

RHYBUDD O GYFARFOD / NOTICE OF MEETING



Awdurdod Parc Cenedlaethol Eryri

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Snowdonia National Park Authority

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Cyfarfod: *Pwyllgor Perfformiad ac Adnoddau*

Dyddiad: *Dydd Mercher 24 Tachwedd 2021*

Gofynnir i'r Aelodau ymuno â'r cyfarfod 15 munud cyn yr amser cychwyn dynodedig

Amser: *10.00 a.m.*

Anfonir cyfarwyddiadau ymuno at yr Aelodau ar wahân

Meeting: *Performance & Resources Committee*

Date: *Wednesday 24 November 2021*

Members are asked to join the meeting 15 minutes before the designated start time

Time: *10.00 a.m.*

Joining instructions will be sent to Members separately

Aelodau wedi'u penodi gan Gyngor Gwynedd

Members appointed by Gwynedd Council

Y Cynghorwyr / Councillors :

Elwyn Edwards, Alwyn Gruffydd, Annwen Hughes,

Judith Mary Humphreys, Edgar Wyn Owen,

Elfed Powell Roberts, John Pughe Roberts, Mike Stevens, Gethin Glyn Williams;

Aelodau wedi'u penodi gan Gyngor Bwrdeistref Sirol Conwy

Members appointed by Conwy County Borough Council

Y Cynghorwyr / Councillors :

Philip Capper, Wyn Ellis-Jones, Ifor Glyn Lloyd;

Aelodau wedi'u penodi gan Llywodraeth Cymru

Members appointed by The Welsh Government

Mr. Brian Angell, Ms. Tracey Evans, Mrs. Sarah Hattle,

Mr. Tim Jones, Mr Owain Wyn.

****This Agenda is also available in Welsh***

A G E N D A

1. **Apologies for absences and Chairman's Announcements**
2. **Declaration of Interest**
To receive any disclosure of interest by members or officers in respect of any item of business.
3. **Minutes**
The Chairman shall propose that the minutes of the Performance and Resources Committee held on the 14th July 2021 be signed as a true record (copy herewith) and to receive matters arising, for information.
4. **Action Log**
To submit the Action Log for information and decision. (Copy herewith)
5. **Corporate Work Programme 2021-22**
To submit a report by the Director of Corporate Services. (Copy herewith)
6. **Draft Annual Report of the Independent Remuneration Panel for Wales**
To submit a report by the Director of Corporate Services. (Copy herewith)
7. **The Authority's Risk Profile**
To submit a report by the Director of Corporate Services. (Copy herewith)
8. **Strategic Equality Plan – Annual Report**
To submit a joint report by the Head of Personnel and Head of Administration and Customer Care. (Copy herewith)
9. **Strategy for Promoting the Welsh Language 2016-21: Assessing the Outcome**
To submit a report by the Head of Administration and Customer Care. (Copy herewith)
10. **Information Centres Annual Report**
To submit a report by the Sustainable Tourism Manager. (Copy herewith)
11. **Health and Safety Annual Monitoring Report 2020/21**
To submit a report by the Head of Personnel. (Copy herewith)
12. **Minutes of the Plas Tan y Bwlch Management Board**
To submit the minutes of the Plas Tan y Bwlch Management Board meeting held on the 13th October 2021. (Copy herewith)

**PERFORMANCE AND RESOURCES COMMITTEE
WEDNESDAY 14th JULY 2021**

PRESENT:

Members appointed by Gwynedd Council

Councillors Elwyn Edwards, Alwyn Gruffydd, Annwen Hughes, Judith Humphreys, Edgar Wyn Owen, Elfed Powell Roberts, John Pughe Roberts;

Members appointed by Conwy County Borough Council

Councillors Philip Capper, Wyn Ellis Jones, Ifor Glyn Lloyd;

Members appointed by the Welsh Government

Mr. Brian Angell, Ms. Tracey Evans, Mrs. Sarah Hattle, Mr. Tim Jones, Mr. Owain Wyn;

Officers

Mr. G.I. Jones, Mr. J. Cawley, Mr. D. Edwards, Mr. E. Roberts, Ms. B. Hughes, Mrs. A. Gaffey;

The Director of Corporate Services advised that the meeting was subject to the Covid-19 Regulations on how the Authority conducts its business, and that:-

- a Notice of the Meeting had been published and the Agenda and reports were available on the Authority's website.
- the meeting was not open to the public.
- the meeting was being recorded to assist in verifying the minutes but may be made available online at a later date.

1. **Election of Chairman**

RESOLVED to elect Councillor Alwyn Gruffydd as Chairman of the Performance and Resources Committee.

The Chairman thanked Members for their support.

2. **Election of Vice-Chairman**

RESOLVED to elect Councillor John Pughe Roberts as Vice-Chairman of the Performance and Resources Committee.

The Vice-Chairman thanked Members for their support.

3. **Apologies**

Councillor Gethin Glyn Williams;
Mr. Emyr Williams, Chief Executive.

4. **Declaration of Interest**

No declarations of Personal Interests were made in respect of any item.

5. **Minutes**

The minutes of the Performance and Resources meeting held on 24th March 2021 were accepted and the Chairman signed them as a true record.

6. **Action Log**

Submitted – A Log of strategic actions arising from decisions taken during meetings of the Performance and Resources Committee, for information and action.

Performance and Resources Committee 20.11.19

Action Item 8 – Corporate Work Programme 2019-20

This action was now complete and could be removed from the Action Log.

RESOLVED to note the Action Log and remove the action as outlined.

7. Draft Statement of Accounts 2020/21

Received – An oral report by the Chief Finance Officer.

Reported – The Chief Finance Officer apologised that the Draft Statement of Accounts 2020/21 report was not ready to be presented due to Covid-related work pressures on officers in both the Finance Section and other areas of the Authority and that the slow flow of information had hindered its delivery. It was agreed that the draft report will be presented to a subsequent meeting of the Authority.

RESOLVED to defer consideration of the Draft Statement of Accounts 2020/21 report to a subsequent meeting of the Authority.

8. External Grant Funding Update Report

Submitted – A report by the Chief Executive to provide an update for Members on the projects supported by the Authority.

Reported – The Director of Planning and Land Management presented the report on behalf of the Chief Executive.

Members considered the report and made the following observations:-

- Celtic Rainforest Wales Life Project

A member asked for further details on the potential impact of failing to sign up to 20-year agreements, and whether the Authority had received legally robust assurances that this was acceptable. Also, the Member asked whether the project would be subject to a European Audit rather than an UK Audit, post Brexit. The Director of Planning and Land Management understood that European projects were to be underwritten by the UK Government but agreed to seek assurance on this matter from the Chief Executive and report back to the Member. The Director of Planning and Land Management confirmed that the project remained on target, except for the 100% sign up to the 20-year conventions.

- Tais Ogwen

A Member proposed that a map of the area should be exhibited on an interpretation board with all the Welsh place names included. The Director of Planning and Land Management stated that similar work was being carried out jointly by the Carneddau Landscape Partnership and the Welsh Place-Names Society for the Carneddau project and that a similar scheme for Tais Ogwen could form part of the Welsh Place-Names Scrutiny Panel's remit, with the possibility of being further extended to other areas.

- Para. 3.5 Feasibility Study

In response to a question, Members were advised that the feasibility study was to look at future options at Cwm Rhwyddfôr.

- Peatlands Project – Output 7

The Director of Planning and Land Management confirmed that officers would proceed with these outputs in future with other sources of grant funding.

- Night Project – North Wales Dark Skies Partnership

A Member asked whether some aspects of this work could be included as a core activity for the Authority, or would it always be project funded? The Director of Planning and Land Management advised that different sources of funding were available, and that it was a strategic decision for the Authority whether to prioritise and engage a full-time officer specifically for this work. Also, as there were many different designations throughout Wales, there was potential for the Authority to be able to work on joint programmes in the future.

RESOLVED

1. to note that 3 SMS projects have been completed.
2. to note that the Dinas Mawddwy SMS project has been approved and has commenced.
3. to note that assistance has been provided to a farmer led group on the closure of the Tir Ifan SMS project.
4. to note that the three National Grid Landscape Enhancement Initiative (LEI) projects have been completed.
5. to note that the 2020/21 SLSP projects have been completed.
6. to note the approved 2021/2022 SLSP projects and collaborative projects.
7. to note progress on live projects (Appendix 1).
8. to note priority areas for future bids (Appendix 2).

9. **Scrutiny Panel – Snowdonia’s Carbon Account**

Submitted – A report by the Director of Planning and Land Management to summarise the Scrutiny Process and to highlight the subsequent proposed stages to the process.

Reported – The Director of Planning and Land Management invited the Chair of the Scrutiny Panel to present the report.

The Chair of the Scrutiny Panel thanked the Director of Planning and Land Management and his staff for their work and also thanked the panel Members for their input. He presented the report and strategic overview and Members made the following observations:-

- Members and officers had recognised the need to look further than peatland management alone and as mentioned by Wales Audit, this work provides staff with an opportunity to learn and combine their experiences in areas outside their own specialities.
- a Member felt this work should be linked with the Welsh Government’s agriculture support schemes and that the Authority should express an interest in delivering an element of the new support schemes in light of its past experience for the benefit of both the Authority and local farmers.
- Members discussed COP26, the UN climate summit being held in Glasgow in November 2021 and agreed that the same Scrutiny Panel should be recalled to assess early drafts of any emerging Carbon Strategy in late 2021 / early 2022, prior to reporting to a future meeting of the Authority.

RESOLVED

1. to note the scrutiny process and contents of the report which highlights the process followed and the issues discussed.

2. to support collating the issues discussed into a single Snowdonia Low Carbon Strategy.
3. to re-present an early draft of the Snowdonia Low Carbon Strategy to the Scrutiny Panel later in 2021 / early 2022.

10. **The Authority's Risk Profile**

Submitted – A report by the Director of Corporate Services to update Members on the Authority's Risk Profile and to consider the effects of COVID-19.

Reported – The Director of Corporate Services presented the report and the risk register in detail. Members discussed the following:-

- Risk Ref 8 - Non-compliance with "General Data Protection Regulation 2018" (GDPR) – the Director of Corporate Services confirmed that all staff and members were required to complete the online training and that, to date, some individuals had still not completed the course. A reminder had been sent and time to complete the course had been extended. In addition, the Director of Corporate Services advised upon two further online courses on Cyber security which would also need to be completed by all staff and Members.
- Risk Ref 10 - Reputational risk to Authority associated with the unsatisfactory delivery of LIFE Celtic Rainforests project – in response to a question, the Director of Planning and Land Management believed that the high staff turnover was due to staff moving to similar or better positions and was not a reflection on the project itself. He was hopeful that the situation had now stabilised.
- Risk Ref 12 – Diminished Staff Resilience – Following recent discussions at the Members Working Group, officers were asked to consider whether staff recruitment needed to be recognised as a separate risk in the register. Concerns were also raised that as a result of the Covid pandemic, recruitment problems in the hospitality sector were now a significant risk for Plas Tan y Bwlch.

RESOLVED to note the report and approve the Authority's Risk Profile as submitted.

11. **Corporate Work Programme 2020-21**

Submitted – The fourth and final quarter progress report for 2020/21 by the Director of Corporate Services.

Reported – The Director of Corporate Services presented the report on the fourth and final quarter updates. Members and officers discussed the report and made the following observations:-

- Balancing Our Resources and Efforts – Members considered staff appraisals to be very important and that the Authority should seek to improve on the 32% completion rate currently reported. The Director of Corporate Services advised that the Management Team were aware of this and were seeking improvements.
- a Member asked whether there was a link between staff appraisals, sickness absences and the recruitment and retention of staff. The Member stated that in some organisations, failing to complete staff appraisals was a disciplinary matter for both staff and their managers, although this was not being suggested at this time.
- the Director of Corporate Services confirmed that the Authority was prepared for the anticipated increase in tourism, with more resources and staff on the ground and a clear communication strategy developed for the 2021 season.

RESOLVED to note the report.

12. **Performance Indicators 2020/21: Final Results**

Submitted – A report by the Director of Corporate Services to present the final results for 2020/21 for discussion by Members.

Reported – The Director of Corporate Services presented the report and the following matters were discussed:-

- the Director of Planning and Land Management asked Members to note a correction to the data in that the Authority's current housing land supply should be 5.1 years (green) and not 3 years (red) as was recorded. Arising thereon, and in response to a question, the Director of Planning and Land Management confirmed that the Authority was around midway in the planning performance table. A Member asked for the all-Wales comparison data to be provided at the end of every year so that Members could assess the Authority's performance against other planning authorities.
- Our Communities: 1a – the increase in planning permission for affordable housing units in Y Bala was welcomed.
- Our Communities: in response to a question, the Director of Planning and Land Management confirmed that data on housing sold as second homes in the National Park area was available and would be circulated to Members. Arising thereon, Members discussed a recent article in The Telegraph which encouraged people to invest in holiday and second homes. Members were extremely concerned that local people were being priced out of the housing market. Members were also concerned about the Welsh Government initiative providing grants for tree planting, which was being exploited by large companies who purchase farm holdings to plant trees in order to offset their carbon footprint.
- Balancing our Resources and Efforts: a Member noted the excellent outcome for Local Performance Indicators 5c and 5ch.

RESOLVED to note the report.

13. **Complaints Monitoring Report**

Submitted – A report by the Head of Administration and Customer Care on written complaints received by the Authority.

Reported – The Head of Administration and Customer Care presented the report and outlined the main points. Members were reminded that individuals were not identified on confidentiality grounds.

RESOLVED to note the report.

14. **Staff Absences 2020/21**

Submitted – An information report by the Head of Personnel summarising staff absences for the period April 2020 to the end of March 2021.

Reported – The Director of Corporate Services presented the report on behalf of the Head of Personnel who had provided an outline of possible reasons why the sickness absence figures had decreased so substantially. Members considered the report in detail and discussed the following:-

- as flu was mostly absent last year, there were lessons to be learnt for continuing with some form of social distancing, hand washing etc., when considering re-opening the office to staff.

- the notable improvements in the sickness rate were to be welcomed although further work should be carried out to ascertain why anxiety/stress/depression and also back problems have all reduced in number.
- a Member asked whether desk assessments were carried out to ensure that staff did not develop back problems due to using laptops at home and also stated that home working hours should be managed. The Director of Corporate Services advised that the Management Team were aware of the need for desk assessments and that this work is usually carried out for all office-based staff. He advised that as the period for covid restrictions was nearing its end, the Management Team were currently considering a pilot scheme for blended working for staff to work partially from home and partially at the office.
- Members asked officers to consider whether to include Covid-19 within the cold/cough, flu, influenza category or as a separate sickness category of its own.

RESOLVED subject to including a reference to Covid-19, to note the report for information.

15. **EUROPARC Federation Virtual Conference 2021 : 6th and 7th October 2021
“Parks in the Spotlight Powered by People; Inspired by Nature”**

Submitted – A report by the Chief Executive to inform Members of the EUROPARC Virtual Conference 2021 and to discuss representation from SNPA at the event.

Reported - The Director of Planning and Land Management presented the report and asked Members to decide if SNPA should be represented at the 2021 EUROPARC Virtual Conference and, if so, to approve the number of delegates.

Members discussed the report and recommended that the Chairman should attend the conference alongside any other Members who were interested in attending. As there was a cost involved, members were asked to put their names forward to the Members’ Services Officer by the 20th of July, for the Chairman and the Chief Executive to agree the actual representation. Arising thereon, Councillor Judith Humphreys and Ms. Tracey Evans indicated their interest in representing the Authority at the Conference.

RESOLVED

1. **to note the report and authorise representation from Snowdonia at the virtual EUROPARC Conference 2021.**
2. **to request nominations (Members/staff) from Snowdonia to attend the virtual EUROPARC Conference in 2021 and to delegate the decision of the actual representation to the Chairman and Chief Executive.**

16. **Minutes of the Plas Tan y Bwlch Management Board**

Submitted - Minutes of the Plas Tan y Bwlch Management Board meetings held on the 24th March and 9th June 2021, for information.

The Chairman of the Plas Tan y Bwlch Management Board presented the minutes. Arising thereon,

Minutes 24th March 2021

The minutes should record that Mr. Tim Jones was in the Chair.

Minutes 9th June 2021

Item No. 5 - Plas Tan y Bwlch Update

Action No. 2 - in response to a question, officers confirmed that the Property Manager was seeking expert advice on a fault with the current heating system.

RESOLVED subject to the above, to note the minutes.

17. Head of Internal Audit Annual Report 2020/21

Submitted – The Head of Internal Audit’s Annual Report outlining the Internal Audit Services’ opinion on internal controls within the Authority.

Reported – The Head of Internal Audit presented the report and confirmed that she was satisfied that the Authority had a sound framework of control in place to manage risks in the areas investigated in the 2020/21 Audit Plan. Members noted that in order to free up time for an audit on the ‘Sustainable Management Scheme’, the ‘Yr Ysgwrn’ audit had been deferred from the original audit plan.

Members considered the report and discussed the following matters:-

- Returning Equipment
officers confirmed that although the audit focussed on staff, steps were taken to ensure that Members also return all equipment provided by the Authority.
- the Head of Administration and Customer Care confirmed that a full register is maintained of all equipment provided by the Authority and on the rare occasion where a member of staff has not returned an item, the matter is passed on to the Personnel Department to address the problem.
- Members were advised that Yr Ysgwrn could be included in a future audit plan.

RESOLVED

1. to accept the report as the “Head of Internal Audit’s Annual Report” in accordance with the requirements of the Public Sector Internal Audit Standards for the financial year 2020/21.
2. to accept the Operational Audit Plan for the 2021/22 accounting period, subject to amendment in consultation with the Head of Internal Audit, the Chief Executive, the Chief Finance Officer, the Corporate Director and/or Head of Finance.

18. Head of Internal Audit Annual Report 2020/21

Schedule 12A Local Government Act 1972: Exemption from disclosure of documents

Submitted – A report by the Director of Corporate Services requesting Authority approval for the exemption of the subsequent report.

RESOLVED that “The Head of Internal Audit Annual Report 2020/21” report be exempt from disclosure for the reasons outlined.

19. Head of Internal Audit Annual Report 2020/21

Submitted – The Head of Internal Audit’s Annual Report outlining the Internal Audit Services’ opinion on internal controls within the Authority.

Reported – The Head of Internal Audit presented the report on Cybersecurity which Members considered in detail.

RESOLVED to accept the report as part of the Head of Internal Audit's annual report in accordance with the requirements of the Public Sector Internal Audit Standards for the financial year 2020/21.

The Chairman, on behalf of Members, thanked the Head of Internal Audit for attending the meeting to present the Annual Report.

The meeting ended at 12.25



TAFLEN WEITHREDU – ACTION SHEET

PERFORMANCE AND RESOURCES COMMITTEE – 14.07.2021

ITEM NO. AND TITLE	DECISIONS / OBSERVATIONS	ACTIONS	RESPONSIBLE OFFICER	UPDATE or COMPLETION DATE	REMOVE FROM ACTION LOG
9. Scrutiny Panel – Snowdonia’s Carbon Account	RESOLVED to re-present an early draft of the Snowdonia Low Carbon Strategy to the Scrutiny Panel later in 2021/early 2022.	The Director of Land Management to collate the issues discussed into a single Snowdonia Low Carbon Strategy.	JC	Group established and initial work completed. Two reports have been commissioned from Small World Consulting and Aquaterra.	NO

ITEM NO. 5

MEETING	Performance and Resources Committee
DATE	24 th November, 2021
TITLE	CORPORATE WORK PROGRAMME 2021-22
REPORT BY	Director of Corporate Services
PURPOSE	Progress Report on the First and Second Quarters (April – September), 2021

1. BACKGROUND

- 1.1 Enclosed is a report on the Corporate Work Programme containing details of the progress made in Quarters One and Two (April – September) 2021 in undertaking the agreed projects and initiatives for achieving the Authority's agreed Wellbeing Objectives
- 1.2 Officers will be in attendance at the meeting to give further detailed information if required.

2. RECOMMENDATION

- 2.1. **To examine and discuss the attached Corporate Work Programme.**

3. BACKGROUND PAPERS

- 3.1. Corporate Work Programme 2021-22: First and Second Quarter Updates.




WELLBEING OBJECTIVES 2021-22 : CORPORATE WORK PROGRAMME


The Authority's Well-Being Objectives, Corresponding Projects/Initiatives and Outcomes of Success


First and Second Quarter Updates : April – September, 2021


RESILIENT ENVIRONMENTS







This outcome will be achieved by:	AC 1	IMPROVING RECREATION MANAGEMENT AND ANY NEGATIVE EFFECTS OF RECREATION
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Out-Come No.	Qtrly. Progress Status	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 1.)	Time-table	Officer (s) Responsible
AC 1.1	 Qtrs. 1+2	Monitor visitor numbers through people counters to establish the impact of users across the National Park 2020 report finalised and circulated. Sustainable Tourism Officer now leading on counter maintenance and reporting. Working on maintenance backlog initially and then installation of new counters.	March 2022	<ul style="list-style-type: none"> ➤ Ho Engagement ➤ Access & Well-being Mgr.
	Qtr. 3			
	Qtr. 4			


 Progressed and within timetable.


 Delayed. To be progressed in next quarter for completion by March 2022.






 Not progressed and will not be completed by March 2022.


Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 1.)	Time-table	Officer (s) Responsible						
AC 1.2 1.2.1	  Qtrs. 1 + 2	The recommendations of the Parking and Transport review for Yr Wyddfa and Ogwen areas are being progressed, with the following projects funded by Welsh Government through Transport for Wales: Establish a mid-term, automatic pre-booking system for Pen y Pass Pilot system in place from April-November 2021. Review meeting with all staff involved set for 10th November – decision pending on system requirements for 2022 season. ANPR barrier system submitted for Planning Permission pending December committee 2021.	Ongoing April/May 2021 COMPLETED	➤ Ho Engagement ➤ Partnerships Mgr. “						
1.2.2	 Qtrs. 1 + 2	Cycle network proposals and cycle hire scheme specified Transport for Wales are taking the following projects ahead in the financial year 2021-22: <table border="1" data-bbox="499 951 1635 1166"> <thead> <tr> <th data-bbox="499 951 734 1011">Task/Route</th> <th data-bbox="734 951 981 1011">Overseeing Organisation</th> <th data-bbox="981 951 1635 1011">Rationale</th> </tr> </thead> <tbody> <tr> <td data-bbox="499 1011 734 1166">Development of Strategic Plan for walking and cycling</td> <td data-bbox="734 1011 981 1166">SNPA/Partnership</td> <td data-bbox="981 1011 1635 1166">A strategic plan needs to be developed to outline the proposed network, how it will be developed over time and how the process will be governed across the Partnership. This strategic plan will need to be approved by all key Partners</td> </tr> </tbody> </table>	Task/Route	Overseeing Organisation	Rationale	Development of Strategic Plan for walking and cycling	SNPA/Partnership	A strategic plan needs to be developed to outline the proposed network, how it will be developed over time and how the process will be governed across the Partnership. This strategic plan will need to be approved by all key Partners	“	“
Task/Route	Overseeing Organisation	Rationale								
Development of Strategic Plan for walking and cycling	SNPA/Partnership	A strategic plan needs to be developed to outline the proposed network, how it will be developed over time and how the process will be governed across the Partnership. This strategic plan will need to be approved by all key Partners								


 Progressed and within timetable.


 Delayed. To be progressed in next quarter for completion by March 2022.






 Not progressed and will not be completed by March 2022.


Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 1.)	Time-table	Officer (s) Responsible
1.2.3	 Qtrs. 1 + 2	Community master planning workshops with 4 gateway villages and online resources Initial phase completed in Feb-March 2021 – follow up consultation in person in Betws y Coed w/b 10th July and Beddgelert during July '21. Community council meetings with Capel Curig, Nant Gwynant, Llanllechid and Llandygai have followed, as well as membership of Llanberis regeneration group co-ordinated by Cyngor Gwynedd and Partneriaeth Ogwen as they develop use for their electric mini-bus and we work with AGW to implement a scoping study for Pant Dreiniog car park to be part of the overall strategy. Feedback to communities to be given in Autumn-Winter 2021 following Partneriaeth Yr Wyddfa workshop and presentation to SNPA Gweithgor in October.	June 21 COMPLETED	Ho Engagement Partnerships Mgr.
1.2.4	 Qtrs. 1 + 2	Investigate and develop a robust and resource-light live monitoring system for traffic on approaches and in car parks On ground sensors are currently being progressed and contracts have been agreed with Smart Parking. TfW are funding the set up and first year of this system (budget moved from last financial year).	Dec. 21	"
	Qtr. 3			
	Qtr. 4			


 Progressed and within timetable.


 Delayed. To be progressed in next quarter for completion by March 2022.







 Not progressed and will not be completed by March 2022.


Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 1.)	Time-table	Officer (s) Responsible
1.2.5	 Qtrs. 1 + 2	<p>Public transport management study: Define network and future operation of bus services, including wider linkages to train services – potentially to relevant airports</p> <p>Completed in May 2021 by Mott MacDonald. TfW are basing their future spending on the outcome of this work and the Parking Management study currently being finalised by Mott Macdonald.</p> <p>The T10 service has been introduced on a trial period for 12 months from July 2021. This is a Bangor to Corwen route with connections to the T3 to Wrexham. The service was procured by Denbighshire Council.</p> <p>Improvements to the current Sherpa network are being progressed by March 2022 and a re-branding of Sherpa'r Wyddfa is currently out for tender in conjunction with Cyngor Gwynedd.</p>	Sept. 21 COMPLETED	"
AC 1.3	 Qtrs. 1+2	<p>2021 Season Messaging Campaign to raise awareness of Special Qualities, influence positive behaviour and to tackle unlawful fly-camping – implemented and results/reach reported on.</p> <ul style="list-style-type: none"> ➤ We are working closely with Gwynedd Council to address issues with fly-camping and motorhomes. ➤ Opportunities have been explored to develop Welsh National Park Experiences that are focused on Special Qualities and sustainable tourism <p>2021 campaign completed – very good initial feedback and figures looking v promising. Comprehensive analysis of figures in next update. Regular meetings with Gwynedd and Conwy Councils re motorhome challenges. Gwynedd currently consulting on potential for trialling Aires, and Conwy looking at preventing overnight stays in laybys around Capel Curig area.</p>	Dec. 2021 & Ongoing 2021 Campaign COMPLETED	Ho Eng. Sustainable Tourism Officer


 Progressed and within timetable.


 Delayed. To be progressed in next quarter for completion by March 2022.






 Not progressed and will not be completed by March 2022.

Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 1.)	Time-table	Officer (s) Responsible
AC 1.4	 Qtrs. 1+2	Improved provision for public engagement at Betws y Coed Information Centre via an upgrade of visitor facilities ➤ Planning application submitted June '21 for work from the Station Road approach. ➤ Redesign of canopy and work in courtyard to be consulted on with tenants in Q.3.	Anticipated completion by March 2022	Sus. Tourism Manager
	Qtr. 3			
	Qtr. 4			
AC 1.5	 Qtrs. 1+2	Identify and quantify access work to mitigate the effects of people pressure Work continues with the “Access projects prioritization list” – small to large projects. Examples - main pressure sites: Yr Wyddfa: works on community links underway and on the main routes to the summit. Cadair Idris: Works on Mynydd Moel route.	Ongoing	Ho Warden Service
	Qtr. 3			
	Qtr. 4			
AC 1.6	 Qtrs. 1+2	Ensure that promoted routes are regularly surveyed, maintained and improved when necessary Work continues and is recorded with Performance Indicators.	Ongoing	Ho Warden Service
	Qtr. 3			
	Qtr. 4			

 Progressed and within timetable.


 Delayed. To be progressed in next quarter for completion by March 2022.


 Not progressed and will not be completed by March 2022.


Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 1.)	Time-table	Officer (s) Responsible
AC 1.7		Area Wardens to work with communities and partners to identify and take advantage of opportunities to provide a range of promoted routes for varying abilities	Ongoing	Ho Warden Service
	Qtrs. 1+2	Work continues. A review of the current plans will be carried out by Ho Warden Service in November-December 2021.		
	Qtr. 3			
	Qtr. 4			
AC 1.8		Work across the Authority to integrate work programmes and progress implementation of Area Plans	Ongoing	Ho Warden Service
	Qtrs. 1+2	Further work is required, a review of place plans will assist in developing and progressing the work.		
	Qtr. 3			
	Qtr. 4			










This outcome will be achieved by:	AC 2	RESPONDING TO THE CHALLENGES OF CLIMATE CHANGE
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AC 2.1	 Annual	Ensuring the implementation of the current LDP policies that contribute to mitigating climate change Ongoing.	Reported annually	Planning Manager
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 Progressed and within timetable.


 Delayed. To be progressed in next quarter for completion by March 2022.


 Not progressed and will not be completed by March 2022.


Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 1.)	Time-table	Officer (s) Responsible
AC 2.2	 Qtrs. 1+2	Continue with Decarbonisation projects in main SNPA buildings to reduce heat losses and energy wastage - commenced with WG SLSP funding bids for 2020/21 and further round of project funding agreed for 2021/22. New Electricity supply to enable EV connections in 3 rural car parks completed with a further 2 in hand. 40Kw Solar array installed to SNPA Headquarters to generate electricity for the office and for EV fleet charging, reducing reliance on grid supply. Installation of triple glazed windows to majority of south and west facing elevations nearing completion. Work on 21/22 projects in hand to include energy efficiency works at Betws y Coed Information Centres and further EV charging points.	March 2022	➤ Ho Property ➤ Property Officer
	Qtr. 3			
	Qtr. 4			
AC 2.3	 Qtrs. 1+2	Energy efficiency and reducing carbon footprint of SNPA buildings to be integral part of new Asset Management Plan (to be adopted from April 2022) and aligned with Wales Prosperity for All – A Low Carbon Public Estate targets. Ongoing – Baseline Carbon Calculations for SNPA buildings being submitted to Welsh Government and consultants appointed by Designated Landscapes in Wales.	Asset Man. Plan adopted from April 2022 and then ongoing	Ho Property
	Qtr. 3			
	Qtr. 4			
Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 1.)	Time-table	Officer (s) Responsible
AC 2.4		Develop an Action Plan for SNPA to be carbon neutral by 2030	March 2022	CEO


 Progressed and within timetable.


 Delayed. To be progressed in next quarter for completion by March 2022.


 Not progressed and will not be completed by March 2022.






	Qtrs. 1+2	Funding has been secured through Welsh Government Sustainable Landscapes, Sustainable Places grant. Five of the protected landscapes have chosen to participate in the study which will consider how the Designated Landscapes can become carbon neutral organisations. Pembrokeshire Coast National Park undertook the procurement on behalf of the Designated Landscapes and the contract has been awarded to Aquatera and Afallen. Individual reports to be presented to each organisation in early March 2022.		
	Qtr. 3 + 4			
AC 2.5	 Qtrs. 1+2	Commission a report to identify how the Authority can assist towards the National Park area being carbon neutral by 2050 to include specific reference to land management and working beyond SNPAs properties Funding has been secured through Welsh Government Sustainable Landscapes, Sustainable Places grant. Small World Consulting Ltd have been appointed to undertake the work. The methodology has been piloted with the English National Parks. Officers have provided several data sets. All eight of the Welsh Designate Landscapes participate and it is anticipated that Snowdonia's first report will be available by the end of this calendar year.	March 2022	CEO
	Qtr. 3			
	Qtr. 4			
This outcome will be achieved by:		AC 3	IMPROVING MANAGEMENT AND UNDERSTANDING OF CULTURAL HERITAGE	


Out-Come No.	Qtrly. Progress Status	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 1.)	Time-table	Officer (s) Responsible
AC 3.1	Year 2. Work 	Development and adoption of the SNPA Cultural Heritage Strategy	Autumn 2022	Ho Cultural Heritage


 Progressed and within timetable.


 Delayed. To be progressed in next quarter for completion by March 2022.


 Not progressed and will not be completed by March 2022.


AC 3.2	 Qtrs. 1+2	<p>Ensure that the Carneddau Landscape Partnership Scheme Work Programme for 2021/22 is completed on time to ensure that the Project remains on track for completion by 2025</p> <p>Timetable: The Heritage Fund have formally approved our proposal for a no-cost extension of our practical completion date from 30/09/2024 to 31/12/2025. The extension also includes an allowance for 3 months project closure activity (e.g. legacy activity, final payment request and evaluation report) by the Scheme Manager and Scheme Support Officer until 31/03/2026. A re-profiling exercise of all project strand activity timetables and spend profiles is under way, which will enable us to monitor progress against realistic targets and up-to-date plans.</p> <p>Approved Purposes: The scheme is gathering pace now that COVID-19 disruptions have eased; the core team and partners have delivered a successful programme of online and in-person engagement events and activities since launching in October 2020, as well as practical works and small grants. Working Groups are now established, the Core Group meets on a regular basis, and a monthly e-bulletin for partners is now established. The scheme’s evaluation framework has been drafted, and regular meetings are held with the appointed evaluator to identify what is/isn’t working and taking early action where needed, with an initial focus on core partnership processes.</p> <p>Funding: The risk of unsecured match funding is now significantly reduced, following two successful National Grid Landscape Enhancement Initiative grant applications worth ~£400k, and legally-binding agreements are in place with core partners to ensure the bulk of partner contributions are upheld. Quarterly Heritage Fund grant claims are ongoing and payments are received without delay.</p>	March 2022	Carneddau LPS Mgr.
	Qtr. 3			
Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 1.)	Time-table	Officer (s) Responsible
AC 3.3	 Qtrs. 1+2	<p>Review progress delivery of the Dolgellau Townscape Heritage Scheme in readiness for completion of the scheme by December 2022</p> <p>The National Lottery Heritage Fund has approved an extension of time for the project due to the Covid-19 impact on the project. The new project completion date is the 31st December 2022.</p>	March 2022	Dolgellau TH Project Mgr.


 Progressed and within timetable.


 Delayed. To be progressed in next quarter for completion by March 2022.






 Not progressed and will not be completed by March 2022.


		<p>Restoration work has been completed at Y Sospan (High Priority Building under the project) along with the re-paving to its perimeter. The contractors restoring the traditional roofing details on the building won a national award in the ‘best use of a roofing tile on a heritage building’ category in the 2020 Pitched Roofing Awards. They have also been shortlisted as a finalist in the National Federation of Roofing Contractors (NFRC) UK Roofing Awards 2021 in the ‘Heritage Roofing’ category. Winners will be announced on the 5th November.</p> <p>The work to Bod Arran (The Old Stationery shop) has been completed and the maisonette on the upper floors and retail unit on the ground floor have been fully occupied.</p> <p>Internal work to make the first floor accessible to all and improvements to the toilet facilities at Y Ddarllenfa Rhydd has been completed.</p> <p>External works to Victoria Buildings will commence on the 15th November.</p> <p>The probate issues with the sale of the former Wilkins Newsagents have been resolved and the sale is proceeding. Applications for Planning / Listed Building consent and Building Control have been submitted and tender documents are currently being finalised.</p> <p>Tenders have been returned for external works to 4 & 5 Eldon Row. Lowest tender is currently being assessed by an independent Quantity Surveyor for value for money and reasonableness of rates.</p>		
	Qtr. 3			
	Qtr. 4			
Out-Come No.	Qtrly. Progress Status	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 1.)	Time-table	Officer (s) Responsible
AC 3.4	 Qtrs.1+2	<p>Develop the Harlech and Ardudwy Cultural Heritage project that will enable the Authority to apply for external funding in due course</p> <p>First draft of the recommendations for the Digital Management of the project has been shared to the partners and awaiting comments. Good connections have been made with individuals and groups in the community and many abandoned</p>	March 2022	Cultural Heritage Project Officer


 Progressed and within timetable.


 Delayed. To be progressed in next quarter for completion by March 2022.







 Not progressed and will not be completed by March 2022.


		buildings have been identified and mapped. A group of volunteers are working on the Hen Dref Harlech project. An outline of the types of projects possible with external funding has been drafted and will be discussed with Head of Cultural Heritage and the Director of Planning in Qtr.3		
	Qtr. 3			
	Qtr. 4			
AC 3.5	 Qtrs. 1+2	To actively contribute to the work programme of the North West Wales Slate Landscape World Heritage Site Action Plan SNPA Archaeologist has participated in activities and the preparation of additional materials (images, sightline visualisations, management plan elements) undertaken and submitted in support of the final stages of the World Heritage Site (WHS) bid process. Prince of Wales Quarry visited in conjunction with conservation architect and slate specialist as part of management plan preparation. Contribution to public liaison session for Component Part 4 (online). The SNPA Archaeologist has assisted Cadw with management considerations in relation to a new scheduled monument within the WHS. The Cultural Heritage Department and the Authority in general is very pleased that the Slate Landscape of Northwest Wales was inscribed to the UNESCO WHS list in July 2021.	March 2022	Archaeologist
	Qtr. 3			
	Qtr. 4			
Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 1.)	Time-table	Officer (s) Responsible
AC 3.6		Wardens to lead monthly walks with guest specialist to promote nature, culture and heritage	March 2022 Ongoing	Ho Warden Service
	Qtrs. 1+2	No progress to date. Promotion of the ‘walk of the month’ will resume with a lead walks to follow.		
	Qtr. 3			


 Progressed and within timetable.


 Delayed. To be progressed in next quarter for completion by March 2022.


 Not progressed and will not be completed by March 2022.





	Qtr. 4			
AC 3.7	 Qtrs.1+2	To actively contribute to the ongoing work programme of the Cadw-led Historic Environment Group (HEG) and its associated working groups including Wellbeing, Climate Change Mitigation, Peatlands and Local Heritage With the absence of the Cultural Heritage Manager on maternity leave, a couple of meetings have been missed this year. However, she will return from maternity leave in January and will attend and contribute to future meetings. The Authority have still received the papers and contribute to the agenda.	Ongoing	Ho Cultural Heritage
	Qtr. 3			
	Qtr. 4			
AC 3.8	 Qtrs. 1+2	Monitor the ongoing effects of Covid with a view to sustain and develop Yr Ysgwrn as a museum and cultural centre of national repute including the delivery of the “Geiriau Diflanedig” exhibition project onsite in 2022-23 Yr Ysgwrn remained closed until July due to the pandemic, with staff on furlough. Upon reopening, there was a steady influx of visitors which were broadly equivalent to 2019, but a lot quieter than preceding years. Promotion and marketing will be important to try and increase numbers for 2022. Unfortunately, the exhibition of Geiriau Diflanedig may have to be postponed next year – discussions are currently ongoing on this.	March 2022	Ho Cultural Heritage
	Qtr. 3			
	Qtr. 4			
Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 1.)	Time-table	Officer (s) Responsible
AC 3.9	 Qtrs. 1+2	Through collaboration with the Member-led Place Names Task and Finish Group and Cyngor Gwynedd, to establish and adopt guidelines to guide the use of place names by the SNPA This work has commenced with guidelines proposed by University of Wales and Welsh Language Commissioner’s office. The initial focus is on geographical features (of which there are approximately 3.5K), and a pilot of	March 2022	Ho Cultural Heritage


 Progressed and within timetable.


 Delayed. To be progressed in next quarter for completion by March 2022.


 Not progressed and will not be completed by March 2022.


		200 lake names was initially used. Further work on the difficult issue of dealing with places that use 2 place names (usually but not exclusively an English and a Welsh version), and this will be addressed at the end of the year or early 2022. There will also be a need to address how to promote the Welsh place names. Therefore the work of this group is likely to continue into 2022.		
	Qtr. 3			
	Qtr. 4			
AC 3.10	 Qtrs.1+2	Progress Conservation Area appraisals and Management Plan/Delivery Plan as a baseline of information for developing potential capital projects in subsequent years In April 2021 funding was secured through the Welsh Government's <i>Sustainable Landscapes, Sustainable Places</i> fund to progress this project. A brief was prepared to appraise and create Management Plans for the 14 Conservation Areas with energy retrofitting recommendations known as 'Conservation Areas fit for the 21st Century'. This went out to tender between July and August, appointing Chambers Conservation to officially carry out the work at the end of September 2021. Work is now progressing.	March 2022	<ul style="list-style-type: none"> ➤ Planning Manager ➤ Planning Policy Officer
	Qtr. 3			
	Qtr. 4			
This outcome will be achieved by:		AC 4	ADDRESSING THE CHALLENGES AND OPPORTUNITIES OF POST BREXIT LAND MANAGEMENT SCENARIOS	

Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 1.)	Time-table	Officer (s) Responsible
AC 4.1		Assist in the development and design of future land management proposals with Welsh Government and Natural Resources Wales, to ensure that Eryri	Ongoing	<ul style="list-style-type: none"> ➤ Ho CWA * ➤ CEO ➤ Dir.

 Progressed and within timetable.





 Delayed. To be progressed in next quarter for completion by March 2022.

 Not progressed and will not be completed by March 2022.

	Qtrs. 1+ 2	benefits from future proposals and that the strategic aims of Cynllun Eryri are reflected in future proposals		Planning & Land Man.
	Qtr. 3	No progress from Welsh Government on development of programme.		
	Qtr. 4			
AC 4.2	 Qtrs.1+2	Maintain close working relationship with the land based sector to ensure that the Authority has an understanding of the ongoing implications off Brexit on land management Work ongoing.	March 2022 Ongoing	Ho CWA *
	Qtr. 3			
	Qtr. 4			

*Head of Conservation Woodlands and Agriculture (CWA)

This outcome will be achieved by:	AC 5	ADDRESSING THE DECLINE IN NATURE
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Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 1.)	Time-table	Officer (s) Responsible
AC 5.1	 Qtrs. 1+ 2	Develop and Action Plan based on understanding and contents of e.g. SoNaRR (State of Natural Resources report), State of the National Park etc. to inform on priorities for nature recovery in Snowdonia Fully committed to ERAMP program and ENRAW project. Loss of key staff a issue (2 project officers on ENRAW) has delayed progress, but is acceptable in terms of current position.	March 2022	Ho CWA









Progressed and within timetable.



Delayed. To be progressed in next quarter for completion by March 2022.



Not progressed and will not be completed by March 2022.

		Qtr. 3		
		Qtr. 4		
AC 5.2	 Qtrs.1+2	Continuing to deliver biodiversity enhancement through the development management process and to ensure adherence with any forthcoming Welsh Government published guidance Biodiversity enhancements continue to be delivered through the development management process. To date no Welsh Government guidance on biodiversity enhancements has been published.	Reported annually	Planning Manager
		Qtr. 3		
		Qtr. 4		
Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 1.)	Time-table	Officer (s) Responsible
AC 5.3	 Qtrs.1+2	Ensuring an SPG on biodiversity is produced to support the Development Management process by 2023 This will be progressed once the Welsh Government guidance on biodiversity enhancements has been published.	March 2022 Ongoing	Planning Manager
		Qtr. 3		
		Qtr. 4		
AC 5.4	 Qtrs. 1+ 2	Continued delivery of approved projects that address the aims of Cynllun Eryri (e.g. HLF Carneddau, LIFE Celtic Rainforest, Raised Bog, Quaking Bog, Curlew project) and develop further programmes ➤ All projects underway, new National grid project approved (Mind the Gap). ➤ ENRAW/biodiversity project requires new officer and has some risk element. ➤ Remainder of projects to deliver are dependent on retaining staff.	Twice yearly update reports on individual projects	Ho CWA




Progressed and within timetable.



Delayed. To be progressed in next quarter for completion by March 2022.



Not progressed and will not be completed by March 2022.

	Qtr. 3			
	Qtr. 4			
AC 5.5	 Qtrs.1+2	To progress a National Park wide survey of Trees and Ancient Woodland sites (PAWS) Capital works element in contract and survey works allocated to surveyors.	March 2022	Ho CWA
	Qtr. 3			
	Qtr. 4			



Progressed and within timetable.



Delayed. To be progressed in next quarter for completion by March 2022.



Not progressed and will not be completed by March 2022.

OUTCOMES:

RESILIENT ENVIRONMENTS: We will know we are succeeding in delivering the well-being objective when:

AC1: We will have developed and implemented guiding principles and thresholds in relation to visitor impacts on the environment and landscape *(as per Cynllun Eryri Outcome A1.1)*

AC1: We have ensured that uplands paths are well maintained to manage the impacts of erosion and prioritise work based on the number of footpath users *(as per Cynllun Eryri Outcome A1.2)*

AC1, 2: We have reduced the impacts of parking and transport on the environment and landscape *(as per Cynllun Eryri Outcome A1.4)*

AC1: We have reduced any negative impacts of recreational activities *(as per Cynllun Eryri Outcome A1.5)*

AC1: Using the brand marketing strategy as a foundation, we will have developed a shared plan with partners on the information we provide to visitors, with an emphasis on the Special Qualities and behavioural change *(as per Cynllun Eryri Outcome B3.3)*

AC2, 4: The carbon emissions of Snowdonia National Park are reduced *(as per Cynllun Eryri Outcome A3.1)*

AC2, 4: We have safeguarded and increased the amount of carbon stored in Snowdonia *(as per Cynllun Eryri Outcome A3.2)*

AC3, 4, 5: We have co-ordinated and implemented an ambitious public goods scheme that focuses on maintaining, restoring and expanding habitats, species, historic environment features and wider public goods *(as per Cynllun Eryri Outcome A2.1)*

AC5: Biodiversity decline is being addressed through maintenance, restoration, expansion and connectivity activities *(as per Cynllun Eryri Outcome A2.2)*

AC2, 4, 5: We have continued to expand current Partnership actions to control and reduce the extent of invasive species *(as per Cynllun Eryri A4.2)*

AC3: We have supported the repair and restoration of listed buildings, supported the safeguarding of Scheduled Monuments and developed and implemented landscape scale projects which benefit the historic environment *(as per Cynllun Eryri A6.1. A6.2. A6.3).*



Progressed and within timetable.



Delayed. To be progressed in next quarter for completion by March 2022.



Not progressed and will not be completed by March 2022.

RESILIENT COMMUNITIES

This outcome will be achieved by:	CC 1	MAINTAINING AND INCREASING THE QUALITY OF LIFE OF RESIDENTS
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Out-Come No.	Qtrly. Progress Status	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 2.)	Time-table	Officer (s) Responsible
CC 1.1	Qtrs. 1+2	Develop an online resource as part of the new website relating to activities and routes within the National Park targeted and tailored appropriately	Work to start Dec 2021 once new website launched	<ul style="list-style-type: none"> ➤ Ho Engagement ➤ Ho Warden Svc. ➤ Brand & Content Manager - website
	Qtr. 3	New website due to be launched in November 2021 – work progressing well.		
	Qtr. 4			
CC 1.2	Qtrs. 1+2	As part of the SNPA Volunteer Strategy and in collaboration with partners, continue to expand volunteer opportunities within the National Park that include both physical and cultural activities	Ongoing	<ul style="list-style-type: none"> ➤ Ho Engagement ➤ Volunteer & Wellbeing Officer
		Successful launch and delivery of Caru Eryri scheme this season where Snowdonia Society, SNPA and Outdoor Partnership worked together to recruit and co-ordinate volunteers to carry out litter patrols and provide information to visitors at honey pot sight, facilitated in part by additional hours for Volunteer Well-being Officer through funding from Welsh Government. Data will be quantified in next quarter.		
		As-well as this major scheme, additional activities have included working with the Field Studies Council to provide volunteering conservations days for DofE groups, and working with the Conservation department to provide worthwhile volunteering opportunities for corporate groups.		
	Qtr. 3			
Qtr. 4				








Progressed and within timetable.





Delayed. To be progressed in next quarter for completion by March 2022.









Not progressed and will not be completed by March 2022.


Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 2.)	Time-table	Officer (s) Responsible
CC 1.3	 Qtrs. 1+2	<p>Develop volunteering opportunities for disabled people</p> <p>As part of the Caru Eryri scheme we provided a range of routes to suit a range of abilities. By advertising the volunteering days in a way that makes it clear to the volunteer what level of difficulty the activity would be. For people looking for a way to volunteer with the National Park that doesn't involve a full mountain day, we provide the option of a patrol route that involves more driving or to be stationed in the car park with the addition of the information van.</p>	April 2021 Ongoing	<ul style="list-style-type: none"> ➤ Ho Engagement ➤ Volunteers & Wellbeing Officer
	Qtr. 3			
	Qtr. 4			
CC 1.4	 Annual	<p>Ensuring planning takes a pro-active role in encouraging affordable housing by working with other agencies in this sector, in order to try and achieve the annual target set out in the LDP</p> <p>Work ongoing.</p>	Reported annually	Planning Manager


 Progressed and within timetable.


 Delayed. To be progressed in next quarter for completion by March 2022.

 Not progressed and will not be completed by March 2022.







Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 2.)	Time-table	Officer (s) Responsible
CC 1.5	 Qtrs. 1+2	Develop a National Park Volunteer Warden Scheme (four south of the National Park) Work will progress over the winter period in preparation for Spring 2022.	March 2022 Ongoing	➤ Senior Warden ➤ Volunteers Co-ordinator
	Qtr. 3			
	Qtr. 4			
CC 1.6	 Qtrs. 1+2	Utilising Sustainable Landscapes Sustainable Places funding promote the Cronfa Cymunedol Eryri Community Fund to enable community groups progress local decarbonisation, community resilience and tourism management projects Scheme launched with much interest from local communities. Applications have been shortlisted and will be going to panel for decision shortly.	March 2022	➤ Ho Engagement
	Qtr. 3			
	Qtr. 4			


 Progressed and within timetable.


 Delayed. To be progressed in next quarter for completion by March 2022.


 Not progressed and will not be completed by March 2022.

This outcome will be achieved by:	CC 2	SUPPORTING YOUNG PEOPLE
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Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 2.)	Time-table	Officer (s) Responsible
CC 2.1	 Qtrs. 1+2	Prepare a draft Youth Manifesto for discussion and approval by Members Work to be lead by Youth Officer – to be appointed November 2021.	March 2022	Ho Warden Service
	Qtr. 3			
	Qtr. 4			
CC 2.2	 Qtrs. 1+2	Restart Young Rangers scheme and adopt a scheme for the South of the National Park Work to be lead by Youth Officer – to be appointed November 2021.	March 2022	Ho Warden Service
	Qtr. 3			
	Qtr. 4			
CC 2.3	 Qtrs. 1+2	Support the national Kickstart scheme by providing job placements for 16-24 olds Initial recruitment failed to attract candidates. Officers are reviewing the person specifications for the posts before considering a further recruitment process.	March 2022 Ongoing	➢ Ho Personnel ➢ Management Team
	Qtr. 3			
	Qtr. 4			


 Progressed and within timetable.


 Delayed. To be progressed in next quarter for completion by March 2022.


 Not progressed and will not be completed by March 2022.







This outcome will be achieved by:	CC3	PROMOTING SUSTAINABLE TOURISM TO ADD VALUE TO LOCAL COMMUNITIES
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Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 2.)	Time-table	Officer (s) Responsible
CC 3.1		Develop new measures and establish a baseline for the impacts of tourism via STEAM that integrates sustainability, environmental and social measures, as well as the existing economic measures	Dec. 2021	<ul style="list-style-type: none"> ➢ Ho Engagement ➢ Sustainable Tourism Officer
	Qtrs. 1+2	Work progressing well. First draft of measures has been developed and currently being refined further.		
	Qtr. 3			
	Qtr. 4			
CC 3.2		Conduct a visitors and residents survey funded via the Commissioning Fund to establish baselines for future surveys and in order to: inform decision making on sustainable tourism; measure the reputation of the National Park Authority; identify current and future needs of visitors and residents; measure demographics; ensure that attitudes of our hard to reach groups are understood; discover how people access the Park; establish visitor experience of facilities and accommodation; awareness of Special Qualities; how informed are people before visiting the Park, and where they access information	March 2022	Partnerships Manager
	Qtrs. 1+2	Is in progress and an interim report has been received. Ongoing until December 2021 and expected feedback and final analysis in February 2022.		
	Qtr. 3			
	Qtr. 4			


 Progressed and within timetable.


 Delayed. To be progressed in next quarter for completion by March 2022.







 Not progressed and will not be completed by March 2022.


Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 2.)	Time-table	Officer (s) Responsible
CC 3.3	 Qtrs. 1+2	Opportunities to encourage greener transport are being developed by: ➤ Progressing the recommendations from the review of transport and parking in the Yr Wyddfa and Ogwen areas Pilot system in place from April-November 2021. Review meeting with all staff involved set for 10 th November – decision pending on system requirements for 2022 season. ANPR barrier system submitted for Planning Permission pending December committee 2021.	Ongoing until April 2025	➤ Ho Engagement ➤ Partnerships Manager
	Qtr. 3			
	Qtr. 4			
	 Qtrs. 1+2	➤ Implementing a Sustainable Tourism model across the region. Stage 1 scoping is nearing completion and Stage 2 has been confirmed for financing by TfW As Qtr. 1.2 above.	March 2022	➤ Ho Engagement ➤ Partnerships Manager
	Qtr. 3			
	Qtr. 4			
CC 3.4	 Qtrs. 1+2	Encouraged visitors to come at different times of year and to different areas in order to ease pressure during the peak season and help businesses with seasonality issues, through the 2021 Season Campaign and through developing the Welsh National Park Experiences 2021 Season Campaign delivered successfully. Detailed report/data to provided in next quarter.	Dec. 2021	➤ Ho Engagement ➤ Sustainable Tourism Officer
	Qtr. 3			
	Qtr. 4			


 Progressed and within timetable.


 Delayed. To be progressed in next quarter for completion by March 2022.





 Not progressed and will not be completed by March 2022.

Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 2.)	Time-table	Officer (s) Responsible
CC 3.5	 Qtrs. 1+2	Continue to develop the Eryri Ambassadors scheme and utilise to help spread messaging in relation to CC3.4 above Over 600 Ambassadors have now qualified and we have had regular contact with them regarding messaging, sharing our core aims and values and continued involvement of the scheme. 2021 Refresher module is currently in production with updates from all work areas within the Authority. Further on-line modules are being commissioned throughout the Carneddau Partnership, Project LIFE and the Yr Wyddfa ddi-blastig scoping study.	Ongoing	➤ Ho Engagement ➤ Snowdon Partnership Officer
	Qtr. 3			
	Qtr. 4			
CC 3.6	 Annual	Ensuring the current LDP positively implements its policies to contribute to sustainable tourism, that add value to local communities Work ongoing.	Reported annually	Planning Manager
CC 3.7	 Qtrs. 1+2	Through the Communication Strategy, highlight the health and well-being benefits of the natural environment and develop Snowdonia related key messages around these, specifically by producing a web page Being developed as part of new website to be launched in November 2021.	March 2022	➤ Ho Warden Svc. ➤ Ho Engagement
	Qtr. 3			
	Qtr. 4			


 Progressed and within timetable.


 Delayed. To be progressed in next quarter for completion by March 2022.


 Not progressed and will not be completed by March 2022.


Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 2.)	Time-table	Officer (s) Responsible
CC 3.8	 Qtrs. 1+2	Pilot the development of online content promoting paths and trails and opportunities to improve health and wellbeing in the National Park. The work features heavily in the brief for the preparation of the new website and role of the Brand and Content Manager. Subject to Covid-19 restrictions being applied during this period Being developed as part of new website to be launched in November 2021. Work will continue following launch to develop further content.	March 2022	Ho Warden Svc. Ho Engagement
	Qtr. 3			
	Qtr. 4			







This outcome will be achieved by:	CC4	PROMOTING AND ACTIVELY SUPPORTING THE WELSH LANGUAGE
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CC 4.1	 Qtrs. 1+2	Produce a new 5 year Welsh Language Promotion Strategy for the period 2022-26 As required by the Welsh Language Standards, an assessment report will be produced and presented to the November Performance and Resources Committee on the performance of the current Language Promotion Strategy. This will then inform the production of a new strategy for the next five years.	March 2022	Ho Admin. & Customer Care
	Qtr. 3			
	Qtr. 4			


 Progressed and within timetable.


 Delayed. To be progressed in next quarter for completion by March 2022.







 Not progressed and will not be completed by March 2022.


Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 2.)	Time-table	Officer (s) Responsible
CC 4.2	 Qtrs. 1+2	The new Communication and Engagement Plan includes plans to improve visitor awareness of the Welsh language and culture Plan has been developed, approved by Authority and now in implementation.	Sept 2021 COMPLETED	Ho Engagement
CC 4.3	 Qtrs. 1+2	Continuing to develop Yr Ysgwrn as a cultural centre promoting Welsh language culture and actively providing opportunities to socialise through the medium of Welsh Opportunities were restricted during the first 2 quarters due to the closure of the site (due to Covid and internal works to the café and servery). However, August and September were relatively successful and will provide a foundation upon which to build activities for next year.	Ongoing	Ho Cultural Heritage
	Qtr. 3			
	Qtr. 4			
CC 4.4	 Qtrs. 1+2	Develop the ‘Geiriau Diflanedig’ major exhibition project through collaboration with Amgueddfa Cymru – National Museums Wales and the Pembrokeshire Coast National Park Authority (supported by the SLSP fund), bringing ‘The Lost Words’ exhibition to Wales for the first time and showcasing the epic bilingual feat of the anthologies This project is being led by Pembrokeshire Coast NPA in partnership with Snowdonia NPA. However, early discussions indicate there may be problems with achieving this for 2022. More information will be provided as it becomes available.	Ongoing until March 2023	Ho Cultural Heritage
	Qtr. 3			
	Qtr. 4			


 Progressed and within timetable.


 Delayed. To be progressed in next quarter for completion by March 2022.






 Not progressed and will not be completed by March 2022.

Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 2.)	Time-table	Officer (s) Responsible
CC 4.5	 Qtrs. 1+2	Safeguarding and promoting use of Welsh place names by developing guidance for the use of place names by the SNPA This work has commenced, with guidance used and a pilot of 200 place names applied. Further work will continue later in the year and early 2022. This will be reported to the Steering Group, and ultimately to the P&R Committee.	March 2022	Ho Cultural Heritage
	Qtr. 3			
	Qtr. 4			
CC 4.6	 Qtrs. 1+2	Providing opportunities for volunteers to learn and use the Welsh language through the volunteering strategy New strategy has been approved by Authority and now being implemented. Opportunities will be provided.	March 2022+ Ongoing	➤ Ho Engagement ➤ Volunteer & Wellbeing Officer
	Qtr. 3			
	Qtr. 4			
CC 4.7	 Qtrs. 1+2	The Carneddau Voices and Place Names project and Harlech and Arduwy Cultural Heritage Scheme will record, safeguard and celebrate Welsh place names through community mapping events, oral history interviews, outreach projects and interpretation This project has commenced successfully with public sessions taking place in the Carneddau area. Whilst there were some delays due to the restrictions on such public events caused by the pandemic, it is considered there is now a good foundation upon which to further build on this over the next year.	Ongoing until Dec. 2025	Ho Cultural Heritage
	Qtr. 3			
	Qtr. 4			






 Progressed and within timetable.

 Delayed. To be progressed in next quarter for completion by March 2022.

 Not progressed and will not be completed by March 2022.

Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 2.)	Time-table	Officer (s) Responsible
CC 4.8	 Annual	Ensuring Development Policy 18: The Welsh Language and the Social and Cultural fabric of Communities is effectively utilised within the development management process Ongoing and currently assessing our internal processes to ensure this policy is effectively utilised.	Reported annually	Planning Manager
CC 4.9	 Qtrs. 1+2	Ensuring the adoption of the updated SPG on Planning and the Welsh Language by the end of 2021 The updated SPG on Planning and the Welsh Language was formally adopted in June 2021.	End of Dec. 2021 COMPLETED	Planning Manager

This outcome will be achieved by:	CC5 DEVELOPING A LOCAL ECONOMY WHICH SUPPORT BOTH THE DESIGNATION AND THE MANAGEMENT OF SNOWDONIA AS A NATIONAL PARK
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Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 2.)	Time-table	Officer (s) Responsible
CC 5.1	 Annual report	Ensuring the positive implementation of current LDP policies to develop a local economy which support the designation of the NP Work ongoing.	Annual report	Planning Manager
CC 5.2	 Qtrs. 1+2	Green Economy: Ensure that the Authority is fully engaged with development proposals Its still too early to consider this issue in the review of the LDP (likely to start October 2022?), but officers are aware of issues relating to the green economy for day to day decision making.	March 2022	Director of Planning and LM



Progressed and within timetable.



Delayed. To be progressed in next quarter for completion by March 2022.



Not progressed and will not be completed by March 2022.

OUTCOMES:

RESILIENT COMMUNITIES: We will know we are succeeding in delivering the well-being objective when:

CC1, 2, 4: We have promoted and enabled a diverse range of activities that improve people's wellbeing (*as per Cynllun Eryri B1.2*)

CC1, 3, 5: We have created a plan and focus resources on promoting, developing and maintaining well-marked long distance trails, accessible trails, multi user trails (particularly cycling trails and mountain bike routes), promoted routes and links and loops between towns and villages (*as per Cynllun Eryri Outcome B2.1*)

CC1, 2, 3, 5: We have encouraged visitors to come at different times of year and to different areas in order to ease pressure during the peak season and help businesses with seasonality issues (*as per Cynllun Eryri Outcome B3.2*)

CC1,3,5: We have explored and implemented opportunities to encourage greener transport (*as per Cynllun Eryri Outcome B4.2*)

CC2, 3, 4: We have created opportunities for young people to be ambassadors for the language and culture of the area (*as per Cynllun Eryri Outcome C1.1*)

CC4, 5: We lead by example in ensuring that the Welsh language, culture and heritage is promoted and used in events, activities and information (*as per Cynllun Eryri Outcome C1.1*)

CC 4: We have implemented measures in the Local Development Plan and related Supplementary Planning Guidance which encourages new developments to maintain or enhance the development of the Welsh language (*as per Cynllun Eryri Outcome C1.1*)

CC4: We have provided opportunities for Welsh learners in the area (*as per Cynllun Eryri Outcome C1.2*)

CC4: We have protected Welsh place names (*as per Cynllun Eryri Outcome C1.3*)

CC1, 2, 4: We have worked with partners to address underlying issues and develop innovative solutions to delivering affordable housing that meets local needs (*as per Cynllun Eryri Outcome C3.1*)



Progressed and within timetable.








Delayed. To be progressed in next quarter for completion by March 2022.



Not progressed and will not be completed by March 2022.

RESILIENT WAYS OF WORKING

This outcome will be achieved by: **CW 1 DEVELOPING A SKILLED WORKFORCE**

Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 1.)	Time-table	Officer (s) Responsible
CW 1.1		Engaging with our staff at all levels to assist performance management: ➤ All Authority staff members will be appraised within the 12 months ➤ Training needs assessments of all staff will have been undertaken within the 12 months	Ongoing March 2022	Ho Personnel
	Qtrs. 1+2	Progress in undertaking staff appraisals is ongoing. Training needs will be identified from completed appraisals.		
	Qtr. 3			
	Qtr. 4			
CW 1.2		Support staff to attend National Park peer groups to keep them informed of development and to assist performance management and understanding within their respective disciplines	Ongoing March 2022	➤ Ho Personnel ➤ Ho Service
	Qtrs. 1+2	A series of peer group meetings is to be held in the Autumn. SNPA attendance will be virtually rather than in person at the present time.		
	Qtr. 3			
	Qtr. 4			








Progressed and within timetable.





Delayed. To be progressed in next quarter for completion by March 2022.




Not progressed and will not be completed by March 2022.





Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 1.)	Time-table	Officer (s) Responsible
CW 1.3	 Qtrs. 1+2	To further develop our workforce and provide staff with every opportunity to develop to meet future challenges Secondment opportunities are considered and offered where feasible.	Ongoing March 2022	➤ Ho Personnel ➤ Ho Service
	Qtr. 3			
	Qtr. 4			
CW 1.4	 Qtrs. 1+2	Develop and support Members to effectively manage the Authority All Members were invited to attend the following courses: 3 Members have completed GDPR / Cyber Security / Cyber Crime online training. 2 Members have completed GDPR online training. <u>Member Development Day</u> Members received training by Planning Aid Wales on Place Plans in the Snowdonia National Park - (½ day virtual course) <u>North Wales Dark Skies Partnership</u> 14 Members received training on the Dark Skies Partnership (Member Working Group). A Governance Task & Finish Group has been established and will be considering this matter further and is due to meet on 17 th November 2021.	Ongoing March 2022	Dir. Of Corporate Services Members Support Officer
	Qtr. 3			
	Qtr. 4			

 Progressed and within timetable.

 Delayed. To be progressed in next quarter for completion by March 2022.

 Not progressed and will not be completed by March 2022.

This outcome will be achieved by:	CW 2	DEVELOPING AND PROMOTING BEST PRACTICE
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Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 1.)	Time-table	Officer (s) Responsible
CW 2.1	 Qtrs. 1+2	Share achievements of Decarbonisation projects through SLSP funding with other bodies within designated landscapes and wider public estate Commenced following initial meeting with North Wales Public Sector Decarbonisation Officers group, which is scheduled to be held regularly. Closer working links with designated landscapes will be established through workshops on Carbon Calculation of Welsh designated landscapes.	March 2022	Ho Property
	Qtr. 3			
	Qtr. 4			
CW 2.2	- Qtrs. 1+2	When appointed new Ho Personnel to collate information re. best practice in other National Parks, gain staff feedback and draft paper for discussion/consideration by Members Working Group A replacement has not yet been appointed to this role.	March 2022	Ho Personnel
	Qtr. 3			
	Qtr. 4			



Progressed and within timetable.






Delayed. To be progressed in next quarter for completion by March 2022.



Not progressed and will not be completed by March 2022.

This outcome will be achieved by:	CW 3	EFFECTIVE PARTNERSHIP WORKING
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Out-Come No.	Qtrly. Progress Status	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 1.)	Time-table	Officer (s) Responsible
CW 3.1	 Qtrs. 1+2	Cynllun Eryri is being implemented successfully and the first annual progress report has been presented to the Authority Annual report is currently in preparation. All partners in Fforwm Eryri have fed back on their progress during the first year of implementation.	Sept. 2021	Partnerships Manager
	Qtr. 3			
CW 3.2	 Qtrs. 1+2	The Action Plan for the Snowdon Partnership Plan has been revised to include the significant progress in implementation, and new Performance Indicators have been established Progress in implementation and PIs have been revised and presented to Authority Members. Cynllun Yr Wyddfa is due to be revised in its totality in 2022-23.	Sept. 2021	➤ Snowdon P.ship Officer ➤ P.ship Manager
	Qtr. 3			
	Qtr. 4			
CW 3.3	 Qtrs. 1+2	Support the work of the National Designated Landscapes Partnership (NDLP) in Wales Work at an officer level continues with two officers now appointed to assist with the work of the NDLP (hosted by Pembrokeshire Coast National Park). First seminar has been held for partner organisations. A review of the SLSP grant scheme will be conducted in the coming partnership meetings.	Ongoing	CEO
	Qtr. 3			
	Qtr. 4			



Progressed and within timetable.




Delayed. To be progressed in next quarter for completion by March 2022.





Not progressed and will not be completed by March 2022.


Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 1.)	Time-table	Officer (s) Responsible
CW 3.4	 Qtrs. 1+2	Continue to support the work of UK wide National Park Authorities, the National Park Partnership, National Parks Foundation and other associated collaborative initiatives In 2019 a joint communication unit was established and hosted by the Broads Authority. The business plan for National Partnership is currently being reviewed and proposal for the next 3 to 4 years are being developed which will be presented to the Authority for consideration. Charity donations for the work in National Parks have started to be received by the Foundation. SNPA did not support a Green Space Dark Sky proposal which is part of a wider UK event planned for the Autumn of 2022.	Ongoing	CEO
	Qtr. 3			
	Qtr. 4			







This outcome will be achieved by:	CW 4 MODERNISING GOVERNANCE ARRANGEMENTS
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CW 4.1	 Qtrs. 1+2	Establish Member/Staff Task and Finish Group to discuss and develop modern governance arrangements in SNPA Draft Heads of Terms and Agenda prepared. First meeting of the Task and Finish Group arranged for 17 th November.	March 2022	Director of Corporate Svcs.
	Qtr. 3			
	Qtr. 4			


 Progressed and within timetable.


 Delayed. To be progressed in next quarter for completion by March 2022.

 Not progressed and will not be completed by March 2022.






Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 1.)	Time-table	Officer (s) Responsible
CW 4.2	 Qtrs. 1+2	Upgrade to a new telephone system and provide associated training Full implementation of new system undertaken and associated training provided. All relevant paperwork has been completed.	March 2022 COMPLETED	Ho Information Systems
CW 4.3	 Qtrs. 1+2	Install new Information System Servers Researching and demos being sought. Preparation work on servers being carried out.	March 2022	Ho Information Systems
	Qtr. 3			
	Qtr. 4			
CW 4.4	 Qtrs. 1+2	Develop and launch new Web site for SNPA Progressing well within cross-departmental input. New website due to be launched in November.	March 2022	Ho Engagement Content & Brand Mgr.
	Qtr. 3			
	Qtr. 4			


 Progressed and within timetable.


 Delayed. To be progressed in next quarter for completion by March 2022.


 Not progressed and will not be completed by March 2022.







This outcome will be achieved by:	CW 5	MAINTAINING AND IMPROVE THE UNDERSTANDING AND SUPPORT OF LOCAL COMMUNITIES TO THE WORK OF THE NATIONAL PARK
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Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 1.)	Time-table	Officer (s) Responsible
CW 5.1	 Qtrs. 1+2	<p>Developing further volunteer opportunities at Yr Ysgwrn to enhance the current cohort of volunteers, seeking to recruit young people who are keen to develop new skills and gain experience, focusing on delivery of activities by volunteers as well as more traditional roles such as visitor guides</p> <p>Opportunities were limited this year due to the prolonged closure of Yr Ysgwrn until July 2021 due to the pandemic, as well as a nervousness from ‘older’ volunteers about exposing themselves to Covid risks.</p>	Ongoing	Ho Cutural Heritage Visitor Experience Mgr. (when in post)
	Qtr. 3			
	Qtr. 4			
CW 5.2	 Qtrs. 1+2	<p>When adopted implement measures in Engagement Strategy to ensure local communities understand and are aware of the work of the Authority</p> <p>Strategy has been developed, approved by Authority, and currently being implemented.</p>	Sept. 2021 Ongoing	Ho Engagement
	Qtr. 3			
	Qtr. 4			


 Progressed and within timetable.


 Delayed. To be progressed in next quarter for completion by March 2022.






 Not progressed and will not be completed by March 2022.


Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section 1.)	Time-table	Officer (s) Responsible
CW 5.3	 Qtrs. 1+2	Continue to engage with local communities on aspects of the Snowdon Area Traffic Management Study See progress under A1.2.	Throughout 2021/22	Partnerships Mgr. Snowdon Partnership Officer
	Qtr. 3			
	Qtr. 4			
CW 5.4	 Qtrs. 1+2	Engage with and keep communities informed through meetings with Community Councils On the 18 th and 20 th of May 2021, 2 webinars were held with Community and Town Councils and stakeholders (one for North of the Park and one for the South). The webinar gave an overview of the challenges encountered since the start of the pandemic and information regarding the preparations for the summer season ahead. This included information on sustainable tourism, the 'Plan, Discover, Protect' 2021 communications campaign, car park and traffic management and the Snowdonia Ambassadors' Scheme. The webinar was followed up by a questionnaire to enable local communities to raise issues most important to them with regard to visitor impacts and to request feedback on the Authority's actions.	At least one annual meeting May/June 2021 COMPLETED	Ho Admin. & Customer Care
CW 5.5	 Qtrs. 1+2	Reinstate liaison with landowners and interested parties through meetings with Snowdonia National Park Access Forums Liaison is maintained with 3 virtual meetings held in March, June and September with North and South Local Access Forums.	On going March 2022	Access Manager
	Qtr. 3			
	Qtr. 4			


 Progressed and within timetable.


 Delayed. To be progressed in next quarter for completion by March 2022.

 Not progressed and will not be completed by March 2022.

Out-Come No.	Qtrly. Progress Status   	Description of Project / Initiative including specific actions (Outcomes listed at end of Section)	Time-table	Officer (s) Responsible
CW 5.6	 Annual Meeting	Continue to liaise with the farming community and farming unions and through meetings of the Agricultural Liaison Group An Annual Agricultural Liaison Group Meeting has been arranged and will be held virtually on 23 rd November, 2021.	Annual meeting COMPLETED	Ho Conservation Woodlands and Agric.
CW 5.7	- Qtrs. 1+2	Reinstate face to face meetings (when appropriate to do so) through relevant staff members, volunteers, ambassadors and partners Not appropriate to do so currently.	On going March 2022	All Ho Service
	Qtr. 3			
	Qtr. 4			
CW 5.8	 Qtrs. 1+2	Involve our local communities in all important aspects of the Authority's work e.g. delivery of Cynllun Eryri, formulation of Supplementary Planning Guidance, Engagement Strategies when developing new projects etc. ➤ Relevant projects have been presented to Community Councils and Partnerships Manager is a member of several Community Forums. ➤ Llysgennad Eryri has been developed with significant input from the residents and communities of Eryri. ➤ Parking and Transport Strategy for Yr Wyddfa and Ogwen is being developed hand in hand with the communities in the area. ➤ Partnerships Manager has presented Cynllun Eryri to Un Llais Cymru, Agricultural Unions, Merched y Wawr groups and Community Councils.	On going March 2022	Partnership Manager Planning Manager Project Managers
	Qtr. 3			
	Qtr. 4			

 Progressed and within timetable.

 Delayed. To be progressed in next quarter for completion by March 2022.

 Not progressed and will not be completed by March 2022.

OUTCOMES:

RESILIENT WAYS OF WORKING: We will know we are succeeding in delivering the well-being objective when:

CW1, 2: We have invested in our staff to ensure that they have both the expertise and skills needed to meet present and future challenges.

CW2, 3: Cynllun Eryri is being implemented successfully.


CW2, 4: We have undertaken a review of existing governance arrangements to ensure that the Authority continues to function effectively and will be adaptable enough to meet future challenges. Monitor any changes to ensure that they are working as planned.


CW5: Opportunities for local communities, schools, hard to reach and disadvantaged groups to engage with, and learn about, Eryri's environment and cultural heritage, and how they can help care for it have been identified (*as per Cynllun Eryri Outcome A5.1*)


CW5: We have supported, promoted and delivered volunteering opportunities that help protect and enhance the environment and cultural heritage (*as per Cynllun Eryri Outcome A5.2*)

CW5: We will have increased opportunities for dialogue between the National Park Authority and community based organisations (*as per Cynllun Eryri Outcome C4.1*)

JO/Performance/
Wellbeing Objectives 2021/22
Qtr. 1+2 April-Sept.

 Progressed and within timetable.

 Delayed. To be progressed in next quarter for completion by March 2022.

 Not progressed and will not be completed by March 2022.

ITEM NO. 6

MEETING	Performance and Resources Committee
DATE	24 th November 2021
TITLE	DRAFT ANNUAL REPORT OF THE INDEPENDENT REMUNERATION PANEL FOR WALES
REPORT BY	Director of Corporate Services
PURPOSE	To discuss the draft Annual Report and determine whether or not a response is required

1 BACKGROUND

- 1.1 Appended to this report is a copy of the covering letter received from the Independent Remuneration Panel for Wales together with a copy of the link to the draft Report itself set out below.

[Adroddiad blynyddol drafft 2022 i 2023](#)

[Draft annual report 2022 to 2023](#)

- 1.2 As previously reported to the Authority the remit of the Panel includes National Park Authorities and so this Authority must abide by any decision of the Panel.
- 1.3 Members will no doubt note from the draft report that on this occasion it is proposed to substantially increase the current remuneration of members of National Park Authorities.

2 PROPOSED CHANGES

- 2.1 The Panel in relation to National Park Authorities have determined that there should be increases to salaries. The time commitment on which the remuneration is based should remain at 44 days. As a result it is proposed that the basic salaries for members should increase by £685 per annum, an increase of 16.9%, and there is a similar increase applied to senior salaries paid to the Chair, deputy chair and the chairs of the Authority's committees.

- 2.2 The rationale of the Panel in arriving at this conclusion can be found in the Executive Summary of the Report in which the Panel has addressed concerns that, since 2009, remuneration of elected members of local government in Wales has not kept pace with measures of inflation or other possible comparators and, as such, this report provides a reset moment for Welsh democracy and for valuing public services.
- 2.3 The proposed revised salaries are therefore as follows:
- 2.3.1 The basic salary for NPA ordinary members should be increased from £4,053 to £4,738
 - 2.3.2 The senior salary of the chair of an NPA should be increased from £12,845 to £13,531
 - 2.3.3 The senior salary of a deputy chair and chairs of NPA committees should be increased from £7,792 to £8,478
 - 2.3.4 Members must not receive more than one NPA senior salary
 - 2.3.5 An NPA senior salary is paid inclusive of the NPA basic salary
 - 2.3.6 Members of principal local authorities in receipt of a Band 1 or Bands 2 senior salary cannot receive a salary from any NPA to which they have been appointed.
- 2.4 There are no changes to travel costs. Payment of subsistence rates continue to be in line with Welsh Government rates.
- 2.5 The rates payable to Independent Members of the Authority's Standards Committee are unchanged and are as follows:
- 2.5.1 Chair of Standards Committee - £268 (4 hours and over) or £134 (up to 4 hours)
 - 2.5.2 Ordinary members of Standards Committee - £210 (4hours and over) or £105 (up to 4 hours)
- 2.6 As is clear from the letter accompanying the report the time period for considering any representations draws to a close on 26th November and so this report gives the Authority through the Performance and Resources committee an opportunity to make representations if it so wishes on the draft report.

RESOURCE IMPLICATIONS

The report if published without changes will have minor resource implications which will necessitate an increase to existing budgets.

RECOMMENDATION

To discuss the draft Annual Report and determine whether or not a response is required.

BACKGROUND PAPERS

Draft Report of the Independent Remuneration Panel for Wales with covering letter.



To:

Leaders and Chief Executives of County and County Borough Councils
Chairs and Chief Executives of National Park Authorities
Chairs and Clerks of Fire and Rescue Authorities
Chair and Chief Executive of One Voice Wales
Leader and Chief Executive of Welsh Local Government Association
Head of Democratic/Members Services of County and County
Borough Councils, National Park Authorities and Fire and Rescue Authorities
Community & Town Councils

29 September 2021

Dear Colleague

Independent Remuneration for Wales – Draft Annual Report 2022/2023

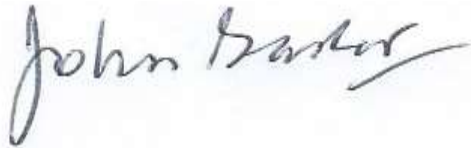
The Panel's draft Annual Report for 2022/23 is attached. We would appreciate and welcome comments during the consultation period which ends on 26 November 2021.

Elections for principal councils and community and town councils will take place in May 2022, so the next Report of the Panel will coincide with the new municipal term. For several years payments to elected members of the 22 principal councils has not kept pace with the original comparator that was used to set the basic salary, or any other public sector comparison. The Panel has decided this is an opportune time to rectify this situation and to reinstate the link to the average welsh earnings (based on 3 days).

The draft Report also sets out changes to the remuneration framework for community and town councils following an extensive consultation exercise which we undertook earlier in the year.

We look forward to receiving comments on the proposals contained in the draft Report and will consider all of the responses prior to producing the final Report for publication in February 2022.

Yours sincerely

A handwritten signature in black ink that reads "John Bader". The signature is written in a cursive style with a long, sweeping underline.

John Bader
Chair

ITEM NO. 7

MEETING	Performance and Resources Committee
DATE	24 November 2021
TITLE	THE AUTHORITY'S RISK PROFILE
REPORT BY	Director of Corporate Services
PURPOSE	To update on the Authority's Risk Profile considering the effect of COVID-19.

BACKGROUND

- 1.1 The Authority has a Risk Profile where risks facing the Authority are placed into three categories, namely High Priorities, Medium Priorities and Low Priorities. This report provides an update in relation to the said Risk Profile previously presented to the Performance and Resources Committee on the 14 July 2021.
- 1.2 Risks are primarily identified through the relevant Heads of Service and the Management Team. The Risk Register is reviewed as a standing item on the quarterly Heads of Service and Management Team meetings. Identified risks as noted in the Risk Register are allocated to the responsible officers, and target dates are set for mitigation. A summary of the risks is set out below and a note stating whether there have been any changes since the report in July 2021 (details in Appendix 1).
- 1.3 Here is a summary of the risks:

High Risk	Change
Income Generation Target (Car Parks).	Risk now reduced to Low
Aspects of financial risk associated with LIFE Celtic Rainforest project including non-compliance with procurement rules or spending on ineligible costs resulting in the grant not being awarded, or fluctuation in the Euro / pound exchange rate.	None
Effect of the Coronavirus (COVID-19) on the work of the Authority.	None
Risk (publicity) from Traffic Plan / Snowdonia Green Key Policy.	None

Medium Risk	Change
Lack of adequate funding.	None
Income Generation Target (Plas Tan y Bwlch).	None
Reputational risk re. the Authority's management of Yr Ysgwrn.	None
Failure to fulfil the "Future Generations Well-Being" Bill requirements.	None
Risks to the HLF Landscape Partnership project on the Carneddau through not securing the "unsecured" funding (either capital or "in kind" contributions) during the project lifetime.	None
Non-compliance with the General Data Protection Regulation 2018.	None
Reputational risk to Authority associated with the unsatisfactory delivery of LIFE Celtic Rainforest project.	None
Poor and ineffectual management of projects by the Authority.	None
Diminished staff resilience (due to increasing demands) as a result of austerity.	None
Yr Ysgwrn fails to generate sufficient income to meet the budget.	None
Income Generating Target (Information Centres).	None
Income Generation (Planning).	None
Securing the long term future of Plas Tan y Bwlch.	None

RESOURCE IMPLICATIONS



None arising from this Report.




RECOMMENDATION



To note the contents of this report.




BACKGROUND PAPERS



Risk Register: Updated November 2021.



SNOWDONIA NATIONAL PARK AUTHORITY RISK REGISTER											November 2021	
Ref	Risk Description	Result	Inherent Risk			Measures / Actions to Manage	Remaining Risk			Risk direction	Proximity (N, I, F)	Owner
			Effect	Likely	Result		Effect	Likely	Result			
1	Insufficient core budget funding.	Cut in Services.	4	3	12	<p>NPAs received a 10% increase in the core revenue budget from Welsh Government for 2021/22, which makes the grant settlement for SNPA £4,119,789. As a result of this heartening news for 2021/22, following several grant settlements which have been in real terms cuts, the risk was lowered from high to medium at the 24th of March Committee.</p> <p>The uncertainty remains due to Westminster's Comprehensive Spending Review which is to conclude on the 27th of October 2021, along with possible implications due to the new Government's priorities (although there are early indications in favour of some environmental aspects). To prepare for this continuing uncertainty, SNPA have kept an element of flexibility in the setting of the budget for 2021/22, and have also kept a prudent level of reserves.</p> <p>The Covid-19 emergency and the lockdown periods has means that SNPA has faced significant loss of income. Although Welsh Government have compensated for part of the income lost in 2020/21 and for the first 6 months of 2021/22, the effect on some of the income streams could extended for several years to come.</p>	3	2	6		N (Review - ed P&R 14.07.21)	Chief Finance Officer
2	Income Generating Target (Plas Tan y Bwlch).	Failure to keep within the Authority's budget.	4	5	20	<p>At the Authority meeting on 23rd October 2020 the decision was taken to continue operating Plas Tan y Bwlch as a B&B type business in the short to medium term and to proceed with staff restructuring as outlined in the report. This decision means that the risk to the Authority has reduced somewhat. However, there is still risk to the Authority, although both the likely effect and impact have reduced somewhat.</p> <p>Following the process of re-opening the economy, Plas has had a busy season operating as outlined above. We recently reported to the Plas Board. As with the rest of the sector, we have suffered from staff shortages in places and whilst we are hopeful that we will attain the income generation target there have been cost overruns on staff as well as fuel costs for running and heating Plas. At present the additional costs will not have a significant impact on the Authority.</p>	3	4	12		N (Review - ed P&R 14.07.21)	Dir. of Corporate Services



Ref	Risk Description	Result	Inherent Risk			Measures / Actions to Manage	Inherent Risk			Risk direction	Proximity (N, I, F)	Owner
			Effect	Likely	Result		Effect	Likely	Result			
3	Income Generating Target (Car Parks).	Failure to keep within the Authority's budget.	4	5	20	During the tremendously busy summer of 2021 as a result of restrictions to overseas travel due to Covid-19 and more machines able to take card payments in Llyn Tegid, the car parks income target has been realized.	4	1	4		N (Reviewed P&R 14.07.21)	Head of Property
4	Reputational risk re the Authority's management of the Ysgwrn.	Mismanagement leading to lack of credibility in the Authority's ability to fulfil its duties.	5	3	15	Yr Ysgwrn site was successfully developed, and the final claim has been submitted to the Heritage Lottery Fund at the end of February. Due to the effect of the Covid-19 as well as the improvement works on site through the use of a grant from 'Sustainable Landscapes, Sustainable Places', Yr Ysgwrn remained closed until July 2021. The summer period has been relatively successful since re-opening. The current staffing structure (as well as the furlough scheme) has saved on costs, but more support will be required for the on-site team for next year (a lack of site manager and the Head of Service on maternity leave is not a sustainable structure, especially as we hope for a busier year next year). These additional 2 positions will reduce any risks to the site and to the good name of the Authority.	3	3	9		N (Reviewed P&R 14.07.21)	Dir. of Planning and Land Mgt. / Head of Cultural Heritage
5	Risk (publicity) as a result of the Traffic Scheme / Snowdonia Green Key Policy.	Mismanagement leading to lack of credibility in the Authority and its partners.	4	3	12	Development of the Snowdon Plan has established a better relationship between the individual elements relating to management on Snowdon, including the Sherpa service. A sub-group to the Snowdon Plan has been formed to review the Sherpa service and transport / parking issues in the area. A traffic management study for Snowdon and Ogwen has been commissioned and received. The partners are now considering the report's recommendations with Welsh Government and reflecting on the lessons learned over the busy summer 2020 period. A public consultation with the communities has taken place in February / March 2021 on the report. Unprecedented numbers of UK day visitors are expected again this summer as lockdown eases, which will cause problems for local communities. Although a partnership approach is taken, the public perception of responsibility will fall on the Authority. A number of mitigation measures have been put in place with partners for the 2021 season.	4	4	16		N (Reviewed P&R 14.07.21)	Chief Executive / Partnerships Manager


