://www.bannaubrycheiniog.org/ymweliadau>
* Planning including all the advice notes and guides. Mid July to August

They will then be translating sections in the following order:

* Environment – September
* Learning –September
* Community –  October
* The Authority – including all downloads –November
* Geopark – December

We are delighted that translation is now underway and we hope to soon be able to restore the Cymraeg button on the main site to enable people to see where the translators have got to. Before we do this we have to resolve a technical issue which is stopping the translators from working on the home page. As soon as this is done we will advertise the existence of the Welsh pages to the visitors to our site.

**Mainstreaming Welsh Language and monitoring** – This issue remains outstanding for the Authority but hopefully will be covered in our discussions about the future Scheme. The revised scheme, this report and the Welsh Language Board response to it will all be published on our website.

**Conclusion**

Brecon Beacons National Park Authority remains committed to treating the Welsh and English languages on a basis of equality, and to contributing to the Welsh Assembly Government’s action plan for a bilingual Wales.

We are looking forward to re-negotiating our scheme as a matter of urgency with the Welsh Language Board and hope that this will provide the framework to agree actions to take the scheme forward.

**Appendix A: Responses to the Welsh Language Board, January 2010**

|  |  |  |
| --- | --- | --- |
| **Statements by Welsh Language Board** | **Responses from Brecon Beacons National Park Authority** | |
| **Revision of Welsh Language Scheme** As the Authority’s Welsh Language Scheme came to an end in 2009, it’s time for the Authority to submit a revised Welsh Language Scheme with a new implementation plan for the 3 year duration of the scheme. We believe that the best way forward would be for the Board to correspond with you separately on the matter once you have had time to consider this response. The matter can then be discussed in detail at our meeting. | Unfortunately the Board and the Authority have been unable to find a mutually acceptable time to meet to discuss this during the year 2010-2011.  A couple of meetings had to be cancelled at the last minute and then the severe weather caused further delays. We will be setting up a meeting with the Board as a matter of urgency to agree a new scheme as this will set the requirement for the coming years. We hope that our member champion for Welsh will be part of that debate. Last year we discussed the existing scheme in detail with the Welsh Language Working Group here at that Authority in expectation of meeting the board, however their comments remain apposite when we do open discussion. | |
| **Introduction** | | |
| We are pleased to learn that the Welsh Language Committee has been reconvened in order to support the duties of the Welsh Language Officer. Please provide further information on the committee’s role, in particular:   * How often the committee meets annually * The committee’s role in monitoring the requirements of the implementation plan, approving the monitoring report etc * The committee’s role in responding to internal consultation on corporate issues e.g. commissioning of bilingual website, document publication plan, training etc   It is good to see that a Member Champion has been elected for the Welsh Language. We believe it would be beneficial if the Member Champion could be present at our meeting to discuss this response and the revised scheme.  The scheme states that a report is submitted annually to the full Authority for consideration. To that end, was this report submitted and approved. | | Information on the role and remit of the Welsh Language Working Group (it is not constituted as a Committee which has a different status) is included in the main report |
| **Compliance with Welsh Language Scheme** | | |
| ***General Comment***  Under this heading it is expected that Authorities report on progress against the scheme’s implementation plan. As the timetable for completion of the plan has long since passed, the Authority was not expected to report in this manner this year. However, once the revised scheme has been approved, we shall expect the Authority to report accordingly.  Also under this heading organisations report on the quality of Welsh language services provided. As noted in our response to last year’s report, organisations use a variety of methods in measuring performance, including   * Internal verification by a member of staff * Mystery shopper exercise * Undertaking verification of compliance visits with locations that are open to the public   Also, a number of organisations work in partnership with the local Menter Iaith (language initiative) in conducting surveys. This matter can be discussed further at our meeting. | | A timetable to re-negotiate the scheme needs to be agreed with the Board as soon as possible. |
| **Welsh Language Indicator – Front Line Services**  The Authority reported fully on this indicator, and it is good to see that a sufficient number of Welsh speakers are employed in the main reception to provide a comprehensive service. The Authority also reports on the number of Welsh speakers in the visitor centres. Is the Authority in a position to report on the number and % of those posts that have been designated ‘Welsh essential’? | | Information on which posts are designated Welsh Essential is included in this report. |
| **WLI Human Resources**  The Authority is to be commended on its decision to record its staff’s language skills. The figures provided suggest that the Authority is at least in a position to provide a basic service in Welsh, and has the ability to show linguistic courtesy when dealing with Welsh speakers on most circumstances. | | We agree that this is the case and hope that this year’s report shows we can continue to offer this service |
| **WLI Human Resources**  The Authority reported fully on this indicator.  The statistics suggest that the Authority can provide a service in Welsh in situations where it knows in advance the language choice of the service user. It appears that if this is not the case, the Authority would not be able to offer a service in Welsh in most occasions.  We agree with your analysis that it is the Countryside service that comes into most contact with the public, and that it should be here that most Welsh speakers should be located, particularly in the west of the park. This is true of both Wardens and Visitor Centres. However, it must be remembered that the Park is within a short car journey of a larger proportion of the population of Wales, and that this should be a consideration when assessing the need to appoint Welsh speakers in other parts of the park. | | We note the Board’s comments about provision of Welsh on demand (without prior warning). Looking at the statistics for this year we feel that is it likely that we could respond immediately to an enquiry in Welsh in the key visitor facing areas – for example we can usually offer a Welsh Language response  in Reception at HQ  in Planning  and at many of our Visitor Centres.  It is true that the enquirer might need to be passed to a new person – ie a Welsh speaker , but we would hope to provide a member of staff from the area that they were calling about. |