Ref	Risk Description	Result	Inherent Risk			Measures / Actions to Manage	Inherent Risk			Risk direction	Proximity (N, I, F)	Owner
			Effect	Likely	Result		Effect	Likely	Result			
6	Failure to fulfil the "Future Generations Well-Being" Act requirements.	Critical audit report / negative publicity.	3	3	9	<p>The Authority continues to work together with Audit Wales on a pilot scheme to develop its effectiveness, so as to implement the requirements of the Well-Being Act.</p> <p>During 2020/21 a resilience study was undertaken on the Authority. For 2021/22, Wales Audit will look at how effective the Authority is in influencing the development of Sustainable Tourism.</p>	3	3	9		I (Review - ed P&R 14.07.21)	Chief Executive
7	Risks to the Carneddau Landscape Partnership Project by failing to fulfil the project. This could be by failing to meet National Lottery Heritage Fund approved purposes, delayed appointment of staff team and commencement of the scheme, delayed settlement of Heritage Fund grant claims, the collapse of the partnership, or not securing the "unsecured" funding anticipated through further grant applications and "in kind" contributions during the project lifetime.	The results will vary widely depending on the scale of the failings. It could be that certain elements of the project may fail, right through to significant risks to the entire project, which obviously comes with adverse publicity and reputational damage.	3	4	12	<p>Timetable: The Heritage Fund have formally approved our proposal for a no-cost extension of our practical completion date from 30/09/2024 to 31/12/2025. The extension also includes an allowance for 3 months project closure activity (e.g. legacy activity, final payment request and evaluation report) by the Scheme Manager and Scheme Support Officer until 31/03/2026. A re-profiling exercise of all project strand activity timetables and spend profiles is under way, which will enable us to monitor progress against realistic targets and up-to-date plans.</p> <p>Approved Purposes: The scheme is gathering pace now that Covid-19 disruptions have eased; the core team and partners have delivered a successful programme of online and in-person engagement events and activities since launching in October 2020, as well as practical works and small grants. Working Groups are now established, the Core Group meets on a regular basis, and a monthly e-bulletin for partners is now established. The scheme's evaluation framework has been drafted, and regular meetings are held with the appointed evaluator to identify what is/isn't working and taking early action where needed, with an initial focus on core partnership processes.</p> <p>Funding: The risk of unsecured match funding is now significantly reduced, following two successful National Grid Landscape Enhancement Initiative grant applications worth £400k, with legally-binding agreements in place with core partners to ensure the bulk of partner contributions are upheld. Quarterly Heritage Fund grant claims are ongoing and payments are received without delay.</p>	3	2	6		N (Review - ed P&R 14.07.21)	Project Manager

Ref	Risk Description	Result	Inherent Risk			Measures / Actions to Manage	Inherent Risk			Risk direction	Proximity (N, I, F)	Owner
			Effect	Likely	Result		Effect	Likely	Result			
8	Non-compliance with "General Data Protection Regulation 2018" (GDPR).	Lack of data management and publishing data that we shouldn't.	4	3	12	<p>Majority of staff now completed the required courses.</p> <p>Some Members and staff not completed because they wanted to do it through the medium of Welsh. Translation of course content is therefore being completed at present, and it is hoped that it will be available by November, once the Welsh version is installed on the module. A lot of work is required to install on the system.</p>	3	2	6		N (Review - ed P&R 14.07.21)	Head of IT / Dir. of Corporate Services
9	Aspects of financial risk associated with LIFE Celtic Rainforest project including non-compliance with procurement rules or spending on ineligible costs resulting in the grant not being awarded, or fluctuation in the Euro / pound exchange rate.	SNPA and other partners required to self-finance aspects of project expenditure to date.	5	3	15	<p>Second mid-term report to EC (and associated grant claim) due end of April 2022. Project on course to reach spend threshold for making this claim in time.</p> <p>Official feedback from the Commission to the first mid-term report largely positive, with no major concerns raised. Minor concerns to be addressed alongside Project monitor in time for next mid-term report.</p> <p>The project successfully reached the spending threshold required to enable the £2m from Welsh Government to be claimed. Welsh Government's financial contribution has now come to an end.</p>	4	4	16		N (Review - ed P&R 14.07.21)	Project Manager
10	Reputational risk to Authority associated with the unsatisfactory delivery of LIFE Celtic Rainforests project.	That the Authority suffers adverse reputational damage amongst those organisations which are named partners in the project, other project partners including private landowners, contractors and other organisations, and the wider public.	4	3	12	<p>Further staff loses (Grazing Officer, October 2021) and delays in re-appointing continues to cause concern, and which means that the project is still not operating with a full complement of staff for significant periods of time. The regular turnover of staff is causing disruption and impacting on delivery. High standard of work continues despite the disruption.</p> <p>The disruption caused by the staff turnover, side by side with the effects of the Covid-19 pandemic, means that the project will be looking for a year extension at least, possibly 2 years.</p>	4	3	12		I (Review - ed P&R 14.07.21)	Project Manager

Ref	Risk Description	Result	Inherent Risk			Measures / Actions to Manage	Inherent Risk			Risk direction	Proximity (N, I, F)	Owner
			Effect	Likely	Result		Effect	Likely	Result			
11	Poor and ineffectual management of projects by the Authority.	Risk of not accomplishing projects and Authority objectives. Risk to the Authority's reputation. Financial opportunities being missed.	3	3	9	<p>Officers have to follow standard guidelines which have been adopted for project management - including creating a 'Project Initiation Document' and obtaining management team approval for this document. This creates a basis for managing and communication (internal and external) on projects consistently throughout the Authority.</p> <p>The Covid-19 pandemic and related restrictions require consideration and agreement with project partners and funders on re-profiling and how to progress.</p> <p>Consideration been given to preparing more central support for projects to ensure that consistency and compliance are being managed.</p> <p>The Authority is currently reviewing staff terms and conditions to address recruitment and retention matters within the workforce.</p>	2	4	8		N (Review - ed P&R 14.07.21)	Management Team
12	Diminished staff resilience (due to increasing demands) as a result of austerity.	Impact on staff retention, wellbeing of staff in the workplace and performance capability.	3	3	9	<p>A suite of measures to address resilience which include:</p> <ol style="list-style-type: none"> 1. Annual individual staff appraisals, 2. Development of a staff workplace wellbeing plan, 3. Establishment of a staff resilience reserve 4. Staff retention and sickness rates. <p>Additional measures to keep in contact with staff operating during the Covid-19 restrictions are being implemented.</p> <p>The recruitment and retention of staff during a period of competition for officers needs noting. The Authority will be able during 2021 to appoint to some key areas to improve resilience.</p> <p>Current guidelines by Welsh Government are to work from home wherever possible, and the Authority continues to support staff in the provision of its service within these guidelines.</p>	3	3	9		N (Review - ed P&R 14.07.21)	Management Team

Ref	Risk Description	Result	Inherent Risk			Measures / Actions to Manage	Inherent Risk			Risk direction	Proximity (N, I, F)	Owner
			Effect	Likely	Result		Effect	Likely	Result			
13	The effect of the Coronavirus (Covid-19) on the National Park and on the Authority's work.	The Authority fails to operate in terms of accomplishing its daily and statutory duties. Financial losses, failing to pay suppliers, and a general failure to maintain usual systems. The Authority fails to: <ul style="list-style-type: none"> Undertake its statutory duties, To deliver against its corporate work programme, To pay its staff and suppliers, To generate income against agreed targets, Support the socio and economic wellbeing of the area, Support the wellbeing of its staff. 	4	5	20	There is a need to ensure that measures are in place for the Authority's main systems and to enable key staff to accomplish their duties. The Management Team and Heads of Service are discussing specific measures in this respect. Alternative working arrangements have been developed and these will need to be reviewed as the Government's guidance on working during Covid-19 are revised.	4	5	20		N (Review - ed P&R 24.03.21)	Management Team
14	Yr Ysgwrn fails to generate sufficient income to meet the budget.	Yr Ysgwrn relies on a higher subsidy from the Authority and/or uses financial reserves which have been saved following previous prosperous years. In the end, this will mean Yr Ysgwrn will not be sustainable.	4	4	16	The staffing structure and the site running costs were reviewed in order to reduce costs and to create a culture of concentrating on income generation. The initial work to this end has commenced, e.g., by commissioning a new Audience Development Plan and presenting a successful grant application to improve the site's infrastructure. Yr Ysgwrn Board approved the proposed staffing structure and this structure was submitted to the Authority in February 2021. Not all posts were appointed in 2021 due to the pandemic situation. At this time the emphasis has been on virtual engagement and cutting costs where possible, although it must be acknowledged that most of the costs of Yr Ysgwrn, other than staffing and buying stock, are fixed. Although the pandemic would have created a significant shortfall in income, the cost line savings would have brought the position evenly against the year end budget. The current intention is to add to the vacant posts by 2022 – however we will have to keep an eye on how the pandemic develops before making any final decisions.	4	3	12		N (Review - ed P&R 14.07.21)	Dir. Of Planning and Land Mgt. / Head of Cultural Heritage

Ref	Risk Description	Result	Inherent Risk			Measures / Actions to Manage	Inherent Risk			Risk direction	Proximity (N, I, F)	Owner
			Effect	Likely	Result		Effect	Likely	Result			
15	Income Generating Target (Information Centres).	<p>Tourist Information Centres fail to operate within budget due to Covid-19 restrictions.</p> <ul style="list-style-type: none"> Local Lockdown Restrictions (not just in Wales but throughout the UK) mean a drop in visitor numbers. Health and Safety measures allow maximum number of visitors to be in the centre/s immediately resulting in a drop in visitor numbers. Health and safety measures mean that Beddgelert and Betws y Coed Centres cannot operate safely with one member of staff on duty. Need one member of staff working from an extra desk to control door entry. 	4	4	16	<p>Visitor Centers are currently forecast to be within budget for this financial year. Although the risk persists of restrictions over the winter affecting Betws y Coed's ability to generate the income usually seen over this time. This is especially true as Betws has failed to reach pre-pandemic income generation levels. To date this has been offset by the marked increase in income at Beddgelert which in Q2 outperformed all previous years turnover by a significant margin.</p> <p>To alleviate costs, we hope to implement a blended approach to staffing over the winter. Using the technology installed in Aberdyfi during the week (excluding Fridays when we will be closed) and doubling staff over busier days on the weekend.</p> <p>Cap on visitor numbers marginally raised in Q2 and being constantly monitored.</p>	3	3	9		N (Review - ed P&R 14.07.21)	Information Centres Manager
16	Income Generation (Planning).	<p>The main risk would be insufficient income for the effective running of the planning service. Whilst this is a risk, the fluctuations in fee income have historically been relatively low. This may now change with Covid-19 which will significantly impact fees, and therefore the ability of the service to perform its duties without having to use reserves.</p>	3	3	9	<p>The budgeted Planning Fee income of £140,000 makes up an important part of the running costs of the Development Management part of the service (about 35% of total costs or 24% when policy team included). Short term drops in budgeted fees can normally be absorbed through service underspends or Authority reserves if necessary. However, longer term reduction would be more problematic.</p> <p>Covid-19 has increased the likelihood of this risk along with its potential impact for the foreseeable future. This has partly been offset by the Welsh Government's 20% increase in planning fees in August 2020 (after several years without an increase) which will mitigate this to an extent.</p> <p>Despite the effects of last year's pandemic, our planning fee targets were met. The outlook so far looks promising too. The planning fee target for the year is £140K, with £96K received up to mid October this financial year. The concerns at the start of the pandemic have been somewhat alleviated. We will continue to monitor the situation.</p>	3	3	9		N (Review - ed P&R 14.07.21)	Dir. of Planning and Land Mgt.

Ref	Risk Description	Result	Inherent Risk			Measures / Actions to Manage	Inherent Risk			Risk direction	Proximity (N, I, F)	Owner
			Effect	Likely	Result		Effect	Likely	Result			
17	Securing the long-term future of Plas Tan y Bwlch.	The Plas having to close with staff losing their livelihoods. An adverse effect on the local economy with the Authority's good name suffering.	3	4	12	<p>See Risk 2 above. Ensuring the future for Plas will firstly require the successful implementation of the new business model. Currently, Plas has been open for most of the season following repeated lockdowns.</p> <p>It is too early to tell if the new business model is a success in terms of running costs; the period when Plas was open was busy and the level of staffing inadequate. Consequently, a full service could not be provided at all times. It has also become clear that there are a number of issues with the building itself resulting in excessive damp penetration and the loss of letting rooms. We are currently investigating the situation and it is hoped we will have more information by the next meeting of the Board. A decision can then be made on if and how to invest further in the Plas with the money already to hand.</p>	3	4	12		N (Reviewed P&R 14.07.21)	Dir. of Corporate Services

Grade		Score
Low		1 – 4
Medium		5 – 14
High		15 – 25

MEETING	Performance and Resources Committee
DATE	24 November 2021
TITLE	STRATEGIC EQUALITY PLAN
REPORT BY	Head of Personnel and Head of Administration and Customer Care
PURPOSE	To present the Annual Report for 2020-21

1. BACKGROUND

- 1.1 The Equality Act 2010 introduced a new general duty on the public sector in Wales, England and Scotland. In addition to the general duty, The Welsh Government has introduced specific duties for public authorities in Wales. These specific duties are outlined in the Equality Act (Statutory Duties) (Wales) Regulations 2011.
- 1.2 Under the specific duties, public authorities in Wales must produce an Annual Report by the 31st of March each year.
- 1.3 The annual equality report must specifically set out:
- the steps the authority has taken to identify and collect relevant information;
 - how the authority has used this information in meeting the three aims of the general duty;
 - progress towards fulfilling each of the Authority's equality objectives; and
 - specific employment information, including information on training and pay.
- 1.4 Due to Covid-19 lockdown and the resulting cancellation of the March 2020 Performance and Resources Committee, the new Strategic Equality Plan for 2020-24 was not adopted until the 15th of July 2020.
- 1.5 The attached annual report sets out the authority's progress during 2020-21 in meeting these additional duties for Wales.

2. RECOMMENDATION

- 2.1 To approve the Annual Report for 2020-21 for publication on the Authority's website.**

3. BACKGROUND PAPERS

- 3.1 Strategic Equality Plan: Annual Report 2020-21**



Snowdonia National Park Authority

Strategic Equality Plan Annual Report 2020-21

**Mae fersiwn Gymraeg ar gael o'r ddogfen yma
A Welsh version is available of this document**

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1. Introduction

The Equality Act 2010 introduced a general duty on the public sector. Public authorities are required to have due regard to the need to:

1. Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act.
2. Advance equality of opportunity between people who share a relevant protected characteristic and those who do not.
3. Foster good relations between people who share a protected characteristic and those who do not.

Who is protected under the Act?

The Act sets out a prescribed list of protected characteristics which replace what have traditionally been referred to as Equality Strands. These groups are protected through the general and specific duties of the Act.

The new general duty covers the following protected characteristics:

- Age
- Gender reassignment
- Sex
- Race – including ethnic or national origin, colour or nationality
- Disability
- Pregnancy and maternity
- Sexual orientation
- Religion or belief

It also applies to marriage and civil partnership, but only in respect of the requirement to have due regard to the need to eliminate discrimination.

Specific Duties

In addition to the general duty, the Welsh Government has introduced specific duties for public authorities in Wales. These specific duties are outlined in the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011.

The specific duties in Wales cover:

- Objectives
- Strategic Equality Plans
- Engagement
- Assessing impact
- Equality information
- Employment information
- Pay differences
- Staff training

- Procurement
- Annual reporting
- Publishing
- Welsh Minister's reporting
- Review
- Accessibility

Both the general duty and the Wales specific equality duties came into force on the 6th of April 2011. This annual report summarises the progress made by the Authority in complying with these statutory requirements.

The new Snowdonia National Park Authority Strategic Equality Plan for the period 2020-24 was due to be formally adopted by the Authority on the 25th of March 2020, but the national lockdown meant that the Authority had to focus its efforts on enabling the majority of staff to work from home at that time, whilst simultaneously supporting outside staff in assisting local authorities with the compliance of the 'stay at home' regulations for the public.

The delay meant that the Plan was not formally adopted by the Authority's Performance and Resources Committee until the 15th of July 2020.

The Authority's response to the pandemic, and in particular the increased pressure on local services and infrastructure from UK visitors over the summer of 2020, has meant that some actions set out to meet the Strategic Objectives in the Plan have made no or limited progress during the year.

2. Identifying and Collecting Relevant Information

Statistical Information

The Authority has published the 2011 census data for the residents of the National Park on its website. Data for the estimated 25,702 population has been split into various categories including ward profiles, economic activity, housing status, family status and Welsh language skills. The census data provides a picture of life within individual communities within the National Park as well as providing valuable local information. However, it is important to note that the census data will not be able to provide information on all protected characteristics.

The initial findings from the 2021 Census are not expected to be made available until March 2022, with more in-depth data released several months afterwards. This data, once available, will give a clear indication of how society has changed over the last 10 years.

In October 2018, The Equality and Human Rights Commission published its third update on the state of the nation: 'Is Wales Fairer? The state of Equality and Human Rights 2018'. This report summarises the evidence on the extent to which equality and human rights have improved (or not) in Wales since 2015. This is primarily the

evidence that the North Wales Public Sector Equality Network rely upon to assess whether our shared Equality Objectives are having a wider positive effect across North Wales.

Although the EHRC report is useful to show the national picture, there can be great variance between regions and counties. During the year, work commissioned by the Public Service Boards to drill down the national data and supplement this with additional local data, to create a clearer picture of the situation in the North Wales counties was undertaken. The resulting background data document is a valuable data tool that can help each authority with assessing the equality impact of their strategic decisions and policies.

Information and Engagement

The financial year 2020-21 has been the most challenging in living memory for most of us, with a global pandemic ensuring that the majority of the year had been spent in lockdown. Outside of the lockdown periods, movement has been restricted and most public services, including the Authority has had to focus its energy and resources on responding to emerging pressures directly linked to the pandemic.

Understandably, very few direct face-to-face engagements have taken place during the year. Engagement events that have taken place have primarily been on-line via interactive meetings, webinars or through on-line surveys. These have been focused on specific emerging challenges that the Authority has faced, rather than specifically related to equality matters.

Nationally, evidence is emerging that the health effects of Covid-19 has been disproportionately higher on some groups of people with protected characteristics in comparison to the general population. Outside of the direct health implications, the social, economic and cultural effects of the pandemic will undoubtedly cast a long shadow into the future. The deeper impacts on health and wellbeing, communities and cohesion, skills, employment and the economy are not all yet known, but will have profound effects upon our society for many years to come.

In time, this will likely affect the work we do as an Authority, the long-term strategic decisions we make and how we move forward with managing the National Park. The new Welsh Government Socio-economic Duty will be an essential tool to assist us with this work.

3. Using the Information to meet the General and Wales Specific Duties

The North Wales Public Service Equality Network has agreed that each partner whilst having signed up to the 7 high level objectives, will have the flexibility to choose to contribute to only those action areas that each has decided is a priority for their area and based on the services they provide.

The 7 adopted North Wales Equality Objectives are:

1. We will improve outcomes in **educational** attainment and well-being in schools.
2. We will take action to ensure we are a **fair employer** and reduced pay gaps.
3. We will take action to improve the **living standards** of people with different protected characteristics.
4. We will improve **health, well-being and social care** outcomes.
5. We will improve **personal security and access to justice**.
6. We will increase access to **participation** to improve diversity of **decision making**.
7. We will develop our knowledge and understanding of the **socio-economic duty** (when guidance becomes available) to identify the key areas of impact to be addressed under the duty.

In addition, this Authority has an additional Equality Objective:

8. We will undertake further work to ensure that **equality is mainstreamed** into the Authority's work.

Due to the specific role and duties of the National Park Authority, we have very little, if any influence on some of these objectives and action areas. However, positive contributions can be made through individual work areas, which will contribute to delivering results across north Wales.

4. What was Achieved

Objective: We will take action to ensure we are a **fair employer** and reduced pay gaps

Action Areas:

Project / Initiative / Action	How will this contribute?	Protected Characteristics Affected	Lead Officer
Assess, evaluate, monitor and take available steps to address the gender pay gap data on an annual basis.	The data collected will inform any future changes to the Recruitment Policy.	Sex	Head of Personnel

2020/21 Update Report:

Data for 31.03.2012 established the baseline which based on median hourly rates was:

	Men	Women	All Staff	Pay Gap Women/All staff	Pay Gap Women/Men
Full time	£13.61	£12.77	£12.77	Nil	£0.84
Part time	£8.00	£8.00	£8.00	Nil	Nil
All Staff	£12.77	£8.72	£9.91	£1.19	£4.05

Data for 31.03.2020 is shown below:

	Men	Women	All Staff	Pay Gap Women/All staff	Pay Gap Women/Men
Full time	£13.99	£13.99	£13.99	Nil	Nil
Part time	£9.55	£9.74	£9.93	Nil	Nil
All Staff	£13.99	£9.93	£11.64	£1.71	£4.06

Data for 31.03.2021 is shown below:

	Men	Women	All Staff	Pay Gap Women/All staff	Pay Gap Women/Men
Full time	£14.38	£14.38	£14.38	Nil	Nil
Part time	£9.81	£10.21	£10.21	Nil	Nil
All Staff	£14.38	£12.69	£12.69	Nil	£1.69

The above figures have been calculated using the MEDIAN.

The ACAS Guidance on Managing Gender Pay Reporting notes that calculations can be made using two types of averages:

- A mean average involves adding up all of the numbers and dividing the result by how many numbers were in the list.
- A median average involves listing all of the numbers in numerical order. If there is an odd number of results, the median average is the middle number. If there is an even number of results, the median will be the mean of the two central numbers.

Using these two different types of average is helpful to give a more balanced overview of an employer's overall gender pay gap:

- Mean averages are useful because they place the same value on every number they use, giving a good overall indication of the gender pay gap, but very large or small pay rates or bonuses can 'dominate' and distort the answer. For example, mean averages can be useful in an organisation where the vast majority of bonus pay is received by a small number of board members.
- Median averages are useful to indicate what the 'typical' situation is i.e., in the middle of the organisation and are not distorted by very large or very small pay rates of bonuses. However, this means that not all gender pay gap issues will be picked up. For example, a median average might show a better indication of the 'middle of the road' pay gap in a sports club with a mean average distorted by very highly paid players and board members, but it could also fail to pick up as effectively where the pay gap issues are most pronounced in the lowest paid or highest paid employees.

Below is the data calculated on the MEAN averages

For the year ending 31.03.20, the mean hourly rate of pay for all men is £14.21 and the mean hourly rate of pay for all women is £12.42. This gives a pay gap of 12.6%.

For the year ending 31.03.21, the mean hourly rate of pay for all men is £15.08 and the mean hourly rate of pay for all women is £13.22. This gives a pay gap of 12.3%.

Introduce a policy and / or guidelines on flexible working.	An effective and fair policy will be able to address barriers some people with protected characteristics face to accessing or staying in work.	All	Head of Personnel
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2020/21 Update Report:
Work on this policy and guidelines will continue when the new Head of Personnel in post.

Project / Initiative / Action	How will this contribute?	Protected Characteristics Affected	Lead Officer
We will publish annually relevant employment and training data in an open data spreadsheet on the Authority's website.	Data will demonstrate what progress has been made. Open-source spreadsheets allows easier comparison and benchmarking with other public bodies.	All - however employment data is incomplete for all protected characteristics, and where available may not be published due to the small numbers.	Head of Personnel & Head of Admin and Customer Care
<p><u>2020/21 Update Report:</u> An open data source spreadsheet which included all the relevant employment data was created for 2020/21 and published on the website.</p>			
Implement an equality training programme.	Assess training needs and arrange training as appropriate.	All	Head of Personnel & Head of Admin and Customer Care
<p><u>2020/21 Update Report:</u> Equality training modules are available via ELMS (Electronic Learning Management System), a platform used across the National Parks. Please see full details under Section 5 of the training and awareness sessions available to staff during 2020/21.</p>			
Review the job application form options available from the Authority's website, ensuring that it meets accessibility standards.	Will ensure there are no barriers for disabled people to apply for jobs.	Disabled People	Head of Personnel
<p><u>2020/21 Update Report:</u> This work is to be undertaken following document accessibility training. All attachments are in pdf format.</p>			
Introduce a policy and / or guidelines to help support staff going through the menopause.	Directly supports the well-being of effected staff.	All, especially gender	Head of Personnel
<p><u>2020/21 Update Report:</u> Work on this policy and guidelines will continue when the new Head of Personnel in in post.</p>			

Introduce a policy and / or guidelines to help support staff who are experiencing domestic abuse.	Directly supports the well-being of effected staff.	All	Head of Personnel
2020/21 Update Report: Work on this policy and guidelines will continue when the new Head of Personnel in in post.			

Objective: We will take action to improve the **living standards** of people with different protected characteristics

Action Areas:

Project / Initiative / Action	How will this contribute?	Protected Characteristics Affected	Lead Officer
Ensure Equality Impact Assessments are undertaken on all new or revised policies and plans and new projects, and appropriate action is taken to address any negative impacts identified.	Effective assessments will ensure all policies and plans are fair. Assessments will also ensure that new projects consider accessibility issues from the outset.	All	Heads of Service, Project Managers and Lead Officers
2020/21 Update Report: All new or revised Strategies, Plans and Polices have undergone Equality Impact Assessment Screening during 2020/21. Full assessments have been conducted on all Strategies, Plans and Policies that have the potential to have negative and disproportionate impact on people with protected characteristics, and if appropriate mitigating measures have been identified and put in place.			

Project / Initiative / Action	How will this contribute?	Protected Characteristics Affected	Lead Officer
Ensure that all events and activities organised for the public by the Authority are inclusive and have been assessed for accessibility.	This will ensure as far as possible there are no barriers to taking part.	All	Event organisers
<p><u>2020/21 Update Report:</u> Very few in person events have taken place during 2020/21 due to Covid-19. Of the handful of external events (e.g., walks, woodland yoga etc.) they were full assessed for accessibility at the same time as the comprehensive risk assessment was undertaken, to ensure all participants who wanted to take part could do so safely.</p> <p>Public on-line events included translation facilities to enable non-Welsh speakers to full participate and understand everyone's contribution.</p> <p>All publicity and promotion materials, invitations etc. are always fully bilingual.</p>			
Increase the supply of affordable housing through effective policies in the Eryri LDP and the Affordable Housing SPG.	The availability of affordable housing is important to support the local community.	All	Director of Planning & Planning Manager
<p><u>2020/21 Update Report:</u> The Authority's Supplementary Planning Guidance on Affordable Housing was adopted by the Planning and Access Committee on the 22nd of January 2020.</p> <p>During 2020/21, planning permission was granted for 14 new affordable housing.</p>			
Ensure input from representatives from protected characteristic groups at an early stage, when designing or refurbishing new or existing Authority buildings.	Ensuring that the Authority buildings are accessible for all.	Disabled People	Head of Property and relevant Heads of Service
<p><u>2020/21 Update Report:</u> No new builds or substantial refurbishment work undertaken on Authority buildings during 2020/21.</p>			

Objective: We will improve **health, well-being and social care** outcomes

Action Areas:

Project / Initiative / Action	How will this contribute?	Protected Characteristics Affected	Lead Officer
Ensure recently established Staff Health and Well-being group delivers positive actions / changes to support staff.	Positive actions will support the health and well-being of staff.	All	Head of Personnel
<p><u>2020/21 Update Report:</u> No progress has been made with this action this year, as no meetings have taken place.</p> <p>This will be one of the responsibilities for the new Head of Personnel when appointed.</p>			
As part of the work in delivering outcomes identified within Cynllun Eryri; to work with various partners and Public Service Boards to trial at least 1 social prescribing scheme.	A social prescribing scheme will have direct positive influence on participants.	All, but particularly disabled people.	Lead Officers identified within the Plan.
<p><u>2020/21 Update Report:</u> The extensive lockdown periods since March 2020 have meant that it was not practical to launch specific social prescribing schemes over the last year. However, plans are underway in partnership with Public Health Wales to introduce a pilot social prescribing scheme in the summer of 2021, called Wellbeing Wednesdays.</p> <p>Public Health Wales will commence their Social Prescribing and Green Health Strategy during the forthcoming year, which will allow all relevant providers to log activities in a shared register for GPs to access across North Wales. This will provide a focus on developing this much needed work, as we hopefully emerge out of the pandemic.</p>			

Project / Initiative / Action	How will this contribute?	Protected Characteristics Affected	Lead Officer
As part of the work in delivering outcomes identified within Cynllun Eryri; to promote and enable a diverse range of activities that will improve people's well-being, which will include volunteering opportunities.	Increasing opportunities and promoting them widely, will offer more opportunities for National Park residents to improve their own health and well-being.	All	Lead Officers identified within the Plan.
<p><u>2020/21 Update Report:</u></p> <p>Once lockdown restrictions were eased, a team of 55 volunteers were out throughout the high season giving information to visitors, cleaning litter and providing back-up to Wardens as part of the 'Welcome Back' campaign. During July and August this amounted to over 840 volunteer hours, and over 450 bags of rubbish collected.</p> <p>In addition, a team of 31 volunteer wardens were recruited. They were out and about every weekend during this period, patrolling the Wyddfa (Snowdon) paths in pairs, providing advice and guidance to the public.</p> <p>The Authority has a long-standing close working relationship with Cymdeithas Eryri, in terms of organising various volunteering activities across the Park. This year, around 2 days every month were organised for footpath repairs and tree planting.</p>			
As part of the work in delivering outcomes identified within Cynllun Eryri; to create a plan and focus resources on promoting, developing and maintaining well-marked long-distance trails, accessible trails, multiuser trails (particularly cycling trails and mountain bike routes), promoted routes and links and loops between towns and villages.	A network of well-maintained paths across the National Park, with their suitability easily identifiable to individuals, increases opportunities for National Park residents to improve their own health and well-being.	All	Lead Officers identified within the Plan.