| **Language Training**  The Authority is to be commended for its continued support in providing language training during office hours to those that wish to attend. Are staff that occupy particular posts, especially those that perform front line services, encouraged to attend?  A number of on-line resources are now available to help staff learn Welsh, with some in particular known for their ability to develop Welsh speakers in a short space of time. Again, this matter can be discussed further at our meeting. | | The main report includes a description of our training opportunities for staff |
| **Language Awareness Training** We welcome the presence of an element of language awareness on the induction programme. From the Board’s experience, placing the language in a social and historical context is a useful tool in helping to ensure that staff implement the requirements of the scheme. This can be introduced by traditional means or by e-learning modules that are already in use by other organisations. | | We thank the board for this suggestion and will look at whether we can incorporate it into the induction programme currently in use |
| **WLI Complaints**  The historical absence of Welsh language services has led to low expectation among the public when dealing public organisations. It cannot be taken for granted therefore that the absence of complaints equates to satisfaction with the service. We urge the Authority therefore to consider other means of measuring performance, as noted above. | | We have answered this to some extent in the main report and new measures to test Welsh Language provision will no doubt form part of the scheme. |
| **Publications** | | |
| We are pleased to note that the majority of the Authority’s publications are available bilingually. However, we remain of the opinion that was expresses in our response to last year’s report; that is that we expect all publications that are available to the public to be available in both Welsh and English. As noted in last year’s response, we do not expect the Authority to translate advertisments in the *Visitor Guide* but we do expect a commitment from the Authority to publish the document in Welsh and English when the time comes for the document to be revised.  Without discussing the matter with you, we cannot be certain of what has prevented the Authority from producing a bilingual version, or separate Welsh and English versions. However, this reason is likely to be cost related. The matter can be discussed further at our meeting, but in the meantime we ask that you consider cooperating with the other Park Authorities in Wales in translating documents in the following context.  Translation Memory is a software that enables the recycling of previous translations that means there exists no need to translate the same sentence twice. The software stores old translations in its memory as segments. If a segment already exists in its memory that matches the segment to be translated, the translation appears on screen. The software can be set show segments that not only match 100%, but ones that correspond to 70% or 80%. Using the translation memory, organisations can make significant savings as much of the translation is completed automatically, thus reducing the number of words to be translated and time taken.  Some organisations have procured software from the open market, however, the Google Translator Toolkit is free to use and open to all. The benefit of Google Translator Toolkit is that it has many contributors; the greater the number of contributors and documents translated, the more accurate and cheaper the translation.  Should the Park Authorities cooperate on translation issues and use of translation memory software, it is possible that savings could be made. | | We have answered this in the text but in relation to your comments on translation please note that the National Parks of Wales have just negotiated a Service Level Agreement in order to pass translation to Snowdonia National Park where possible who will be paid by the other Parks for this service. |
| **Local Development Plan and National Park Management Plan**  It is good to see that the effect of development on the Welsh language is a consideration of the LDP. How does the Authority set about considering this effect? Does the Authority ask for impact assessment statements from the developer? Some planning authorities have included Supplementary Planning Guidelines with the LDP that addresses these issues. | | These comments have been passed to the Staff with responsibility for the LDP to consider. |
| **Grant Support**  It is good to see that the Welsh language is a consideration when the Authority awards the Sustainable Development Fund aid. Does the Authority provide any guidance to the assessment panel on what should be considered? From the Board’s experience, many are unclear of what is expected of them in this respect. | | The Board is always attended by an officer who can offer guidance on this should there be any confusion. |
| **Website**  We welcome your decision to review your website’s Welsh language provision. The work completed to date, as seen on [www.bannaubrycheiniog.org](http://www.bannaubrycheiniog.org) appears to be promising and is commendable. We shall look forward to seeing the website live.  However, in publishing the website in English only, the Authority has not acted in compliance with the requirements of the scheme. The scheme commits the Authority to  *“consult the Welsh Language Board in advance regarding proposals which will affect this Scheme or could affect this Scheme.”*  If the Authority must take action in future that does not comply with the requirements of the scheme, whatever the motive, we ask that you discuss the matter with the Board beforehand.  To rectify the situation, we ask that you set a target date for completion of the Welsh version of the website. We also ask that you place a statement in a prominent place on the website explaining that work on the Welsh version of the website is under way, and the date that it will be published. | | There is a description in the report of where we are with the Website. |
| **Mainstreaming**  We shall look forward to learning of the Authority’s proposals in this respect. Please inform us of when a decision is likely to be made, and a target date for its implementation. Enclosed is the Board’s guidance document *‘Advice on Mainstreaming the Welsh Language’* which may be of interest to you. | | This remains outstanding as an action for the Authority |