2020/21 Update Report:

The Authority's Recreation Strategy is currently in draft form and will hopefully be adopted in the coming year. The Authority, including both North and South Access Forums have had direct input into the development of both Gwynedd and Conwy Council Rights of Way Improvement Plans this year, which will provide a roadmap of improvements over the coming years.

Work has also commenced on scoping additional Active Travel / Leisure Routes in partnership with Transport for Wales. This work forms part of the Parking and Transport Strategy which is one of the most important strategies of Partneriaeth yr Wyddfa.

As part of the work in delivering outcomes identified within Cynllun Eryri; ensure that Right of Way work is effectively prioritised and that responsibilities and standards are clear, with the SNPA focusing its resources and funding on multi-user trails and upland paths.	A network of well-maintained paths across the National Park, with their suitability easily identifiable to individuals, increases opportunities for National Park residents to improve their own health and well-being.		Lead Officers identified within the Plan.
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2020/21 Update Report:

The Authority has a Service Level Agreement in place with Conwy County Borough Council. A Memorandum of Understanding has been developed with Cyngor Gwynedd, but it is currently in draft form. The impacts of Covid-19 have delayed the finalisation.

The Wardens service are assisting with the GIS surveys on Rights of Way routes. Cymdeithas Eryri work in partnership with the Authority in delivering annual maintenance programmes on Yr Wyddfa (Snowdon), Lôn Gwyrfai and Llwybr Mawddach.

As part of the work in delivering outcomes identified within Cynllun Eryri; improve access opportunities for disabled people and socially excluded groups, by firstly identifying barriers to participation.	Once identified, a Plan can be developed to overcome the barriers and increase participation levels.	Disabled people and socially excluded groups.	Lead Officers identified within the Plan.
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2020/21 Update Report:

Limited progress to date. A series of informative videos are planned for development in the forthcoming year, which will promote access to all routes. Two additional Tramper vehicles have been acquired – 1 located in Dolgellau and the other in Beddgelert, with a third currently on order.

Project / Initiative / Action	How will this contribute?	Protected Characteristics Affected	Lead Officer
As part of the work in delivering outcomes identified within Cynllun Eryri; work with communities to further enhance understanding of the Special Qualities of the National Park	Communities on the boundary of the National Park especially the hard to reach, are identified and engaged to achieve National Park objectives.	All	Lead Officers identified within the Plan

2020/21 Update Report:

The Eryri Ambassador scheme was successfully launched in November 2020 with nearly 600 accredited Ambassadors, most of whom are from the local area and that immediately surrounding the National Park region.

Initial work on crafting a Community Charter has begun. To discuss the possibilities of local Ambassadors with Community Councils.

Continue to promote and proactively offer services through the medium of Welsh.	Raise awareness amongst the public that all services are available to them in Welsh.	All	Head of Administration and Customer Care & all staff.
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2020/21 Update Report:

95.6% of the Authority's staff are bilingual, ensuring that services are available in the language of choice for members of the public.

Having such a high percentage of staff who can communicate in Welsh and English has enabled the Authority to react quickly to fast changing situations during a very challenging year. This is especially true for the Authority's social media accounts, which have been one of the main communication and engagement channels with the public, ensuring that messages are communicated quickly and efficiently in both Welsh and English.

The Authority also ensured that all virtual meetings, committees, events and webinars were able to have full translation facilities in the same way as previous in-person meetings.

All these activities ensure that the Welsh language is prominent in the everyday work of the Authority. We have always worked on the basis that services in Welsh are always available without having to request them.

Project / Initiative / Action	How will this contribute?	Protected Characteristics Affected	Lead Officer
Update the 'Guidance for Organised, Competitive, Recreational and Charitable Events' to include advice, guidance and use of the Welsh language in events.	By raising awareness that the Welsh language is an important part of the culture and fabric of the area, and by encouraging event organisers to incorporate bilingual materials etc., this will assist in the fostering of good relations between residents and visitors.	All, particularly Welsh speakers.	Head of Administration and Customer Care and Access and Well-being Manager.
<p><u>2020/21 Update Report:</u> No progress was made with this work project, as priority and resources had to be directed towards visitor management and the associated consequences of unprecedented numbers of people coming to Snowdonia whilst restrictions were in place on foreign travel.</p>			

Objective: We will improve **personal security and access to justice**

Action Areas:

Project / Initiative / Action	How will this contribute?	Protected Characteristics Affected	Lead Officer
Continue to raise awareness about hate crime, particularly during Hate Crime Awareness week with our North Wales partners.	One consistent message, led by North Wales Police and the Office for the Police and Crime Commissioner, across North Wales will have a greater impact.	All	Head of Administration and Customer Care
<p><u>2020/21 Update Report:</u> The Hate Crime Awareness Week ran from 10th to the 17th of October 2020. Due to Covid-19 no in-person events were held during the week, but nonetheless a co-ordinated social media campaign was ran by all north Wales public sector partners (which includes the Authority) during this time, which used consistent images and messages to reinforce key messages of identifying and reporting hate crime.</p>			

Project / Initiative / Action	How will this contribute?	Protected Characteristics Affected	Lead Officer
Work with North Wales partners on various campaigns to promote safety online.	Victims of online scams and bullying are often vulnerable people. Raising awareness through a campaign of consistent messages will have a greater impact.	All	Head of Administration and Customer Care
<p><u>2020/21 Update Report:</u> No direct campaigns were created by the North Wales Public Sector Equality Network (NWPSSEN) during the year, as resources had to be directed in assisting with Equality Impact Assessments on various Covid-19 responses.</p> <p>However, as Chair of NWPSSEN during 2020, the Head of Administration and Customer Care distributed materials and information through the Network's social media accounts on ongoing cybercrime awareness campaigns from North Wales Police and Which?</p>			

Objective: We will develop our knowledge and understanding of the **socio-economic duty** (when guidance becomes available) to identify the key areas of impact to be addressed under the duty.

Action Areas:

Project / Initiative / Action	How will this contribute?	Protected Characteristics Affected	Lead Officer
Work with other public sector organisations and partners to share best practice.	This will enable the sharing of best practice and ideas to ensure correct implementation of the duty.	All	Management Team & Heads of Service
<p><u>2020/21 Update Report:</u> As a representative of the Welsh National Park Authorities, the Head of Administration and Customer Care sat on the Welsh Government Socio-economic Duty External Implementation Board and a Pembrokeshire Coast NPA staff member sat on the Socio-economic Duty Guidance Group during 2020/21.</p> <p>This ensured that the Welsh NPAs had direct input into Welsh Government's development of resources and guidance in readiness for introducing the Act. It also enabled us to disseminate information amongst our public sector partner organisations which enabled a much more productive response to the implementation of the Act.</p>			

Project / Initiative / Action	How will this contribute?	Protected Characteristics Affected	Lead Officer
Review our Impact Assessment process and templates to ensure sufficient consideration is given to the socio-economic and cumulative impact of the Authority's decisions, plans and policies (if appropriate).	Creating an integrated assessment process will ensure all elements are given full consideration.	All	Management Team & Head of Administration and Customer Care
<p><u>2020/21 Update Report:</u> Early in 2020, NWPSEN formed a Working Group to develop a comprehensive Equality Impact Assessment Template which would incorporate the upcoming Socio-economic Duty.</p> <p>The template brings together the best practice identified across North Wales public sector organisations. This template was finalised and agreed by the end of the financial year, just in time for the introduction of the Socio-economic Duty. A number of North Wales public sector organisations have adopted the template, including Snowdonia NPA. It is hoped that as more organisations adopt the template, this will allow for a more consistent approach in assessing impacts of strategic decisions across the public sector.</p>			

Objective: We will undertake further work to ensure that **equality is mainstreamed** into the Authority's work.

Action Areas:

Project / Initiative / Action	How will this contribute?	Protected Characteristics Affected	Lead Officer
We will put procedures in place that will enable procured services to meet the Authority's commitment and expectations on equality.	The Authority is responsible for meeting the general duty even where relevant works or services are contracted out to an external supplier. It is important to build equality considerations into procurement processes.	All	Head of Administration and Customer Care

2020/21 Update Report:

The Authority uses Sell2Wales to advertise the majority of procured services, as this is the first port of call for companies who want to bid for public sector contracts. This ensures the contracts on offer by the Authority reaches its widest possible audience.

The Authority does not procure a large number of services, as the majority of such contracts are for goods. Of those service contracts, not all will be relevant in terms of equality commitments and measures expected by those companies.

We will monitor how many procurement contracts adhere to the new procedures and its effectiveness.	The Authority is responsible for meeting the general duty even where relevant works or services are contracted out to an external supplier. It is important to build equality considerations into procurement processes.	All	Head of Administration and Customer Care
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2020/21 Update Report:

No formal procedure has yet been implemented. However, all relevant contracts are currently monitored to ensure that equality considerations are part of the bidding company's package.

To provide support and (where relevant) training to staff to ensure that they understand their duty towards people with protected characteristics.	This will ensure that all staff know their responsibilities.	All	Head of Administration and Customer Care & Head of Personnel
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2020/21 Update Report:

Relevant staff are aware that the Head of Administration and Customer Care can provide support and guidance on all aspects of equality considerations, which they must be taken into account when developing new projects and workstreams. The Head of Personnel is also available to provide support and guidance for any new employment contracts created at the Authority.

To provide support and (where relevant) training to staff on ensuring that their Equality Impact Assessments are robust.	This will increase awareness and develop their skills.	All	Head of Administration and Customer Care & Head of Personnel
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2020/21 Update Report:

The Head of Administration and Customer Care usually works with relevant individual staff members on developing an Equality Impact Assessment for the Plan, Policy, Strategy being reviewed or developed and on any Strategic Decision being undertaken. This ensures as far as possible, that the assessments are as robust as they can be.

5. Training

Online mental health sessions have been held during the year with Cana Consulting. A number of staff have attended these and have found them beneficial.

These were organised to assist staff who have been working in difficult circumstances since the start of the national lockdown at the end of March 2020. Sessions have included relaxation techniques, taking breaks from work, mindfulness and various other techniques to support good mental health and relieve anxiety.

Apart from the online modules available on ELMS, no other equality training has taken place during the year.

6. Equality Impact Assessments

The Authority has systems in place to impact assess any new or revised strategies, plans, procedures, practices or any major decisions it makes. During the year, 3 full equality impact assessments have been undertaken.

Below is a short summary of the impact assessments conducted.

1. Plas Tan y Bwlch Restructuring

As the Covid-19 pandemic took hold in the UK, the Centre shut its doors and the majority of staff were placed on the UK Government's furlough scheme, whilst some administrative staff remained to cancel courses and contact customers.

On the 1st of July 2020, the PTYB Board considered various options for the future, ranging from continuing the current business model, operating at a reduced level, mothballing the site for the duration of the pandemic to a full closure. It was clear to the Board that the current business model was untenable and exposed the Authority to an unacceptable financial and reputational risk. Consultation began with the affected staff and Unions, and viable business models were considered.

After full consideration were given to consultation responses and all business models, on the 23rd of October 2020 the Authority accepted the recommendation to continue to operate Plas Tan y Bwlch as a B&B type business in the short to medium term and to proceed with staff restructuring.

2. The Authority's Well-being Objectives

Under the Well-being of Future Generations (Wales) Act 2015, the Authority is required to publish a Well-being Statement when setting Well-being Objectives, to explain why the objectives will help in achieving the goals and how the Authority has applied the sustainable development principle.

The Well-being Statement, which is subject to an impact assessment, sets out Snowdonia National Park Authority's revised well-being objectives, describes how they will help achieve the 7 well-being goals for Wales, and establishes the rationale and the steps the Authority will take to achieve them.

3. Communication and Engagement Strategy

The core aims of the strategy are to (i) increase people's understanding of what makes Snowdonia special, (ii) to build on our relationship with partners, (iii) to turn engagement into action, and to (iv) build upon the prestige of the brand and our reputation.

The desired outcomes focus on increasing awareness and understanding, increasing people's sense of personal and collective responsibilities, and inspiring people to engage and act.

7. **Employment Information**

The duty requires the following information on employment:

A listed body in Wales must collect and publish on an annual basis the number of:

- People employed by the Authority on 31 March each year by protected characteristic
- Men and women employed, broken down by:
 - Job
 - Grade (where grading systems in place)
 - Pay
 - Contract type (including permanent and fixed term contracts)
 - Working pattern (including full time, part time and other flexible working patterns)
- People who have applied for jobs with the authority over the last year
- Employees who have applied to change position within the authority, identifying how many were successful in their application and how many were not
- Employees who have applied for training and how many succeeded in their application
- Employees who completed the training
- Employees involved in grievance procedures either as complainant or as a person against whom a complaint was made
- Employees subject to disciplinary procedures
- Employees who have left an authority's employment

All of the above information must be presented for each of the separate protected groups. The exception to this requirement is the data on job, grade, pay, contract type and working pattern, which must be broken down only in relation to women and men.

People employed by the Authority on 31st March each year by protected characteristic

Total Number of employees on 31st March 2021 = 139

Age profile

24 and under	8
25 – 34	30
35 – 44	24
45 – 54	31
55 – 64	37
65 and over	9

Distribution of Female / Male

Female	74
Male	65

1.3% of staff have declared that they are disabled and / or have an impairment.

1 members of staff were on maternity leave.

Within the Authority, staff that have declared their ethnic origin, fall into the White Welsh category with none from any of the other main ethnic groups (Mixed, Asian, Black or Chinese).

Due to the small number of employees, information will not be published in greater detail to protect the identity of individuals.

Men and women employed, broken down by:

- Job
- Grade (where grading systems in place)
- Pay
- Contract type (including permanent and fixed term contracts)
- Working pattern (including full time, part time and other flexible working patterns)

The following table show the distribution of men and women employed by grade by working pattern and contract type as at 31.03.2021 (the Authority has several different job titles within grades):

		Working Pattern						Contract Type					
		Full time		Part time		Flexible		Permanent		Tempor-ary		Fixed Term	
Grade	Pay/ Hour	F	M	F	M	F	M	F	M	F	M	F	M
MW	£8.72	1	1	1	0	0	0	0	0	0	0	0	3
1	£9.25	0	0	3	1	0	0	3	1	0	0	0	0
2	£9.43	0	0	1	2	0	0	1	2	0	0	0	0
3	£9.81	0	0	11	5	0	0	11	4	0	0	0	1
4	£10.21	2	2	12	2	0	0	12	4	0	0	2	0
5	£11.27	3	10	3	0	0	0	4	10	0	0	2	0
6	£12.69	5	4	1	1	0	0	3	4	0	0	3	1
7	£14.38	8	11	2	0	0	0	7	11	0	0	3	0
8	£16.25	5	7	2	1	0	0	6	7	0	0	1	1
9	£17.51	3	6	0	1	0	0	3	5	0	0	0	2
10	£18.53	4	3	1	0	0	0	3	3	0	0	2	0
11	£19.64	3	0	1	0	0	0	4	0	0	0	0	0
12	£20.67	0	1	1	0	1	0	2	1	0	0	0	0
13	£21.71	1	3	0	0	0	0	1	3	0	0	0	0
Chief Officer - Director	£32.86	0	2	0	0	0	0	0	2	0	0	0	0
Chief Officer - Chief Executive	£46.92	0	1	0	0	0	0	0	1	0	0	0	0

People who have applied for jobs with the authority over the last year

Where applicants have completed monitoring forms:

Ethnic Origin

360 White
3 Mixed
1 Asian, Asian British, Asian Welsh, Asian English, Asian Scottish
0 Black, Black British, Black English, Black Scottish, Black Welsh
0 Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh
or Other Ethnic Group
0 No response given

Sex

242 Male
131 Female
0 No response given

Disability

17 Applicants with an impairment they wanted to tell us about

Employees who have applied to change position within the authority, identifying how many were successful in their application and how many were not

	Applications	Appointments
Male	3	1
Female	7	7
Total	10	8

Employees who have applied for training and how many succeeded in their application

There were applications and training attended on 41 occasions by females and 5 times by males (some staff applied and attended on more than one occasion)

Employees involved in grievance procedures either as complainant or as a person against whom a complaint was made

There were no grievances during this period.

Employees subject to disciplinary procedures

There was 1 staff member that was subject to disciplinary procedures during this period.

Employees who have left the authority's employment

Female	7
Male	11
Total	18

MEETING	Performance and Resources Committee
DATE	24 November 2021
TITLE	STRATEGY FOR PROMOTING THE WELSH LANGUAGE 2016-21: ASSESSING THE OUTCOME
REPORT BY	Head of Administration and Customer Care
PURPOSE	Assess the outcome of the Authority's Strategy

1. BACKGROUND

- 1.1 In compliance with the Authority's Welsh Language Standards, in November 2016, the Authority adopted a 5 year Strategy for Promoting the Welsh Language, which included a 2% target for increasing the number of Welsh speakers within the National Park during this time.
- 1.2 Now that we are at the end of the initial 5 year period, it is time to assess the outcome of the strategy, and commence planning for a new strategy for the period 2022 – 2027.
- 1.3 Members will already be aware that the Welsh language is ingrained into the ethos and culture of the Authority and the promotion of the language is inbuilt into our everyday work.
- 1.4 The Authority has always been very active in its promotion of the Welsh language and in particular in ensuring that services are provided through the medium of Welsh at the first point of contact, without having to request it.
- 1.5 The enclosed assessment highlights various examples of work activities, events and projects that the Authority has undertaken over the last 5 years which either directly or indirectly promotes the Welsh language. It would not be possible to detail all the work that has taken place over the last 5 years which contributes to the promotion of the language. The report therefore gives a few examples from the different types of direct and indirect promotion that takes place on a daily basis.
- 1.6 Due to the lack of reliable data on the current numbers of Welsh speakers within the National Park, it is not possible to assess whether the Authority's

efforts to promote the Welsh language along with other local public service organisations, partners and stakeholders, have had a measurable positive impact locally. We will have to await the results of the 2021 Census data, which will be available at the end of next year to see what the true situation is.

- 1.7 However, we are able to make a fairly good assessment of how the Authority is perceived by the public in terms of our use and promotion of the language. The results from a recent on-line survey undertaken by the Authority which attracted 1,159 respondents has been included in the enclosed report.
- 1.8 The survey shows that 68.3% of the respondents (792 people) agreed or strongly agreed that the Authority actively promotes the Welsh language. A further 60.7% (703 people) agreed or strongly agreed that the Authority does a good job of promoting the Welsh language. Overall, 65.5% (759 people) agreed or strongly agreed that the Authority is a positive example of a bilingual organisation.
- 1.9 In terms of the service received, of those respondents who have telephoned, 73.7% agreed or strongly agreed that they were able to have discussions in the language of their choice. Of the respondents who had sent an e-mail, 79% agreed or strongly agreed that they had received a response in the same language.
- 1.10 The survey results show that we are doing well when it comes to both using and promoting the Welsh language, although looking ahead to developing a new strategy for the next 5 years, there is plenty of room for improvement.

2. RECOMMENDATION

- 2.1. **That Members review the content of the report and provide feedback on the areas the Authority should prioritise for the next 5 years.**
- 2.2. **To approve the report and authorises the Head of Administration and Customer Care to publish it on the Authority's website.**

3. BACKGROUND PAPERS

- 3.1. Snowdonia National Park Authority's Strategy for Promoting the Welsh Language 2016-21: Assessing the Outcome.



Snowdonia National Park Authority's Strategy for Promoting the Welsh Language 2016-21: Assessing the Outcome

1. Context

- 1.1. Since its inception, the Authority has always been very active in its use and promotion of the Welsh language. As the primary language in many social and professional environments within the National Park, Welsh has been identified as a special quality of Eryri which the Authority has a duty to protect as well as promote through all aspects of our work. As a special quality it has been included in Cynllun Eryri (National Park Management Plan) to ensure that it continues to be a vibrant part of our everyday life. However, until recent years we have never had a formal strategy to guide this work.
- 1.2. In September 2015, the Authority received confirmation of the Welsh Language Standards that we would be subject to, as required under the Welsh Language (Wales) Measure 2011. One of those standards is the requirement to adopt a 5 year Strategy that sets out how we propose to promote the Welsh language and to facilitate the use of the Welsh language more widely in our area. This was therefore the perfect opportunity to bring together in one place and formalise the work the Authority already does and to set out plans for future projects and activities.

2. The Vision

- 2.1. In November 2016, the Authority adopted its first Strategy, which included a 2% target for increasing the number of Welsh speakers by the end of the 5 year period concerned.
- 2.2. This Strategy was based on 4 strategic areas identified by the Welsh Government as the key areas to focus on:
- 2.3. **Strategic Area 1: The Family**
- 2.4. Aim: Encourage and support the use of Welsh within families.
- 2.5. Evidence shows that living in a home where everyone can speak Welsh increases the opportunity that Welsh is used every day by two and a half times. Therefore, the home is a vitally important social resource in linguistic terms. Language patterns between parents and their children are established early on, and these established patterns continue throughout the early years.

2.6. Although the Authority has little direct influence over this area, we continue to have indirect influence over this group by continuing to promote the Welsh language through our everyday activities, showing best practice and normalising the use of Welsh and to highlight its value as a skill.

2.7. **Strategic Aim 2: Children and Young People**

2.8. Aim: Increase the provision of activities through the Welsh language for children and young people, and increase their awareness of the value of the language.

2.9. Evidence gathered internationally suggests that the teenage years are crucial in developing a favourable attitude towards a minority language and in determining the extent to which an individual will use the language.

2.10. It can therefore be seen that using Welsh at school alone is not enough; the child or young person needs to be supported at home and be encouraged to participate in wider social and cultural activities through the medium of Welsh.

2.11. There is therefore a need to provide children and young people with a wide range of social opportunities to use their Welsh outside school, so that they associate the language not only with education, but also with leisure and cultural activities and, above all, with pleasure and entertainment.

2.12. The Authority provides various different opportunities for children and young people to participate in social and cultural as well as learning activities, many of which are outside the formal setting of the classroom.

2.13. **Strategic Aim 3: The Community**

2.14. Aim: Strengthen the standing of the Welsh language within communities.

2.15. The density of the Welsh speaking population is key to the prosperity of the language, and this is reflected by community activity through the medium of Welsh. Community and cultural activities that take place is a means to ensure the value of the language, as well as creating the vital feeling of belonging to a community or area.

2.16. Organisations such as the *Urdd*, Young Farmers, *Merched y Wawr*, local *Eisteddfodau* and a host of other local societies play a key role in supporting the Welsh language in many communities. These organisations are responsible for developing local leaders and for supporting volunteers, as well as offering vital social activities through the medium of Welsh.

2.17. Despite this hive of activity in many communities within the National Park, it is clear that inward and outward migration has a significant impact on the Welsh language and the social networks that are maintained locally.

- 2.18. The Authority undertakes many activities and projects which are held through the medium of Welsh, giving additional opportunities for people to socialise and participate through the language. Numerous and various opportunities are available to volunteer with the Authority, giving valuable opportunities to participate in these events through the medium of Welsh, which gives a good opportunity for Welsh language speakers and learners to socialise through the language, in addition to being an opportunity for non-Welsh speakers to be immersed in the language and to see it used naturally in everyday life.
- 2.19. In addition, planning policies within the Eryri Local Development Plan are very important for the long-term future of the language. When new housing developments are proposed within the National Park, impact assessments are required to ensure that the development does not have the potential to negatively affect the Welsh language within that community. In addition, policies on local affordable housing will also play a part on enabling young people to be able to stay locally.
- 2.20. **Strategic Aim 4: Welsh Language Services**
- 2.21. Aim: Promote and improve Welsh language services for citizens.
- 2.22. Extensive evidence suggests that a large proportion of the population of Wales are supportive of services that are provided through the medium of Welsh. 90% of the country's Welsh-speakers believe that providing Welsh-medium services is vital in order to ensure the survival of the language.
- 2.23. Providing fully bilingual services is a way to create opportunities to use the language, and therefore using Welsh in the workplace is a key element of promoting and encouraging the use of the Welsh language.
- 2.24. The Authority has for a number of years been able to conduct Welsh medium services throughout all services (with a few exceptions). This policy has meant that the Authority has done a lot to normalise Welsh language services over the years, meaning that many residents of the National Park know that they do not have to request services through the medium of Welsh, it is automatically available to them. Although we know that nationally the availability of services does not necessarily equate to more people taking advantage of those services, the opposite is true in Eryri. Our experience is that residents make good use of our services through the medium of Welsh.
- 2.25. The Authority's Strategy for Promoting the Welsh language therefore focused its work on the four Strategic Aims highlighted above. It is now time to assess the work completed under the Strategy and to see whether this has had an impact on the number of Welsh speakers, its everyday use and the perception people have of the language.

3. Reviewing some of the Actions Taken over the last 5 years

<p>Activity / Project / Work Area: 3.1. Provide work experience and longer-term placements for young people of various ages between 15 and 21 years old.</p> <p>Contributes to Strategic Area: Children and Young People</p>		
Description:	Outcome / Results:	Conclusion:
<p>Giving individuals first-hand experience of working through the medium of Welsh, seeing it used naturally through all aspects of the Authority's work.</p> <p>By showing how valuable and essential the Welsh language is as a skill to work in the Authority, this hopefully encourages children and young people to study advanced subjects through Welsh or to at least further develop their Welsh language skills.</p>	<p><u>2016/17</u> School Work Experience: 11 FE College Work Placement: 1 University Work Placement: 2</p> <p><u>2017/18</u> School Work Experience: 6 Hafod Lôn Work Placement: 1 FE College Work Placement: 5 University Work Placement: 1</p> <p><u>2018/19</u> School Work Experience: 8 FE College Work Experience: 2 University Work Placement: 2</p> <p><u>2019/20</u> School Work Experience: 7 FE College Work Experience: 1 University Work Experience: 1</p> <p><u>2020/21</u> No placements due to Covid-19</p>	<p>Overall feedback from individuals who have had work experience and work placements is generally very positive.</p> <p>Individuals get first-hand experience of working with a predominately Welsh speaking workforce, and seeing what this means in practice every day i.e., communicating internally with staff and externally with the public, communicating in writing both formally and informally etc.</p>

Activity / Project / Work Area:
 3.2. Attending Job Fairs and Further Education Fresher’s Fairs to highlight the value of the Welsh language as a skill for the jobs within the Authority.

Contributes to Strategic Area: Children and Young People

Description:	Outcome / Results:	Conclusion:
<p>Jobs Fairs give an excellent opportunity for the Authority to showcase the wide-ranging career areas that the Authority offers, from numerous roles in the Environment and Conservation sector, Planning Policy and Development Management, Cultural Heritage, Sustainable Tourism, Communication and Engagement, Finance, IT, Personnel etc., to name but a few.</p>	<p><u>2017/18</u> September 2018: Exhibited at Freshers Fairs at Coleg Meirion Dwyfor sites. Direct contact was made with 178 students, mostly looking for work experience and volunteering opportunities.</p> <p><u>2018/19</u> June 2018: Exhibited at the CodiSTEM event at Coleg Meirion Dwyfor, Dolgellau aimed at pupils in years 9 to 11, to highlight the benefits of choosing STEM based careers. Direct contact with 146 pupils made during the day.</p> <p>March 2019: Attended the Welsh Jobs Fair at the University of Wales, Bangor. Direct contact regarding specific seasonal paid work and volunteering availability and placements made with 30 individuals, with around 80 others getting general information about career planning and Welsh language requirements.</p>	<p>Freshers Fairs are good opportunities to raise awareness of all the work areas the Authority covers, and the wide-ranging roles available.</p> <p>Discussions are held with students on the importance of Welsh language skills to gaining employment at the Authority and information given on how to gain work experience and take part in volunteering activities with the Authority (which many require for the Welsh Bacallaureate qualification).</p> <p>In the same way, events such as CodiSTEM gives a good opportunity to show the range of jobs within the Authority which requires the study of various STEM subjects at their core whilst highlighting the importance of Welsh language</p>

	<p><u>2019/20</u> September 2019: 3 freshers fairs were attended in Coleg Meirion Dwyfor (Glynllifon, Pwllheli and Dolgellau sites). Over the course of 3 days, contact was made with 135 students.</p> <p>March 2020: Welsh Language Jobs Fair cancelled due to Covid-19.</p> <p><u>2020/21</u> March 2021: Virtual Welsh Language Jobs Fair held over Facebook for University of Wales, Bangor students. A pre-recorded video was made by the Authority to post during the day. All online content posted on the day is permanently accessible.</p>	<p>abilities to be able to work at the Authority at the same time.</p> <p>The University of Wales, Bangor Welsh Language Jobs Fair has in attendance a mixture of local secondary school children and university students. It showcases the wide variety of jobs available where being able to communicate in Welsh is essential and the possibilities open to different and interesting career paths.</p>
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Activity / Project / Work Area:
 3.3. Holding activities and events for children, young people and adults, which give a good opportunity to promote and use the Welsh language.

Contributes to Strategic Area: The Family, Children and Young People, The Community

Description:	Outcome / Results:	Conclusion:
<p>With the assistance of Welsh Government and the National Lottery Heritage Fund, the Authority secured Yr Ysgwrn for the nation in 2012.</p> <p>After over 18 months of careful renovation and development at the site, Yr Ysgwrn was re-opened to the public in June 2017.</p> <p>Museum accreditation status has since been given to Yr Ysgwrn.</p>	<p>Since re-opening, Yr Ysgwrn has provided access to collections and services to a wide range of audiences, which promotes, supports and inspires creativity of all kinds which simulates enjoyment and appreciation of both the history, culture and sense of place. At the heart of all this is the Welsh language.</p> <p>Around 2,500 people visited Yr Ysgwrn annually prior to the Authority taking ownership. In the first year of opening, visitor numbers were 12,236 and visitor numbers remained steady up until the pandemic. Feedback results have been excellent, with 96% giving 5 star trip advisor reviews, along with excellent written feedback also given at the site and online.</p> <p>Tours are given not only to the public but also to specific organisations such as school groups, lifelong learning groups, and community and society groups of all kinds.</p> <p>Outside of tours, some of the activities and events that have taken place are:</p>	<p>Outside of the traditional tours which are conducted either in Welsh or bilingually, Yr Ysgwrn holds events and activities centred around the rich culture of the Welsh language. This gives an opportunity for non-Welsh speakers to learn about and appreciate the language and the history.</p> <p>It gives learners an opportunity to immerse themselves in the language and to hopefully inspire them to persevere with their learning.</p> <p>Yr Ysgwrn gives everyone who visits an opportunity to learn and appreciate the important role that the language plays in the rich culture of Eryri, and why it is one of our special qualities.</p>

	<p>Performances of the 'In Character' shows, arts and well-being workshops for children, young people and adults, themed guided walks, poetry, storytelling and history evenings.</p> <p>These events and activities play an important role in promoting the Welsh language. For example, the Christmas Carol Evening which was filmed at the beginning of December 2020 had been viewed 2,000 times in the first 18 hours of being broadcast on social media and by January 2021 had been viewed 17,000 times.</p> <p>Yr Ysgwrn has also developed educational resources. The 'In Character' show is now available virtually in a bilingual and BSL version.</p>	<p>Media attention outside of Wales has enabled the positive promotion of the Welsh language not only across the UK but worldwide.</p> <p>Looking forward to the future, Yr Ysgwrn will play an important role in promoting the Welsh language through its continued education and social activities and events. It has already successfully expanded its range of audience. The challenge for the future is to maintain and expand on this success.</p>
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<p>Activity / Project / Work Area: 3.4. Holding education sessions and courses for children and young people.</p> <p>Contributes to Strategic Area: Children and Young People</p>		
<p>Description:</p>	<p>Outcome / Results:</p>	<p>Conclusion:</p>
<p>Through the Authority's two full-time Education Officers, education courses and sessions are given to primary and secondary school children within schools located within the National Park, and as day or residential courses at Plas Tan y Bwlch for all schools.</p>	<p>During 2016/17, 2,315 school pupils experienced educational sessions or courses either at their school or at Plas Tan y Bwlch. Of these, 1,587 children and young people were from schools within Wales.</p>	<p>In 2017/18 the Secondary Education Officer post became vacant and was not filled due to funding cuts. The numbers of individual pupils who experienced education sessions and courses fell year on year after this, despite initially contracting an external provider to carry out some of the courses.</p>

	<p>An important element of learning about the National Park and its special qualities is incorporating the Welsh language through either holding the sessions in Welsh or bilingually or by introducing the Welsh language and its importance into the sessions for those groups with no Welsh speakers or from outside Wales.</p> <p>The Welsh National Parks have an unique feedback and assessment tool which measures various factors, which gives an overall inspiration level score out of 11 by the school pupils following their sessions.</p> <p>Scores reported were as follows: 2016/17 = 10.8 2017/18 = 10.8 2018/19 = 10.43 2019/20 = 10.52</p>	<p>The courses and in particular the residential courses at Plas Tan y Bwlch have never been self-financing, and the attempts to diversify the business at the Centre to help fund core work have been largely unsuccessful.</p> <p>The full closure of the Centre at the start of the pandemic and the resulting cancellation of all courses made the situation unsustainable.</p> <p>The Authority no longer has any Education Officer posts, and this work now falls on other staff within the Authority.</p> <p>The challenge for the future is sustaining and if possible enhancing the educational provision given the Authority staff.</p>
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<p>Activity / Project / Work Area: 3.5. Holding education sessions and courses for children and young people.</p> <p>Contributes to Strategic Area: Children and Young People</p>		
Description:	Outcome / Results:	Conclusion:
<p>As part of their remit, the Authority's Warden Service run various educational sessions with school pupils and young people.</p>	<p>In the period from 2015 to 2019, the Warden Service held 49 various educational days across the National Park.</p> <p>No sessions have taken place from 2020 onwards due to the pandemic.</p>	<p>This aspect of the Wardens work enables children and young people to learn about various aspects of the National Park from learning about the landscape and the history of the area, to conservation issues and biodiversity, and much more.</p> <p>The Welsh language features prominently during these sessions, as they are conducted either entirely through the medium of Welsh or bilingually. In addition, the importance of the Welsh language as the working language of the Authority is transferred in these sessions, as well as the importance of the language as part of the cultural heritage of the area.</p> <p>Feedback received highlight how important this aspect of the Warden's role is, through the inspiration they provide to young people through these sessions.</p>

<p>Activity / Project / Work Area:</p> <p>3.6. Safeguarding against any negative impact on the Welsh language, by ensuring that policies in the Eryri Local Development Plan and the accompanying Supplementary Planning Guidance are up to date and remain relevant.</p> <p>Contributes to Strategic Area: The Family, The Community</p>		
<p>Description:</p>	<p>Outcome / Results:</p>	<p>Conclusion:</p>
<p>The Eryri Local Development Plan for 2016-31 will be the basis for decisions on land use planning in the National Park.</p> <p>The short form review went through a comprehensive consultation process, which was accompanied by an Equality Impact Assessment at each stage (which includes consideration of the impact on the Welsh language), to assess the impact of the proposed changes and revisions, which culminated in a 3 day public enquiry.</p> <p>The subsequent public consultation on the revised Supplementary Planning Guidance on the Welsh Language was given full consideration by the Authority and through the public consultation process, before finally being adopted.</p>	<p>On the 6th of February 2019, the Authority adopted a revised Local Development Plan (LDP) for the Snowdonia National Park area, following the short form review.</p> <p>In 2021, the revised Supplementary Planning Guidance on the Welsh Language was adopted by the Authority.</p>	<p>The thoroughness of the review and public consultation process side by side with the impact assessment process, gives the Authority assurances that the planning policies are robust and fit for purpose.</p> <p>Other planning policies within the Eryri Local Development Plan are also relevant and have an impact on the future of the Welsh language in the National Park. Such policies relate to Affordable Housing and A Sustainable Local Economy.</p>

<p>Activity / Project / Work Area: 3.7. Working with the Outdoor Partnership to offer a new scheme for young people.</p> <p>Contributes to Strategic Area: Children and Young People</p>		
<p>Description:</p> <p>In the autumn of 2016, the first pilot Young Rangers Scheme was launched. The purpose of the scheme is to give young people between the ages of 14 and 18 an opportunity to learn a wide range of skills and to encourage an interest in the outdoors, through the primary medium of Welsh.</p>	<p>Outcome / Results:</p> <p>Since the launch in 2016 to the 2019/20 financial year, a total of 40 young people have taken part in the Young Rangers Scheme.</p>	<p>Conclusion:</p> <p>Experiencing various aspects of the work of a Ranger / Warden – the aim is to encourage young people to become the Rangers of the future.</p> <p>Learning through the medium of Welsh is central to this scheme, with young people developing an understanding of why being a Ranger / Warden that can communicate in Welsh with the local community is so important in the National Park.</p> <p>Participants have reported that they have valued the experiences they have had through this scheme.</p>

<p>Activity / Project / Work Area: 3.8. Develop a Volunteering Framework</p> <p>Contributes to Strategic Area: The Family, Children and Young People, The Community</p>		
Description:	Outcome / Results:	Conclusion:
<p>Volunteer work has always formed an important part of the work of the National Park Authority through partnership work with Cymdeithas Eryri.</p> <p>Cymdeithas Eryri organise volunteering days each year to assist with various projects from conservation work, eradication of invasive species to litter picks.</p> <p>However, the opportunities for regular volunteering have also been developed and expanded over recent years by the Authority.</p> <p>These volunteering activities, whether one-off or on a more regular basis, provide good opportunities for Welsh speakers, learners and non-Welsh speakers to understand and value the language which has always formed an important and integral part of our work.</p>	<p>A Volunteer Warden Programme has been developed for operation in the busy summer months, and continues to attract a good number of people each year to participate.</p> <p>2016/17 – 26 Volunteer Wardens 2017/18 – 35 Volunteer Wardens 2018/19 – 29 Volunteer Wardens 2019/20 – 31 Volunteer Wardens</p> <p>Yr Ysgwrn also provides valuable volunteering opportunities, with between 12 and 25 regular volunteers every year since the site re-opened in June 2017.</p> <p>Since emerging from the lockdown, the National Park has attracted an unprecedented number of visitors. A team of 55 volunteers were recruited as part of the ‘Welcome Back’ campaign in the summer of 2020.</p> <p>A Volunteering Strategy has been developed, which it is hoped can be adopted by the Authority by the summer of 2022.</p>	<p>Volunteering provides an excellent opportunity for people to develop their skills, to socialise and meet new people, to get involved and to boost confidence.</p> <p>The volunteering work is led by Welsh speaking staff, which will enable any learners and non-Welsh speakers to be immersed in the language and to appreciate its importance and value in our work.</p> <p>Volunteers on Yr Wyddfa (Snowdon) get paired up according to their language ability, to ensure learners have an opportunity to practice their skills.</p> <p>Learners or non-Welsh speakers can see and appreciate the Welsh language in practical everyday use – reinforcing the message that it is a working, living, vibrant language in this area.</p>

Activity / Project / Work Area:

3.9. Carneddau Landscape Partnership - Celebrating the landscape, history and communities of the Carneddau.

Contributes to Strategic Area: The Community, Welsh Language Services

Description:	Outcome / Results:	Conclusion:
<p>The Carneddau Landscape Partnership has developed a scheme that will help promote a positive future for the Carneddau by increasing understanding and enjoyment of its history, cultural traditions and wildlife.</p> <p>It will conserve the area's heritage by promoting sustainable farming that protects rare habitats, species and archaeological remains, and by recording place names and memories.</p> <p>The project has a Community Engagement Officer and a Communications and Interpretation Officer who regularly engage and communicate with the Carneddau community on all aspects of this innovative scheme.</p> <p>In addition, a grants scheme is in place called Cronfa Gymunedol y Carneddau. The type of activities, events and projects that the grant scheme supports include,</p>	<p>The grant scheme in particular has specific Welsh language conditions attached to the grants, namely:</p> <ul style="list-style-type: none"> • Any face-to-face activities or services in which the public take part, need to be available in Welsh and English; • Any printed material to be produced should be fully bilingual; and • Any website pages funded by the grants must be available in Welsh and English. <p>The Carneddau Voices and Names project aims to record and raise awareness of place names through community recording sessions in conjunction with the Place Names Society.</p> <p>In addition, all communications and engagement by the project staff is always fully bilingual, from written materials,</p>	<p>The Welsh language lies at the heart of the history and culture of the Carneddau, so this project will inevitably promote the language as part of its various work streams as well as in day-to-day activities.</p> <p>The project staff are key to the continued promotion of the language, which is evidenced in everything they do.</p> <p>The grant scheme also ensures that community groups and volunteers carry out work which supports the use of the Welsh language at the same time, through the inclusion of the grant conditions. This ensures that no one is excluded.</p>

wellbeing initiatives, local events and festivals, community arts projects, and supporting volunteering opportunities.	marketing and publicity, social media and website content. This ensures constant positive promotion of the Welsh language.	
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<p>Activity / Project / Work Area: 3.10. Cynllun Eryri action plan projects that supports and promotes the Welsh Language.</p> <p>Contributes to Strategic Area: The Family, Children and Young People, The Community</p>		
Description:	Outcome / Results:	Conclusion:
<p>As a Special Quality, the Welsh language is a key Strategic Outcome in Cynllun Eryri:</p> <p>C1: The language, culture and heritage of Snowdonia is being celebrated, supported and strengthened.</p> <p>There are 3 specific action areas identified in Cynllun Eryri, which along with our partners will involve various projects and work streams to achieve the strategic outcome. These are:</p> <p>C1.1. Promote understanding, enjoyment and protection of the Welsh language and culture</p>	<p>The first annual Monitoring Report for Cynllun Eryri has reported on progress on these 3 action areas.</p> <p>A new Communication and Engagement Strategy has been adopted by the Authority in June 2021.</p> <p>In addition to the previously noted activities on offer at Yr Ysgwrn, a Curriculum for Yr Ysgwrn has been commissioned which is due to be adopted by the spring of 2022. This will enable schools to use Yr Ysgwrn to teach the Curriculum for Wales for children and young people aged 7-14 based on 6 themes covering the 6 areas of learning.</p>	<p>Through these various projects and activities, the Authority and its partners, hopes to:</p> <p>Support and promote local community events, creative groups and projects linked to the Welsh language and culture.</p> <p>Create opportunities for young people to be ambassadors for the area's language and culture.</p> <p>Lead by example ensuring that the Welsh language, culture and heritage are promoted and used in events, activities and information.</p> <p>Create opportunities for Welsh learners and fluent speakers to socialize and use</p>

<p>C1.2. Provide opportunities for Welsh learners in the area</p> <p>C1.3. Protect Welsh place names</p>	<p>The Eryri Ambassador Scheme has been an outstanding success with over 600 participants undertaking the programme thus far. Looking to the future, consideration is being given to extending this Scheme to young people.</p> <p>The Welsh language and promoting Welsh culture form an integral part of the projects and associated engagement programmes which are ran by the Authority.</p> <p>One of these, the Harlech and Arduwy Scheme records local and historical place names in the area through working with local communities to raise awareness of them and to interpret their origins.</p> <p>SNPA's Place-names Task and Finish Group was set up in October 2020 to develop a methodology for promoting and promoting placenames.</p> <p>The Group is collaborating on this work with the Welsh Language Commissioner, Cadw and the Royal Commission on the Ancient and Historical Monuments of Wales, as well as individual experts.</p>	<p>the language, especially through volunteer groups.</p> <p>Going forward, the Cynllun Eryri annual update reports will monitor progress on all of these aims.</p>
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<p>Activity / Project / Work Area: 3.11. Ensure recruitment of sufficiently skilled staff to ensure the continued provision of fully bilingual services throughout the Authority.</p> <p>Contributes to Strategic Area: Welsh Language Services</p>		
<p>Description:</p> <p>The Authority has always advertised all vacant posts as Welsh essential. However, it is recognised that the skill level required in Welsh varies between posts.</p> <p>A Welsh language skills framework was developed at the start of 2020, which classifies the required skill level for each post from 0 to 5+ in 4 categories, namely listening, speaking, reading and writing.</p> <p>Each Head of Service now scores each vacant post, with the scoring being moderated by the Head of Administration and Customer Care, before receiving final approval from the Management Team. Applicants are now aware before applying, the exact skill level required for the position.</p>	<p>Outcome / Results:</p> <p>The percentage of Welsh speakers employed by the Authority has remained consistent since 2016, at between 94 – 95% each year.</p> <p>31.03.16: 140 staff employed, of which 132 were bilingual = 94%</p> <p>31.03.17: 134 staff employed, of which 127 were bilingual = 95%</p> <p>31.03.18: 143 staff employed, of which 136 were bilingual = 95%</p> <p>31.03.19: 126 staff employed, of which 119 were bilingual = 94%</p> <p>31.03.20: 131 staff employed, of which 124 were bilingual = 94.7%</p> <p>31.03.21: 136 staff were employed, of which 130 were bilingual = 95%</p>	<p>Conclusion:</p> <p>A total of 159 vacant posts classed as Welsh essential have been advertised since the year 2016/17. Of these, 2 posts could not be filled with Welsh speakers. 1 post was a seasonal short-term contract, and an appointment to the second post was made on the condition that the employee learn Welsh to a specific level within 2 years. In addition, some of the jobs by now have been filled with Welsh speakers who lack confidence and / or who have basic skills.</p> <p>Although the data appears positive, the reality is that it is becoming increasingly difficult to draw up a shortlist and appoint for certain posts.</p> <p>This has been identified as a barrier towards the Authority being able to operate all of its services in Welsh for the future.</p>

Activity / Project / Work Area:

3.12. Welsh is the primary language that the Authority uses to conduct its business.

Contributes to Strategic Area: Welsh Language Services







Description:	Outcome / Results:	Conclusion:
<p>The Authority always conducts its public meetings primarily in Welsh with translation services available for non-Welsh speaking attendees.</p> <p>The Authority also communicates closely with various partners and stakeholders on a regular basis. It is important to the Authority that it does this primarily through the medium of Welsh.</p>	<p>When partnership meetings are organised by the Authority, arrangements are made to always have the translation service present, unless all attendees are able to converse in Welsh.</p> <p>When attending partnership and other stakeholder meetings not organised by the Authority, staff request that they contribute in Welsh, and that arrangements are put in place to accommodate this.</p>	<p>Since the onset of the pandemic, the Authority as with all other organisations, have had to find alternatives to the usual ways of working. After an initial delay, the Authority's democratic functions were fully restored by May 2020. It was vital for the Authority to be able to have a fully operational virtual platform that could accommodate simultaneous translation, and this was achieved using Zoom.</p> <p>Whilst our committees were operational, staff did experience issues with conducting virtual meetings with some other public authorities during this time, as the use of Zoom was barred by many organisations. This issue was challenging, as using other platforms meant that translation was not possible. By and large this has been avoided, and staff have continued to hold partnership meetings through Zoom with simultaneous translation present when required.</p>

4. Statistical Analysis

- 4.1. The statistical analysis included in the original Strategy document uses the data from the 2011 Census. As this data is available by Ward area, staff from the policy service were able to analyse and produce data specifically for residents who live within the National Park.
- 4.2. The Census data is the most accurate and comprehensive data source available. This gives us an unequivocal snapshot of the situation with regards to the Welsh language every 10 years. Unfortunately, the initial findings from the 2021 Census will not be available until March 2022, with more detailed and localised data not being published until much later, so this review will not be able to take advantage of the most up to date data gathered.
- 4.3. To try and assess whether the Authority's work in this area over the last few years is having a positive impact on the overall numbers of Welsh speakers as well as the use of the Welsh language locally, national data sources and local data have been used.
- 4.4. Below are 2 key statistics on the Welsh language derived from the Annual Population Survey and the National Survey for Wales. Breakdown of data is published by local authority areas only, and therefore Gwynedd and Conwy County Borough Council data has been used, as data for the National Park specifically is not available.
- 4.5. Important caveats need to be highlighted when considering this information:
 - As these surveys are taken by a sample of the population (National Survey for Wales is conducted on 12,000 people), the survey results historically tend to have estimated results that are higher than those produced by the Census.
 - Due to the pandemic, the method used to conduct the National Survey for Wales survey changed to telephone only in March 2020, and all face-to-face interviews ceased at this time. Uncertainty remains over whether the change in data collection has impacted the overall results. Caution must therefore be used in interpreting this data.
- 4.6. It can be seen that the significant differences in the data from these 2 national sources gives very little confidence on the accuracy of these survey results when the sample is then scaled up for the whole population.



4.7. Annual Population Survey

Numbers and percentage who can speak Welsh (aged 3 or over)

	GWYNEDD		
	2016/17	31/12/20	Trend
Can speak Welsh	87,600	91,400	
% Can speak Welsh	74.1%	76.6%	
Cannot speak Welsh	30,600	27,900	
	CONWY		
Can speak Welsh	45,100	45,800	
% Can speak Welsh	40.9%	41%	
Cannot speak Welsh	65,200	65,900	

4.8. National Survey for Wales

Percentage of Adults who can Speak Welsh (Aged 16+)

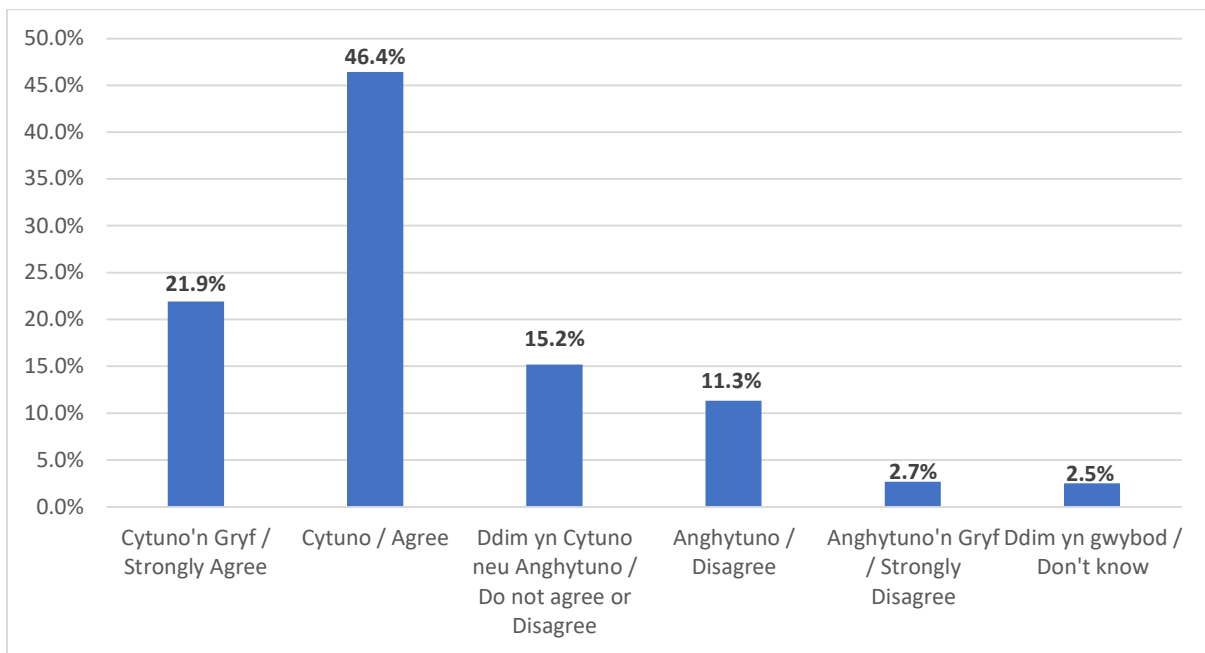
	GWYNEDD		
	2017/18	2019/20	Trend
% of Adults who can speak Welsh	70%	64%	
	CONWY		
% of Adults who can Speak Welsh	29%	24%	

4.9. In August and September 2021, an online survey was published and promoted through social media. This survey asked people to rate their experiences of interacting with Snowdonia National Park Authority and of their general perceptions of how we use the Welsh and English language in our everyday work.

4.10. In total 1,159 people completed the survey. 36.8% of the respondents lived and / or worked within the National Park, whilst a further 55.1% lived and / or worked on the outskirts or nearby the National Park, with only 8% of respondents being visitors to the area.

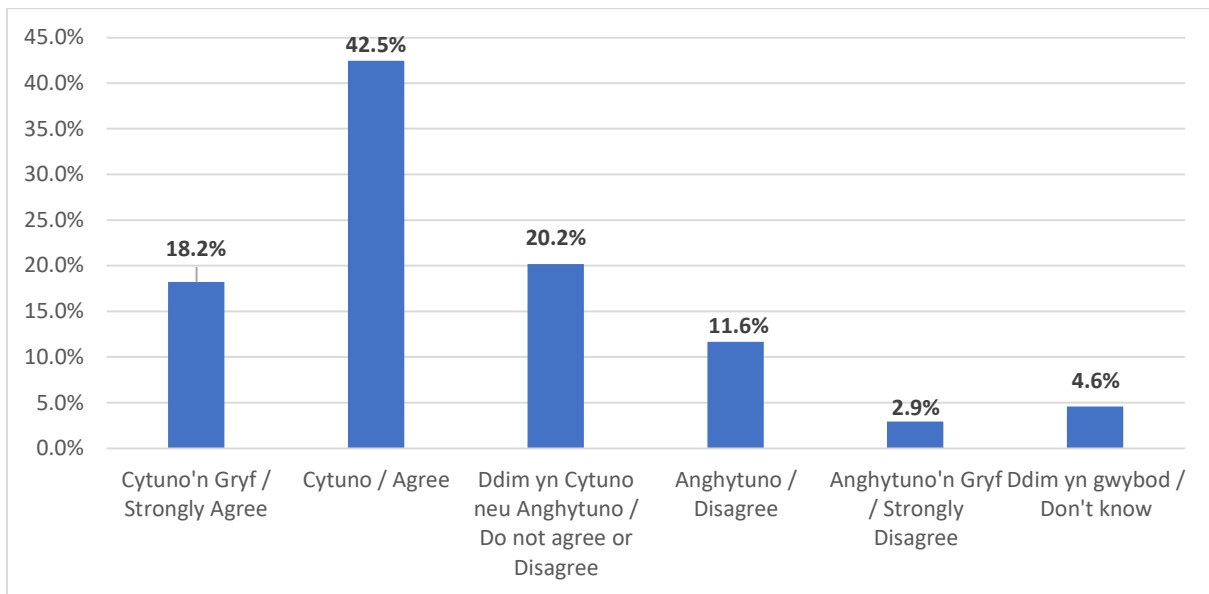
4.11. Promoting the Welsh Language
 What are people’s perceptions / opinions of how the Authority is promoting the Welsh language?