## Appendix B

Last year’s reported actual figures with percentages adjusted to take account of head count rather than number of posts –the number of unknowns has risen to account for those individuals who did not reply.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Non Speaker | Basic | Learner | Intermediate | Fluent | Unknown | Qualifications |
| Number of individual staff | 24 | 35 | 16 | 10 | 14 | 31 | 23 Staff between them hold the following qualifications  7 x O levels, 20 x GCSEs 1 x AS level, 3 x A levels, 1 x Degree |
| % of staff adjusted for 130 headcount | 18.5% | 26.9% | 12.3% | 7.7% | 10.8% | 23.9% | 17.7 % of staff have a qualification |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Non Speaker | Basic | Learner | Intermediate | Fluent | Unknown |
| Planning (28 staff) | | | | | | |
| Number of individual staff | 3 | 8 | 3 | 3 | 4 | 7 |
| % of staff in directorate | 10.7% | 28.6% | 10.7% | 10.7% | 14.3% | 25% |
| Countryside (77 staff) | | | | | | |
| Number of individual staff | 11 | 21 | 9 | 6 | 8 | 22 |
| % of staff in directorate | 14.3% | 27.3% | 11.7% | 7.8% | 10.4% | 28.6% |
| Corporate Services (25 staff\_ | | | | | | |
| Number of individual staff | 10 | 4 | 4 | 1 | 2 | 4 |
| % of staff in directorate | 40% | 14.3% | 14.3% | 4% | 8% | 14.3% |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| GRADE | Non Speaker | | Basic | | Learner | | Intermediate | | Fluent | | Unknown | |
| **1 – 8**  *(73 staff)* | 8 | 10.9% | 16 | 21.9% | 8 | 11% | 6 | 10.9% | 9 | 12.3% | 26 | 35.6% |
| **9 -12**  *(41 staff)* | 10 | 24.4% | 12 | 29.3% | 8 | 19.5% | 1 | 2.4% | 5 | 12.2% | 5 | 12.2% |
| **13+**  (16 staff) | 6 | 37.5% | 4 | 25% | 0 | 0% | 2 | 12.5% | 0 | % | 4 | 25% |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Non Speaker | | Basic | | Learner | | Intermediate | | Fluent | | Unknown | |
| HQ  *( 88 staff)* | 19 | 21.6% | 21 | 23.9% | 12 | 13.6% | 8 | 9.1% | 7 | 8% | 21 | 23.9% |
| Wardening service  *( 16 staff)* | 1 | 6.25% | 5 | 31.5% | 0 | 0% | 0 | 0% | 3 | 18.8% | 7 | 43.75% |
| Visitor Centre  *(26 staff)* | 4 | 15.4% | 7 | 26.9% | 4 | 15.4% | 2 | 7.7% | 4 | 15.4% | 3 | 11.5% |