4.12. The National Park Authority actively promotes the Welsh Language



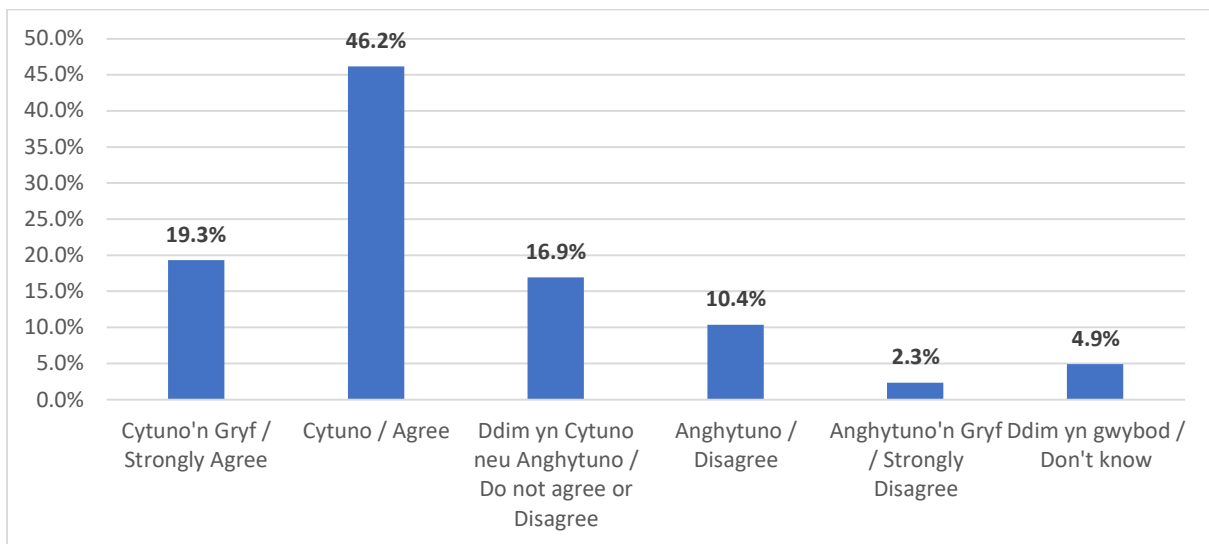
Strongly Agree	21.9%	254
Agree	46.4%	538
Do not agree or disagree	15.2%	176
Disagree	11.3%	131
Strongly disagree	2.7%	31
Don't know	2.5%	29

4.13. The National Park Authority does a good job of promoting the Welsh Language



Strongly Agree	18.2%	211
Agree	42.5%	492
Do not agree or disagree	20.2%	234
Disagree	11.6%	135
Strongly disagree	2.9%	34
Don't know	4.6%	53

4.14. The National Park Authority is a positive example of a bilingual organisation

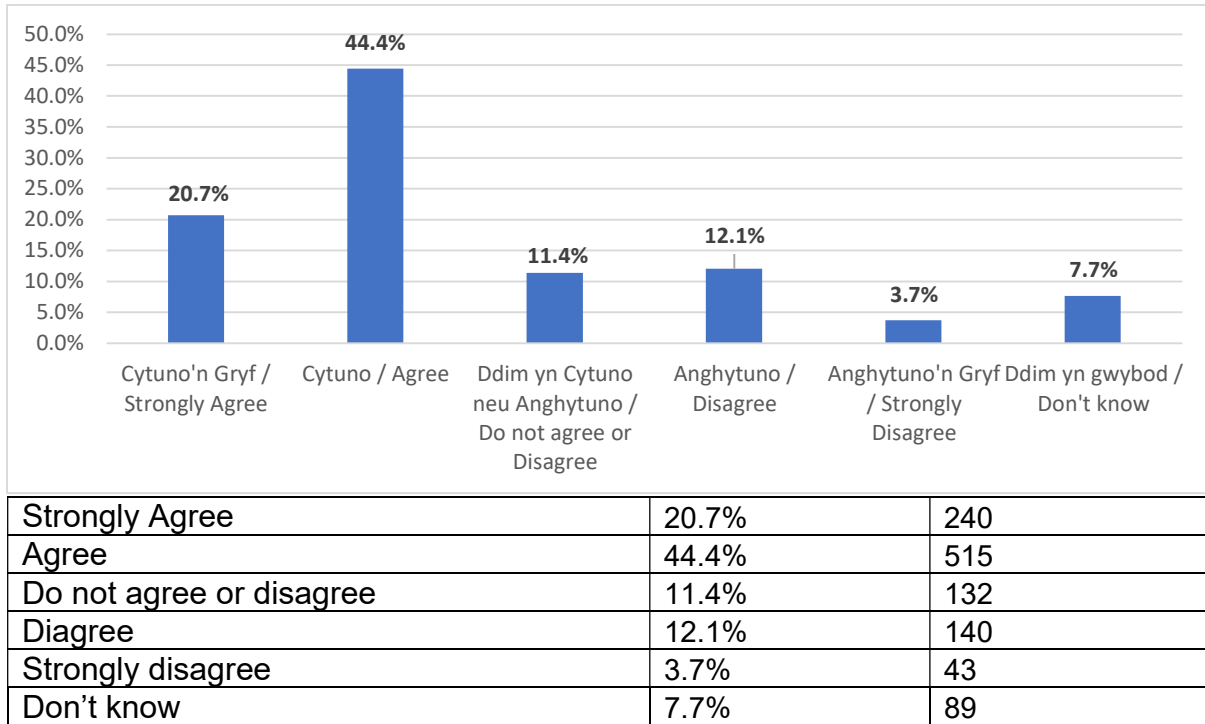


Strongly Agree	19.3%	224
Agree	46.2%	535
Do not agree or disagree	16.9%	196
Disagree	10.4%	120
Strongly disagree	2.3%	27
Don't know	4.9%	57

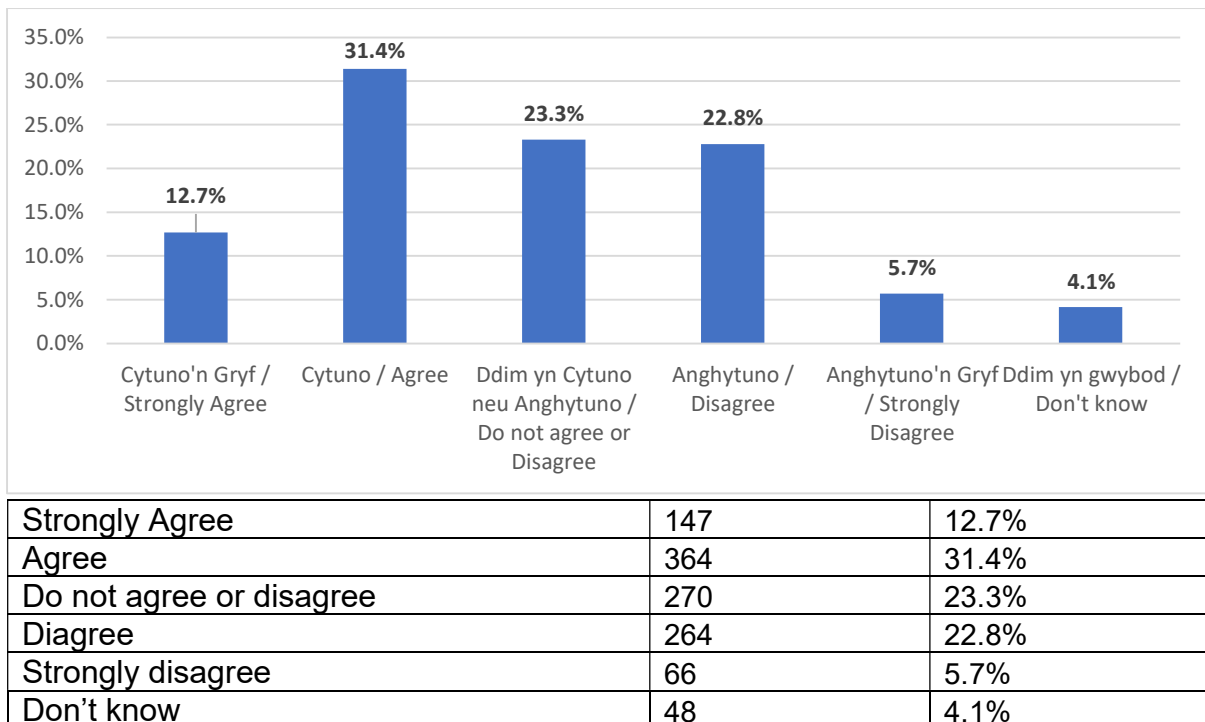
4.15 Using the Welsh Language

What are people's perceptions / opinions of how the Authority is using the Welsh language in its everyday business?

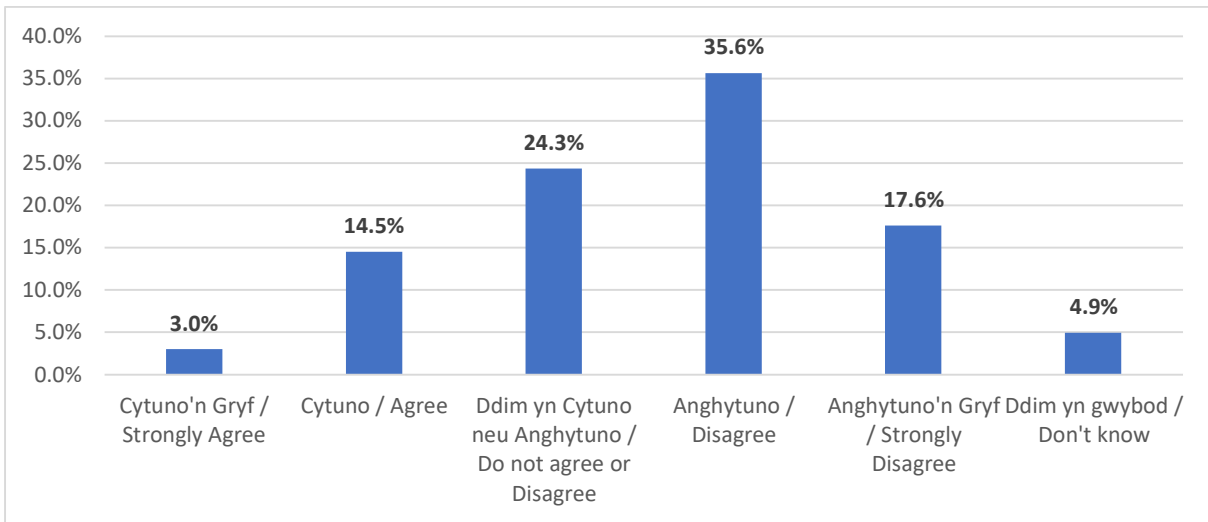
4.16. The National Park Authority does everything in Welsh and English equally



4.17. The National Park Authority primarily does things in Welsh but always accommodates English speakers

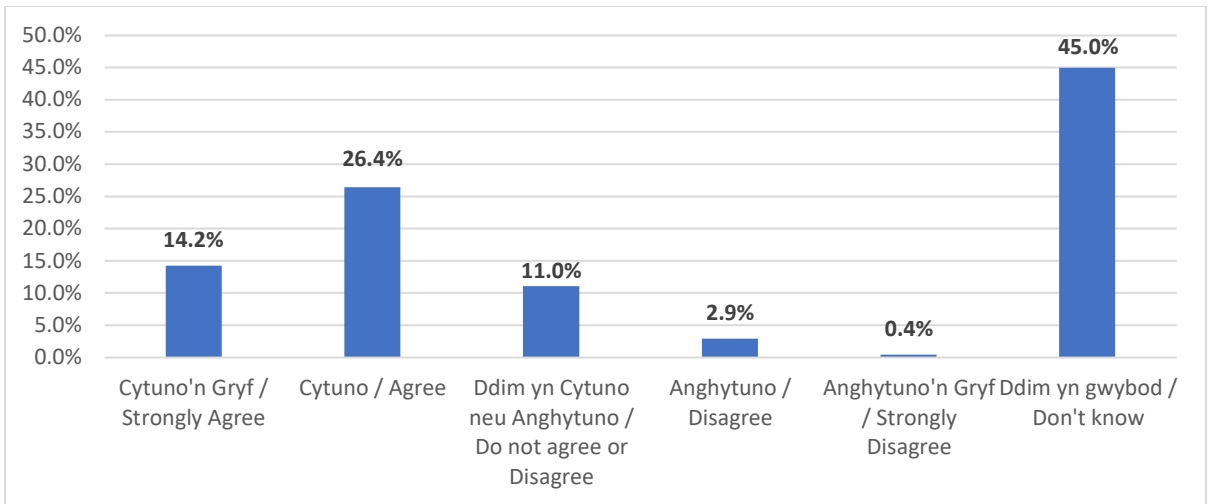


4.18. The National Park Authority primarily does things in English but always accommodates Welsh speakers



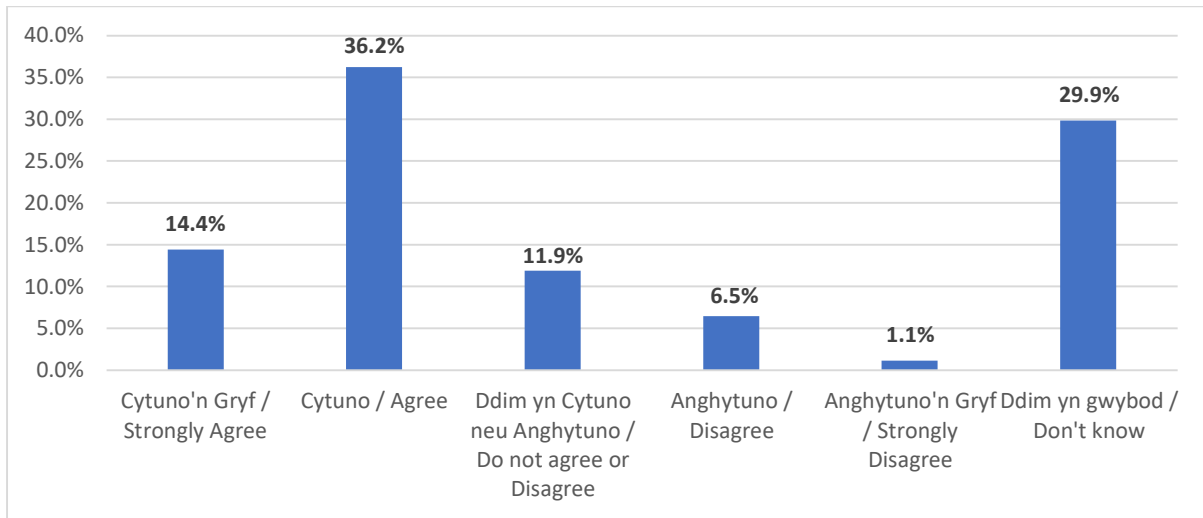
Strongly Agree	3.0%	35
Agree	14.5%	168
Do not agree or disagree	24.3%	282
Disagree	35.6%	413
Strongly disagree	17.6%	204
Don't know	4.9%	57

4.19. When I've telephoned the National Park office, I've always been able to have discussions in the language of my choice



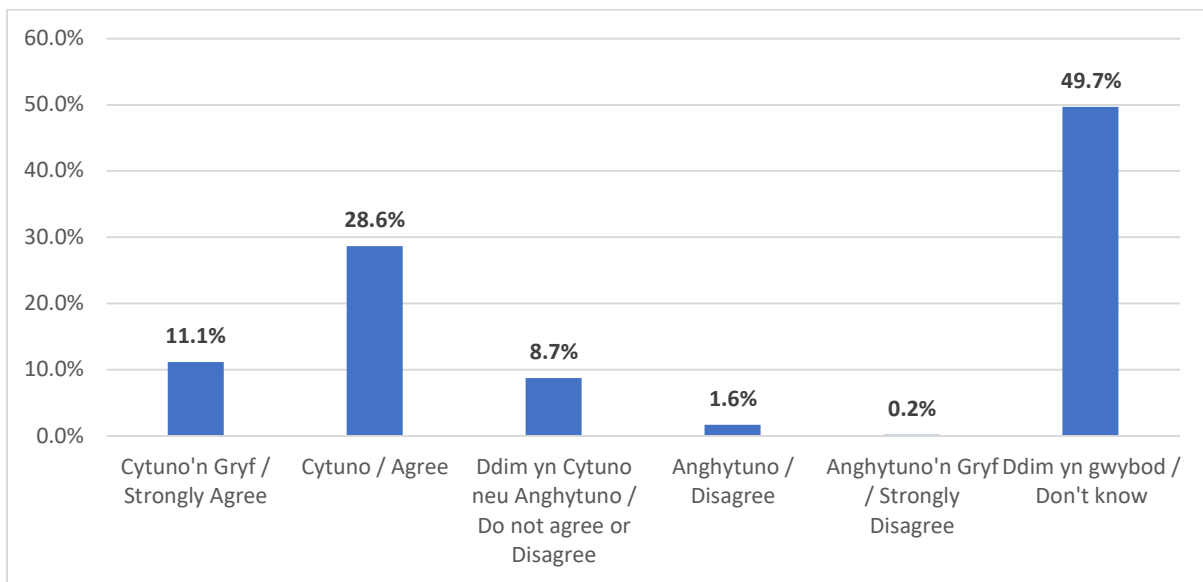
Strongly Agree	14.2%	165
Agree	26.4%	306
Do not agree or disagree	11.0%	128
Disagree	2.9%	34
Strongly disagree	0.4%	5
Don't know	45.0%	521

4.20. Staff who work on the frontline for the National Park are able to converse fully in Welsh and English



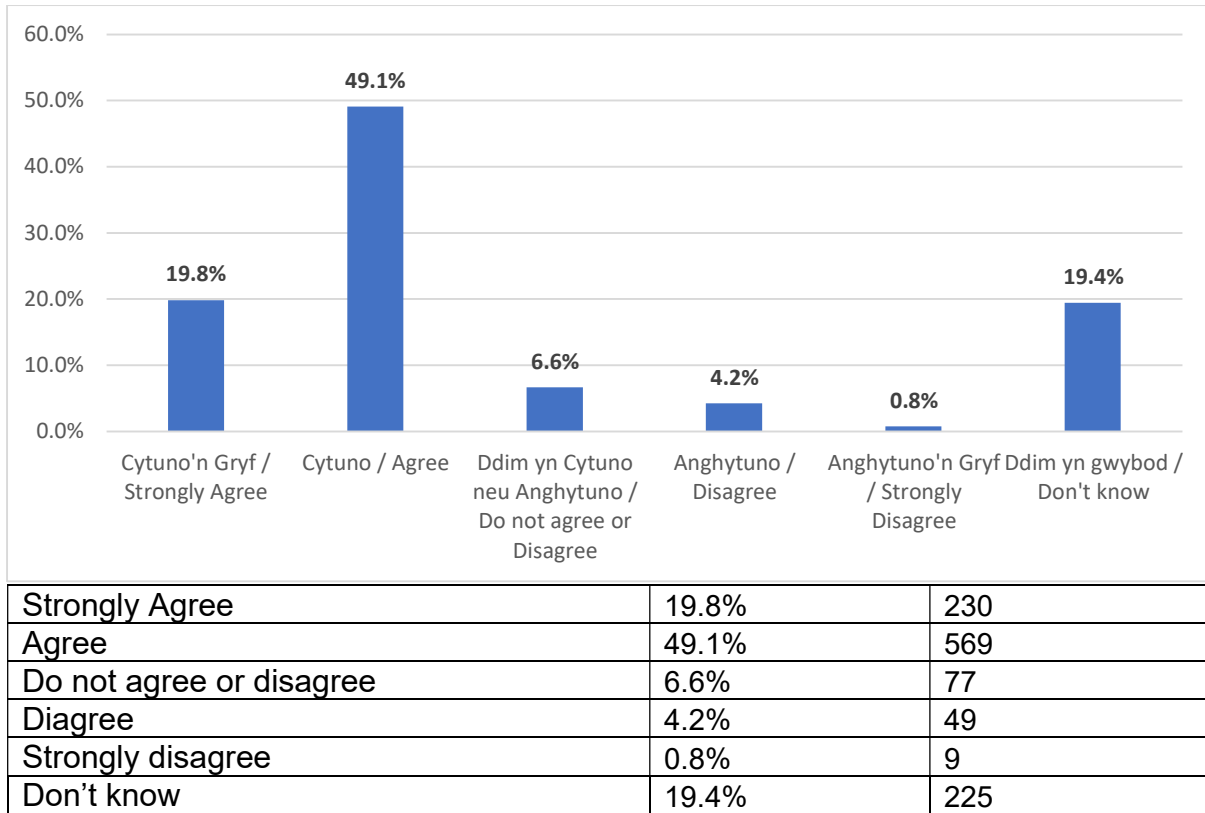
Strongly Agree	14.2%	165
Agree	26.4%	306
Do not agree or disagree	11.0%	128
Disagree	2.9%	34
Strongly disagree	0.4%	5
Don't know	45.0%	521

4.21. When I've contacted the National Park Authority by e-mail, I've always received a reply in the same language

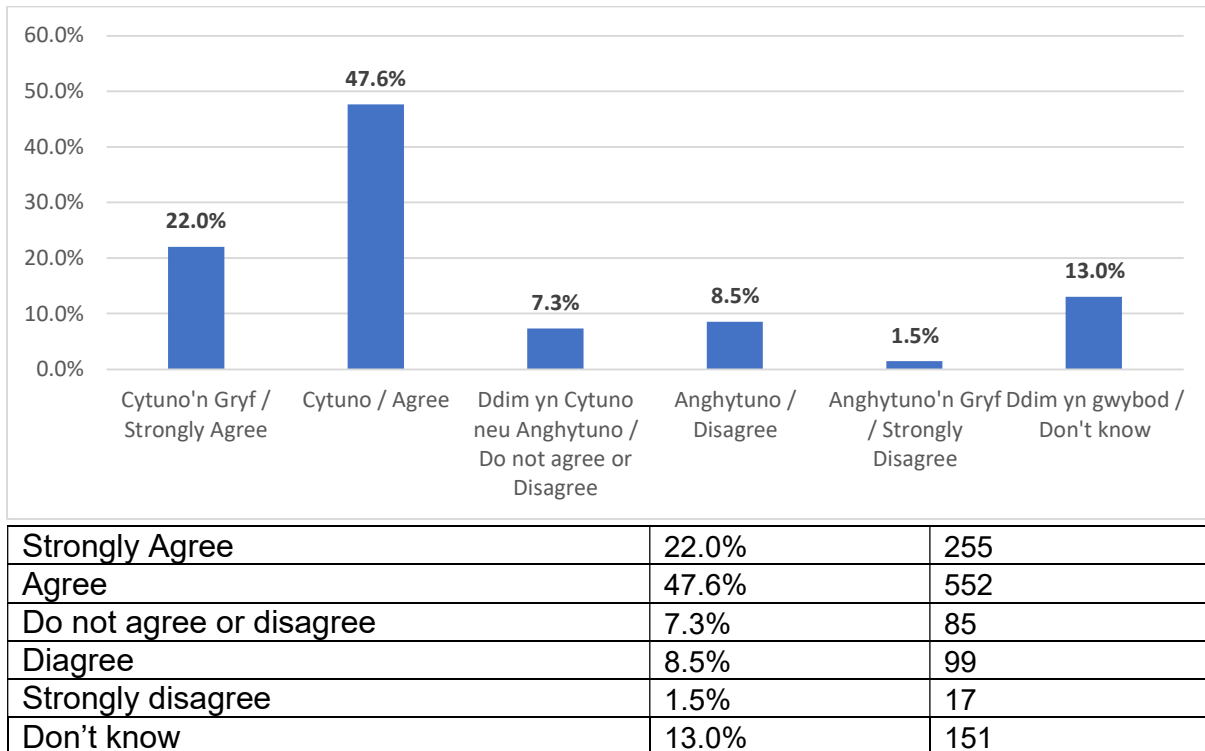


Strongly Agree	11.1%	129
Agree	28.6%	332
Do not agree or disagree	8.7%	101
Disagree	1.6%	19
Strongly disagree	0.2%	2
Don't know	49.7%	576

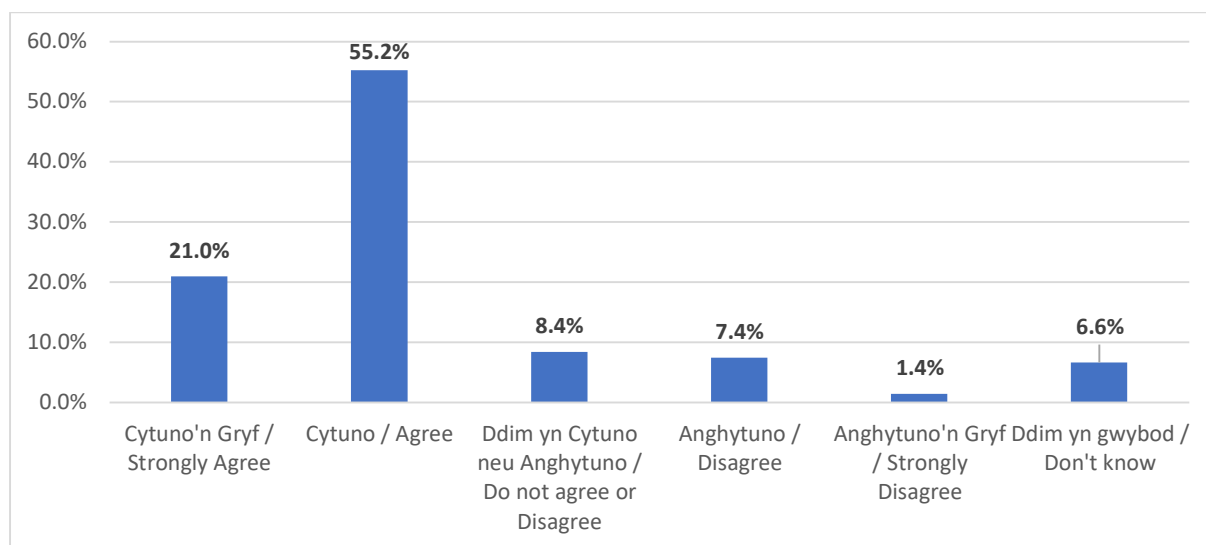
4.22. All general communication by the National Park Authority for such things as invitations to public meetings, information about consultations etc., are always in Welsh and English



4.23. Social media messages are always available in Welsh and English



4.24. All the signs around the National Park that the National Park Authority produce are always in Welsh and English



Strongly Agree	21.0%	243
Agree	55.2%	640
Do not agree or disagree	8.4%	97
Diagree	7.4%	86
Strongly disagree	1.4%	16
Don't know	6.6%	77

5. Conclusion

- 5.1. The variance between different national data sources on the number of Welsh speakers in Gwynedd and Conwy makes it clear that this data cannot be relied upon to provide an accurate picture of the current situation compared to 5 years ago. The true picture of the language situation within the National Park will require publication of the 2021 Census Data. It is only then, that we will be in a position to know for sure whether the efforts to promote the Welsh language, not only by our Authority but by other public services and stakeholders locally will have had a positive impact.
- 5.2. It is therefore clear that at this stage it is not possible to assess whether the Authority has been successful in reaching its target increase of 2% in the number of Welsh speakers within the National Park, as set out in the Strategy.
- 5.3. However, in assessing the Authority's effectiveness in promoting the Welsh language and assessing people's experiences and perception of how the Welsh language is treated on the basis of equality with the English language by the Authority; the recent survey results are more encouraging.

MEETING	Performance & Recourse Committee
DATE	24 th November 2021
TITLE	INFORMATION CENTRES ANNUAL REPORT
REPORT BY	Awel Gruffydd
PURPOSE	To update members on the progress of the Information Centres

1. BACKGROUND

- 1.1 The Authority has three Information Centres, at Aberdyfi, Beddgelert and Betws y Coed. The Aberdyfi and Beddgelert centres are seasonal, whereas the Betws y Coed centre is open all year round.
- 1.2 Since 2018 Beddgelert office has opened for a week over February half term and then on weekends only until opening for the season from the last weekend in March.
- 1.3 For the purpose of this report I have included comparisons for the last three years as 2020 / 2021 faced significant disruption due to Covid-19.

2. AN OVERVIEW OF THE 2021-22 YEAR TO DATE

- 2.1 Due to Covid restrictions all three centres were closed for the winter and reopened on the 12th of April, missing the traditionally busy Easter holiday weekend. All of the centres experienced a slow start to the season before confidence returned following the Whit holiday week.
- 2.2 The season has proven to be extremely challenging for our staff. They have, on occasion, faced threatening and anti-social behaviour from visitors which has made their working conditions difficult.
- 2.3 Covid safe measures have remained in all three centres. Measures in force throughout the season have included –
 - One way systems through the centres.
 - Wearing of face coverings.
 - Limited numbers in the centres at any one time (Aberdyfi 2 increased to 3, Beddgelert and Betws y Coed 5, increased to 8)
 - Exhibition spaces closed at both Beddgelert and Betws y Coed.
 - Limited opening hours to allow for additional cleaning and lunch breaks.

The limit on numbers and the reduction in opening hours are both factors that have likely negatively affected visitor number.

- 2.4 As a service we have faced a number of challenges with our staffing levels. Since April six of our staff members have left the department and we have recruited 3 new members of staff. We have also faced short term absences due to illness.
- 2.5 We have successfully trailed a new form of employment contract (enacted mid-August). One of our new recruits is not employed to a specific centre but is contracted and trained to cover all three. This has meant that we have been able to fill some short-term staffing gaps. This was a limited time contract due to end Nov 2021, however it has proven so successful the contract has been extended and the staff member will be included in the invitation to return to work in January 2022.

3. ABERDYFI CENTRE

- 3.1 See Centre data in the appendix. Figures for the year 21/22 in full to end of September. October incomplete. Included Short Term with comparisons to 20/21 and 19/20, also long term trends from 2015.
- 3.2 Aberdyfi is our smallest centre, meaning that only two (increased to 3 in August) members of the public were allowed in at any one time. This has led to a significant decrease in Visitor Enquiries at the centre.
- 3.3 Aberdyfi experienced the most disruption due to staff absences that saw the centre closed for a significant number of days in July, August and October (figures incomplete). Therefore May – September (for full months comparison) visitor enquiries are significantly down (67%) on pre pandemic levels.
- 3.4 The significant downturn in Visitor Enquiries at the centre hasn't transferred to a comparable drop in NET income. May – September NET income down only 6.5% on 2019/20, and profit on sales down only 5.8%. Interestingly June & September where the centre was open every day NET income and profit on sales were up on pre pandemic levels.
- 3.5 Looking at the long term comparison we can see that the Average spend per transaction has increased during the pandemic while profit per head is three times what it was in 2019.

4. BEDDGELERT CENTRE

- 4.1 See Centre data in the appendix. Figures for the year 21/22 in full to end of September. October incomplete. Included Short Term with comparisons to 20/21 and 19/20, also long term trends from 2015
- 4.2 Visitor numbers are also down in Beddgelert but not to the extent seen at the other two centres. Down 10.5% on pre pandemic levels overall (May – September), both June and September saw an increase in footfall.

- 4.3 Similar to Aberdyfi the fall in Visitor Numbers hasn't transferred to a comparable drop in NET income. Indeed, income has increased significantly at the centre, up almost 26% on 2019/20 and profit on those sales up 25% (May – September). 2021 is forecast to be Beddgelert Centres most successful year since opening as far as income generation and profit on sales are concerned.
- 4.4 Looking at the long term comparison we see that although the profit per head in Beddgelert is comparable to Aberdyfi (more than Betws y Coed), Average spend per transaction is notably higher, and twice that of 2015.
- 4.5 There are three main factors for the retail success of Beddgelert in comparison to our other centres this year –
- Visitor Demographics plays a part. The lack of choice in Accommodation type and relatively poor public transport links in Beddgelert means that as an overnight destination it is only achievable to visitors with higher levels of disposable income.
 - Lack of retail competition in village compared with our other locations.
 - This year the Welsh Highland Railway terminated all services in Beddgelert (Porthmadog to Beddgelert Return, Caernarfon to Beddgelert Return) and travellers were given an hour and a half to explore the village. Being on the route from the station into the village combined with the opening of the main Chapel doors from the street ensured that a high number of Train Passengers were finding their way to the centre.