**Appendix C Publications for Visitors to the National Park**

|  |  |  |
| --- | --- | --- |
|  | **Title** | **Language** |
| **Brecon Beacons National Park - Retail Publications: 2010-2011** | | |
| 1 | Explore Llandovery | Bilingual |
| 2 | Waterfall Country leaflet and pack | bilingual |
| 3 | The Sugar Loaf from Abergavenny Walk | Bilingual |
| 4 | The Beacons Circuit Walk | Bilingual |
| 5 | Map and Poster of the Park | Bilingual |
| 6 | Llanfoist Wharf from Abergavenny Walk | Bilingual |
| 7 | Pen y Fan and Cribyn from Cwm Gwdi Walk | Bilingual |
| 8 | Wildlife Walks | Separate English and Welsh versions |
| 9 | What to see from the Mountain Centre on foot | English in print form Pdf of Welsh version is available on the website. We intend to produce bilingual redesign of this during 2011-12 |
| 10 | The rise and fall of Penwyllt | Bilingual |
| 11 | Walks from the Mountain Centre | English only – old booklet we are using up –not expecting to re-print – see comments on What to see from the Mountain Centre on foot as this will include the walks. |
| 12 | ­Audio Trails | Recorded in original language with translation available either Welsh to English or vice versa. |
| 13 | The Pocket Guide | 50,000 English, 1,000 Welsh |
| 14 | Explosive Times – comic book | 20,000 bilingual copies |
| **Tourism 2010-11: free publications** | | |
| 1 | 2x newsletters | Bilingual twist and turn |
| 2 | beacons bus timetable | Separate leaflets English and Welsh |
| 3 | Offas Dyke Flyer | Separate leaflets English and Welsh |
| 4 | Blaenavon Bus | reprinted bilingually |
| 5 | Weekday travel guide bus timetable | bi lingual |
| 6 | Car Free Days Out – History and Heritage | bilingual |
| 7 | Car Free Days Out - Parks and Picnics | bilingual |
| 8 | Car Free Days Out  Caches and co-ordinates | bilingual |
| 9 | Car Free Days Out  Easier Access | bilingual |
| 10 | Family walks by bus | bilingual |
| 11 | Mountain walks by bus | bilingual |
| 12 | Travel Guide | bilingual |
| 13 | Travel Challenge leaflet/entry form | bilingual |
| 14 | Llandovery Sheep Festival 10 programme | Bilingual twist and turn cover and intro – events listings mono-lingual English |
| 15 | Llandovery Sheep Festival flyers | Bilingual twist and turn cover and intro |
| 16 | Brecon Arts Week 10 | Bilingual |
| 17 | Greener Holidays | Bilingual twist and turn |
| 18 | Hay Walking Festival Flyer | Bilingual twist and turn |
| 19 | Crickhowell Open Studios and Galleries Trail | Separate English and Welsh versions |
| 20 | Crickhowell Places of Interest leaflet | Separate English and Welsh versions |
| 21 | Llandovery Sheep Festival 2010 programme | Bilingual twist and turn cover and intro – events listings mono-lingual English |
| 22 | Cycling leaflet | Bilingual |
| 23 | Mountain Biking leaflet | Bilingual |
| 24 | Fishing Leaflet - reprinted | bilingual twist & turn |
| 25 | Visitor Guide | Bilingual cover and intro also info on Welsh lang – body of text in English |
| 26 | Tourism Conference Flyers | bilingual |
| 27 | Green Tourism Flyers | Separate English and Welsh |
| 28 | Training Courses for tourism businesses leaflet | Bilingual twist & turn |
| 29 | Gorge Walking code of conduct | Bilingual |
| 30 | Tourism operators training course | Bilingual |
| 31 | Bwlch with Altitude (Bwlch gydag Agwedd) leaflet and challenge | Bilingual |
| 32 | Bwlch with Fortitude (Amgylch y Bwlch) | Bilingual |
| 33 | Ride Brecon Beacons | Bilingual |
| 34 | Walks around Talgarth  (Teithiau cerdded yn ardal Talgarth) | Bilingual |
| 35 | Canal Food Trail | Separate leaflets English and Welsh |
|  | **Geopark** |  |
| 36 | Geopark general leaflet | separate leaflets English and Welsh |
| 37 | 2 x Newsletter | bilingual twist & turn |
| 38 | Geopark festival flyers | Separate leaflets English and Welsh |
| 39 | *Ceunentydd Creigiog  /Rocky Ravines* | 3 new bilingual leaflets for the Brynaman area – two free A3 size walks leaflets and one free A2 size general leaflet |
| 40 | *Gwm i Gwm / From Cwm to Cwm* |
| 41 | *Brynaman  a’r Mynydd Du / Brynaman and the Black Mountain* |