5. BETWS Y COED CENTRE

- 5.1 See Centre data in the appendix. Figures for the year 21/22 in full to end of September. October incomplete. Included Short Term with comparisons to 20/21 and 19/20, also long term trends from 2015
- 5.2 Again Visitor Enquiries are down in Betws y Coed, 25% on pre pandemic levels (May – September).
- 5.3 In stark difference to the other two Centres Betws saw corresponding decrease in their NET income, down 31% on 2019/20, with profit on that income down 30%.
- 5.4 When we look at the long term comparison, we see that although Average Spend Per Transaction is on a par with Aberdyfi the profit per head in Betws is significantly lower than at both other centres. We can therefore deduce that a higher proportion of visitors to Betws y Coed leave without making any purchases. Whilst in the past the higher volume of visitors made up for this, the fall in visitor numbers during the pandemic has had a greater negative effect on their NET income.

6. LOOKING FORWARDS

- 6.1 Due to the pandemic it is difficult to draw any concrete conclusions from these figures, it would therefore be risky to make any long term changes based on them. There are however some tentative assumptions that we can make looking at the long term patterns;
- NET income and visitor numbers increases in Beddgelert is a pattern that we have seen in Beddgelert going back to pre pandemic. This year may be an unusually

lucrative one and we may see some fall back next year, but I would expect the upward curve to continue.

- Although they have seen the largest decrease in Visitor Numbers I would expect Aberdyfi to recover to pre pandemic levels in Visitor Numbers. The staffing disruption and closure of the centre for periods during July, August and October means that the decrease is artificially inflated. The pattern in increasing Average spend per transaction and the increase in profit per head is more difficult to judge.
- Betws y Coed has traditionally welcomed a higher proportion of international visitors and Coach Party members. Both have been impacted by Covid 19. However we had seen a decline in the Coaches visiting Betws y Coed before the pandemic and Brexit may yet impact the numbers of European visitors to the area. Although we have plans in place to make the centre more visible in the village I don't foresee Betws y Coed's visitor numbers returning to pre pandemic levels in the short to medium term. If this translates to a significant reduction in NET income, compared to pre pandemic, is harder to predict as the demographic shift seen this year with the staycation boom may be a short term consequence.

6.2 The Centres are currently forecasted to finish the year on budget (the additional income generated in Beddgelert covering the deficit in target in Betws y Coed). This is despite large, unexpected invoices for services for both Aberdyfi and Betws y Coed. However should the pattern of underachieving in income generation in Betws y Coed continue over the winter months then there is a risk that the centres wont be within budget for this financial year.

RECOMMENDATION

For Members to discuss the content of the report and any steps that should be taken as we look towards 2022-2023.

BACKGROUND PAPERS

CANOLFAN / CENTRE: ABERDYFI
YMWELWYR AC YMHOLIADAU / VISITORS AND ENQUIRIES

MIS MONTH	2021/22					2020/21					CYMHARIAETH / COMPARISON 2019/20		CYMHARIAETH / COMPARISON		
	♂	♀	👨	👩	👨👩	♂	♀	👨	👩	👨👩	TOTAL	% +/-	TOTAL	% +/-	
EBR / APR	519	-	46	6	571	EBR / APR	-	1	-	-	1	57000.00	EBR / APR	4,272	-86.63
MAI / MAY	1,040	1	72	9	1,122	MAI / MAY	-	-	-	7	7	15928.57	MAI / MAY	5,984	-81.25
MEH / JUN	1,845	-	84	14	1,943	MEH / JUN	-	-	-	1	1	194200.00	MEH / JUN	4,203	-53.77
GOR / JUL	1,548	-	63	8	1,619	GOR / JUL	519	-	85	9	613	164.11	GOR / JUL	6,654	-75.67
AWS / AUG	2,227	-	99	10	2,336	AWS / AUG	3,604	-	91	15	3,710	-37.04	AWS / AUG	8,873	-73.67
MED / SEP	2,043	-	56	2	2,101	MED / SEP	3,054	-	57	3	3,114	-32.53	MED / SEP	4,539	-53.71
HYD / OCT	607	-	10	2	619	HYD / OCT	873	-	39	1	913	-32.20	HYD / OCT	2,584	-76.04
TACH / NOV	-	-	-	-	-	TACH / NOV	-	-	-	-	-	#DIV/0!	TACH / NOV	165	-100.00
RHAG / DEC	-	-	-	-	-	RHAG / DEC	-	-	-	-	-	#DIV/0!	RHAG / DEC	-	#DIV/0!
ION / JAN	-	-	-	-	-	ION / JAN	-	-	-	-	-	#DIV/0!	ION / JAN	-	#DIV/0!
CHWE / FEB	-	-	-	-	-	CHWE / FEB	-	-	-	-	-	#DIV/0!	CHWE / FEB	-	#DIV/0!
MAW / MAR	-	-	-	-	-	MAW / MAR	-	-	-	-	-	#DIV/0!	MAW / MAR	-	#DIV/0!
CYFANSWM / TOTAL	9,829	1	430	51	10,311		8,050	1	272	36	8,359	23.35		37,274	-72.34
EBR-HYD / APR-OCT	9,829	1	430	51	10,311		8,050	1	272	36	8,359	23.35		37,109	-72.21

* Ffigyrau ddim yn gyflawn / * Figures not complete

CYN. TAW / INC. VAT MIS/MONTH	GWERTHIANNAU / SALES			CYMHARIAETH / COMPARISON	
	2021/22	2020/21	2019/20	21/22 - 20/21 % +/-	21/22 - 19/20 % +/-
EBR / APR	£ 1,147.52	£ -	£ 2,474.30	#DIV/0!	-53.62
MAI / MAY	£ 1,893.45	£ -	£ 2,870.54	#DIV/0!	-34.04
MEH / JUN	£ 3,413.51	£ -	£ 2,720.19	#DIV/0!	25.49
GOR / JUL	£ 3,138.09	£ 399.16	£ 4,183.88	686.17	-25.00
AWS / AUG	£ 4,219.59	£ 4,402.29	£ 4,656.28	-4.15	-9.38
MED / SEP	£ 4,009.26	£ 4,545.01	£ 3,638.97	-11.79	10.18
HYD / OCT	£ -	£ 1,895.72	£ 1,913.05	-100.00	-100.00
TACH / NOV	£ -	£ -	£ 222.20	#DIV/0!	-100.00
RHAG / DEC	£ -	£ -	£ -	#DIV/0!	#DIV/0!
ION / JAN	£ -	£ -	£ -	#DIV/0!	#DIV/0!
CHWE / FEB	£ -	£ -	£ -	#DIV/0!	#DIV/0!
MAW / MAR	£ -	£ -	£ -	#DIV/0!	#DIV/0!
CYFANSWM / TOTAL	£ 17,821.42	£ 11,242.18	£ 22,679.41	58.52	-21.42
EBR-HYD / APR-OCT	£ 17,821.42	£ 11,242.18	£ 22,457.21	58.52	-20.64

* Ffigyrau ddim yn gyflawn / * Figures not complete

MIS / MONTH	INCWM LLETY / ACCOM INCOME			CYMHARIAETH / COMPARISON	
	2021/22	2020/21	2019/20	21/22 - 20/21 % +/-	21/22 - 19/20 % +/-
EBR / APR	£ -	£ -	£ 9.50	#DIV/0!	-100.00
MAI / MAY	£ -	£ -	£ -	#DIV/0!	#DIV/0!
MEH / JUN	£ -	£ -	£ -	#DIV/0!	#DIV/0!
GOR / JUL	£ 47.00	£ -	£ 26.50	#DIV/0!	77.36
AWS / AUG	£ -	£ 46.00	£ 7.50	-100.00	-100.00
MED / SEP	£ -	£ 73.50	£ 39.00	-100.00	-100.00
HYD / OCT	£ -	£ -	£ -	#DIV/0!	#DIV/0!
TACH / NOV	£ -	£ -	£ -	#DIV/0!	#DIV/0!
RHAG / DEC	£ -	£ -	£ -	#DIV/0!	#DIV/0!
ION / JAN	£ -	£ -	£ -	#DIV/0!	#DIV/0!
CHWE / FEB	£ -	£ -	£ -	#DIV/0!	#DIV/0!
MAW / MAR	£ -	£ -	£ -	#DIV/0!	#DIV/0!
CYFANSWM / TOTAL	£ 47.00	£ 119.50	£ 82.50	-60.67	-43.03
EBR-HYD / APR-OCT	£ 47.00	£ 119.50	£ 82.50	-60.67	-43.03

* Ffigyrau ddim yn gyflawn / * Figures not complete

MIS / MONTH	ELW / PROFIT (dim costau - gwerthiannau ac archebu llefy yn unig) / (no costs - sales and booking of accommodation only)			CYMHARIAETH / COMPARISON	
	2021/22	2020/21	TOTAL	21/22 - 20/21 % +/-	21/22 - 19/20 % +/-
EBR / APR	£ 453.47	£ -	£ 985.88	#DIV/0!	-54.00
MAI / MAY	£ 742.35	£ -	£ 1,152.64	#DIV/0!	-35.60
MEH / JUN	£ 1,366.99	£ -	£ 1,051.70	#DIV/0!	29.98
GOR / JUL	£ 1,293.98	£ 160.97	£ 1,691.74	703.86	-23.51
AWS / AUG	£ 1,689.50	£ 1,784.69	£ 1,856.32	-5.33	-8.99
MED / SEP	£ 1,601.26	£ 1,853.94	£ 1,469.64	-13.63	8.96
HYD / OCT	£ -	£ 730.98	£ 762.02	-100.00	-100.00
TACH / NOV	£ -	£ -	£ 80.86	#DIV/0!	-100.00
RHAG / DEC	£ -	£ -	£ -	#DIV/0!	#DIV/0!
ION / JAN	£ -	£ -	£ -	#DIV/0!	#DIV/0!
CHWE / FEB	£ -	£ -	£ -	#DIV/0!	#DIV/0!
MAW / MAR	£ -	£ -	£ -	#DIV/0!	#DIV/0!
CYFANSWM / TOTAL	£ 7,147.55	£ 4,530.58	£ 9,050.80	57.76	-21.03
EBR-HYD / APR-OCT	£ 7,147.55	£ 4,530.58	£ 8,969.94	57.76	-20.32

* Ffigyrau ddim yn gyflawn / * Figures not complete

2019/20	Gwerthiant	Llety	Elw
	TOTAL	TOTAL	TOTAL
EBR / APR	£ 2,474.30	£ 9.50	£ 985.88
MAI / MAY	£ 2,870.54	£ -	£ 1,152.64
MEH / JUN	£ 2,720.19	£ -	£ 1,051.70
GOR / JUL	£ 4,183.88	£ 26.50	£ 1,691.74
AWS / AUG	£ 4,656.28	£ 7.50	£ 1,856.32
MED / SEP	£ 3,638.97	£ 39.00	£ 1,469.64
HYD / OCT	£ 1,913.05	£ -	£ 762.02
TACH / NOV	£ 222.20	£ -	£ 80.86
RHAG / DEC	£ -	£ -	£ -
ION / JAN	£ -	£ -	£ -
CHWE / FEB	£ -	£ -	£ -
MAW / MAR	£ -	£ -	£ -
	£ 22,679.41	£ 82.50	£ 9,050.80
	£ 22,457.21	£ 82.50	£ 8,969.94

CANOLFAN / CENTRE: BEDDGELERT
YMWELWYR AC YMHOLIADAU / VISITORS AND ENQUIRIES

MIS MONTH	2021/22					2020/21					CYMHARIAETH / COMPARISON		2019/20		CYMHARIAETH / COMPARISON	
	↑	↓	↔	£	e.£	↑	↓	↔	£	e.£	TOTAL	% + / -	TOTAL	% + / -	TOTAL	% + / -
EBR / APR	1,708	2	62	16	1,788	EBR / APR	-	1	-	-	1	178700.00	EBR / APR	4,492	-60.20	
MAI / MAY	3,574	-	90	44	3,708	MAI / MAY	-	-	52	26	78	4653.85	MAI / MAY	6,028	-38.49	
MEH / JUN	6,470	-	113	62	6,645	MEH / JUN	-	-	97	48	145	4482.76	MEH / JUN	5,163	28.70	
GOR / JUL	6,416	-	85	51	6,552	GOR / JUL	898	-	335	72	1,305	402.07	GOR / JUL	7,326	-10.57	
AWS / AUG	7,913	1	118	53	8,085	AWS / AUG	5,961	-	172	77	6,210	30.19	AWS / AUG	12,194	-33.70	
MED / SEP	6,183	-	60	10	6,253	MED / SEP	5,461	4	82	54	5,601	11.64	MED / SEP	6,177	1.23	
HYD / OCT	3,251	-	43	6	3,300	HYD / OCT	1,990	1	58	63	2,112	56.25	HYD / OCT	4,086	-19.24	
TACH / NOV	-	-	-	-	-	TACH / NOV	-	-	-	-	-	#DIV/0!	TACH / NOV	285	-100.00	
RHAG / DEC	-	-	-	-	-	RHAG / DEC	-	-	-	-	-	#DIV/0!	RHAG / DEC	-	#DIV/0!	
ION / JAN	-	-	-	-	-	ION / JAN	-	-	-	1	1	-100.00	ION / JAN	1	-100.00	
CHWE / FEB	-	-	-	-	-	CHWE / FEB	-	-	-	-	-	#DIV/0!	CHWE / FEB	830	-100.00	
MAW / MAR	-	-	-	-	-	MAW / MAR	-	-	-	-	-	#DIV/0!	MAW / MAR	324	-100.00	
CYFANSWM / TOTAL	35,515	3	571	242	36,331		14,310	6	796	341	15,453	135.11		46,906	-22.55	
EBR-HYD / APR-OCT	35,515	3	571	242	36,331		14,310	6	796	340	15,452	135.12		45,466	-20.09	

*Ffigyrau ddim yn gyflawn / * Figures incomplete

CYN. TAW / INC. VAT	GWERTHIANNAU / SALES			CYMHARIAETH / COMPARISON	
	2021/22	2020/21	2019/20	21/22 - 20/21	21/22 - 19/20
MIS/MONTH	£	£	£	% + / -	% + / -
EBR / APR	£ 2,433.47	£ -	£ 8,154.03	#DIV/0!	-70.16
MAI / MAY	£ 7,296.49	£ -	£ 9,887.04	#DIV/0!	-26.20
MEH / JUN	£ 11,581.21	£ -	£ 7,914.44	#DIV/0!	46.33
GOR / JUL	£ 14,493.10	£ 1,525.57	£ 11,190.44	850.01	29.51
AWS / AUG	£ 16,742.57	£ 11,568.36	£ 14,157.50	44.73	18.26
MED / SEP	£ 15,286.43	£ 13,462.77	£ 9,445.28	13.55	61.84
HYD / OCT	£ -	£ 5,846.06	£ 8,477.61	-100.00	-100.00
TACH / NOV	£ -	£ -	£ 615.94	#DIV/0!	-100.00
RHAG / DEC	£ -	£ -	£ -	#DIV/0!	#DIV/0!
ION / JAN	£ -	£ -	£ -	#DIV/0!	#DIV/0!
CHWE / FEB	£ -	£ -	£ 1,005.69	#DIV/0!	-100.00
MAW / MAR	£ -	£ -	£ 504.56	#DIV/0!	-100.00
CYFANSWM / TOTAL	£ 67,833.27	£ 32,202.76	£ 71,352.53	110.64	-4.93
EBR-HYD / APR-OCT	£ 67,833.27	£ 32,202.76	£ 69,226.34	110.64	-2.01

*Ffigyrau ddim yn gyflawn / * Figures incomplete

MIS / MONTH	INCWM LLETY / ACCOM INCOME			CYMHARIAETH / COMPARISON	
	2021/22	2020/21	2019/20	21/22 - 20/21	21/22 - 19/20
EBR / APR	£ -	£ -	£ -	#DIV/0!	#DIV/0!
MAI / MAY	£ -	£ -	£ -	#DIV/0!	#DIV/0!
MEH / JUN	£ -	£ -	£ -	#DIV/0!	#DIV/0!
GOR / JUL	£ -	£ -	£ -	#DIV/0!	#DIV/0!
AWS / AUG	£ -	£ -	£ -	#DIV/0!	#DIV/0!
MED / SEP	£ -	£ -	£ -	#DIV/0!	#DIV/0!
HYD / OCT	£ -	£ -	£ -	#DIV/0!	#DIV/0!
TACH / NOV	£ -	£ -	£ -	#DIV/0!	#DIV/0!
RHAG / DEC	£ -	£ -	£ -	#DIV/0!	#DIV/0!
ION / JAN	£ -	£ -	£ -	#DIV/0!	#DIV/0!
CHWE / FEB	£ -	£ -	£ -	#DIV/0!	#DIV/0!
MAW / MAR	£ -	£ -	£ -	#DIV/0!	#DIV/0!
CYFANSWM / TOTAL	£ -	£ -	£ -	#DIV/0!	#DIV/0!
EBR-HYD / APR-OCT	£ -	£ -	£ -	#DIV/0!	#DIV/0!

*Ffigyrau ddim yn gyflawn / * Figures incomplete

MIS / MONTH	ELW / PROFIT (dim costau - gwerthiannau ac archebu llety yn unig) / (no costs - sales and booking of accommodation only)			CYMHARIAETH / COMPARISON	
	2021/22	2020/21	TOTAL	21/22 - 20/21	21/22 - 19/20
EBR / APR	£ 905.35	£ -	£ 3,134.25	#DIV/0!	-71.11
MAI / MAY	£ 2,846.44	£ -	£ 3,787.25	#DIV/0!	-24.84
MEH / JUN	£ 4,517.55	£ -	£ 3,039.26	#DIV/0!	48.64
GOR / JUL	£ 5,634.43	£ 558.36	£ 4,427.67	909.10	27.25
AWS / AUG	£ 6,561.49	£ 4,595.91	£ 5,631.23	42.77	16.52
MED / SEP	£ 5,922.71	£ 5,255.32	£ 3,754.43	12.70	57.75
HYD / OCT	£ -	£ 2,123.61	£ 3,329.81	-100.00	-100.00
TACH / NOV	£ -	£ -	£ 235.67	#DIV/0!	-100.00
RHAG / DEC	£ -	£ -	£ -	#DIV/0!	#DIV/0!
ION / JAN	£ -	£ -	£ -	#DIV/0!	#DIV/0!
CHWE / FEB	£ -	£ -	£ 401.41	#DIV/0!	-100.00
MAW / MAR	£ -	£ -	£ 202.35	#DIV/0!	-100.00
CYFANSWM / TOTAL	£ 26,387.97	£ 12,533.20	£ 27,943.33	110.54	-5.57
EBR-HYD / APR-OCT	£ 26,387.97	£ 12,533.20	£ 27,103.90	110.54	-2.64

*Ffigyrau ddim yn gyflawn / * Figures incomplete

2019/20	Gwerthiant			Llety			Elw		
	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL
EBR / APR	£ 2,474.30	£ 9.50	£ 985.88						
MAI / MAY	£ 2,870.54	£ -	£ 1,152.84						
MEH / JUN	£ 2,720.19	£ -	£ 1,051.70						
GOR / JUL	£ 4,183.88	£ 26.50	£ 1,691.74						
AWS / AUG	£ 4,656.28	£ 7.50	£ 1,856.32						
MED / SEP	£ 3,638.97	£ 39.00	£ 1,469.84						
HYD / OCT	£ 1,913.05	£ -	£ 762.02						
TACH / NOV	£ 222.20	£ -	£ 80.86						
RHAG / DEC	£ -	£ -	£ -						
ION / JAN	£ -	£ -	£ -						
CHWE / FEB	£ -	£ -	£ -						
MAW / MAR	£ -	£ -	£ -						
	£ 22,679.41	£ 82.50	£ 9,050.80						
	£ 22,457.21	£ 82.50	£ 8,969.94						

CANOLFAN / CENTRE: BETWS-Y-COED
YMWELWYR AC YMHOLIADAU / VISITORS AND ENQUIRIES

MIS MONTH	2021/22					2020/21					CYMHARIAETH / COMPARISON		2019/20		CYMHARIAETH / COMPARISON	
	↑	↓	↔	e	TOTAL	↑	↓	↔	e	TOTAL	% +/-	TOTAL	% +/-			
EBR / APR	945	1	115	9	1,070	EBR / APR	-	1	-	1	106900.00	EBR / APR	8,925	-88.01		
MAI / MAY	3,905	-	286	33	4,224	MAI / MAY	-	-	-	-	#DIV/0!	MAI / MAY	9,317	-54.66		
MEH / JUN	7,083	1	518	40	7,642	MEH / JUN	-	-	-	2	382000.00	MEH / JUN	7,907	-3.35		
GOR / JUL	8,029	2	456	17	8,504	GOR / JUL	1,090	-	66	18	624.36	GOR / JUL	10,058	-15.45		
AWS / AUG	9,817	1	553	28	10,399	AWS / AUG	8,666	1	661	66	10.70	AWS / AUG	15,114	-31.20		
MED / SEP	7,290	-	287	11	7,588	MED / SEP	9,426	-	484	12	9,922	-23.52	MED / SEP	9,606	-21.01	
HYD / OCT	4,775	-	103	9	4,887	HYD / OCT	361	2	225	21	609	702.46	HYD / OCT	7,128	-31.42	
TACH / NOV	-	-	-	-	-	TACH / NOV	453	-	46	12	511	-100.00	TACH / NOV	3,467	-100.00	
RHAG / DEC	-	-	-	-	-	RHAG / DEC	271	-	25	6	302	-100.00	RHAG / DEC	2,671	-100.00	
ION / JAN	-	-	-	-	-	ION / JAN	-	-	15	4	19	-100.00	ION / JAN	2,636	-100.00	
CHWE / FEB	-	-	-	-	-	CHWE / FEB	-	-	13	8	21	-100.00	CHWE / FEB	2,761	-100.00	
MAW / MAR	-	-	-	-	-	MAW / MAR	-	-	43	7	50	-100.00	MAW / MAR	1,955	-100.00	
CYFANSWM / TOTAL	41,844	5	2,318	147	44,314		20,267	4	1,578	156	22,005	101.38		81,543	-45.66	
EBR-HYD / APR-OCT	41,844	5	2,318	147	44,314		19,543	4	1,436	119	21,102	110.00		68,053	-34.88	

*Ffigyrau ddim yn gyflawn / * Figures incomplete

MIS/MONTH	CYMHARIAETH / COMPARISON			CYMHARIAETH / COMPARISON		
	2021/22	2020/21	2019/20	21/22 - 20/21	21/22 - 19/20	% +/-
EBR / APR	£ 2,140.94	£ -	£ 9,961.02	#DIV/0!	-78.51	
MAI / MAY	£ 5,760.07	£ -	£ 11,900.62	#DIV/0!	-51.60	
MEH / JUN	£ 10,046.62	£ -	£ 11,642.12	#DIV/0!	-13.70	
GOR / JUL	£ 9,831.19	£ 2,435.23	£ 15,941.64	303.71	-38.33	
AWS / AUG	£ 12,438.04	£ 9,789.84	£ 18,088.17	27.05	-31.24	
MED / SEP	£ 10,558.50	£ 10,282.27	£ 13,525.68	2.69	-21.94	
HYD / OCT	£ -	£ 654.98	£ 10,108.25	-100.00	-100.00	
TACH / NOV	£ -	£ 1,105.40	£ 5,488.55	-100.00	-100.00	
RHAG / DEC	£ -	£ 1,162.78	£ 5,654.97	-100.00	-100.00	
ION / JAN	£ -	£ -	£ 2,935.18	#DIV/0!	-100.00	
CHWE / FEB	£ -	£ -	£ 3,555.98	#DIV/0!	-100.00	
MAW / MAR	£ -	£ -	£ 2,754.21	#DIV/0!	-100.00	
CYFANSWM / TOTAL	£ 50,775.36	£ 25,430.50	£ 111,556.39	99.66	-54.48	
EBR-HYD / APR-OCT	£ 50,775.36	£ 23,162.32	£ 91,167.50	119.22	-44.31	

*Ffigyrau ddim yn gyflawn / * Figures incomplete

MIS / MONTH	CYMHARIAETH / COMPARISON			CYMHARIAETH / COMPARISON		
	2021/22	2020/21	2019/20	21/22 - 20/21	21/22 - 19/20	% +/-
EBR / APR	£ -	£ -	£ -	#DIV/0!	#DIV/0!	
MAI / MAY	£ -	£ -	£ -	#DIV/0!	#DIV/0!	
MEH / JUN	£ -	£ -	£ -	#DIV/0!	#DIV/0!	
GOR / JUL	£ -	£ -	£ -	#DIV/0!	#DIV/0!	
AWS / AUG	£ -	£ -	£ -	#DIV/0!	#DIV/0!	
MED / SEP	£ -	£ -	£ -	#DIV/0!	#DIV/0!	
HYD / OCT	£ -	£ -	£ -	#DIV/0!	#DIV/0!	
TACH / NOV	£ -	£ -	£ -	#DIV/0!	#DIV/0!	
RHAG / DEC	£ -	£ -	£ -	#DIV/0!	#DIV/0!	
ION / JAN	£ -	£ -	£ -	#DIV/0!	#DIV/0!	
CHWE / FEB	£ -	£ -	£ -	#DIV/0!	#DIV/0!	
MAW / MAR	£ -	£ -	£ -	#DIV/0!	#DIV/0!	
CYFANSWM / TOTAL	£ -	£ -	£ -	#DIV/0!	#DIV/0!	
EBR-HYD / APR-OCT	£ -	£ -	£ -	#DIV/0!	#DIV/0!	

*Ffigyrau ddim yn gyflawn / * Figures incomplete

MIS / MONTH	CYMHARIAETH / COMPARISON			CYMHARIAETH / COMPARISON		
	2021/22	2020/21	TOTAL	21/22 - 20/21	21/22 - 19/20	% +/-
EBR / APR	£ 843.95		£ 3,937.74	#DIV/0!	-78.57	
MAI / MAY	£ 2,307.63		£ 4,745.15	#DIV/0!	-51.37	
MEH / JUN	£ 4,006.20		£ 4,570.20	#DIV/0!	-12.34	
GOR / JUL	£ 3,952.67	£ 949.24	£ 6,252.20	316.40	-36.78	
AWS / AUG	£ 5,005.94	£ 3,931.58	£ 7,244.73	27.33	-30.90	
MED / SEP	£ 4,225.53	£ 4,096.36	£ 5,387.02	3.15	-21.56	
HYD / OCT		£ 262.10	£ 4,063.94	-100.00	-100.00	
TACH / NOV		£ 407.76	£ 2,173.89	-100.00	-100.00	
RHAG / DEC		£ 414.36	£ 2,235.34	-100.00	-100.00	
ION / JAN			£ 1,132.86	#DIV/0!	-100.00	
CHWE / FEB			£ 1,371.16	#DIV/0!	-100.00	
MAW / MAR			£ 1,065.49	#DIV/0!	-100.00	
CYFANSWM / TOTAL	£ 20,341.92	£ 10,061.40	£ 44,179.72	102.18	-53.96	
EBR-HYD / APR-OCT	£ 20,341.92	£ 9,239.28	£ 36,200.98	120.17	-43.81	

*Ffigyrau ddim yn gyflawn / * Figures incomplete

MIS / MONTH	CYMHARIAETH / COMPARISON			CYMHARIAETH / COMPARISON		
	2021/22	2020/21	2019/20	21/22 - 20/21	21/22 - 19/20	% +/-
EBR / APR	£ 2,474.30	£ 9.50	£ 985.88			
MAI / MAY	£ 2,870.54	£ -	£ 1,152.64			
MEH / JUN	£ 2,720.19	£ -	£ 1,051.70			
GOR / JUL	£ 4,183.88	£ 26.50	£ 1,691.74			
AWS / AUG	£ 4,656.28	£ 7.50	£ 1,856.32			
MED / SEP	£ 3,638.97	£ 39.00	£ 1,469.64			
HYD / OCT	£ 1,913.05	£ -	£ 762.02			
TACH / NOV	£ 222.20	£ -	£ 80.86			
RHAG / DEC	£ -	£ -	£ -			
ION / JAN	£ -	£ -	£ -			
CHWE / FEB	£ -	£ -	£ -			
MAW / MAR	£ -	£ -	£ -			
TOTAL	£ 22,679.41	£ 82.50	£ 9,050.80			
TOTAL	£ 22,457.21	£ 82.50	£ 8,969.94			

Elw ar Werthiannau / Sales Profit		Aberdyfi	Beddgelert	Betws y Coed
		Cyfanswm / Total	Cyfanswm / Total	Cyfanswm / Total
2015		£5,664.54	£ 12,413.31	£20,083.96
2016		£8,705.86	£ 18,362.32	£30,099.03
2017		£7,998.18	£ 22,643.70	£34,699.75
2018		£8,752.51	£ 25,942.14	£39,508.29
2019		£9,038.85	£ 28,235.48	£45,322.49
2020		£4,530.58	£ 13,136.96	£13,630.91
2021	Ddim yn gyflawn / Incomplete	£7,147.55	£ 26,388.00	£20,340.92

Elw Y Pen / Profit per Head		Aberdyfi	Beddgelert	Betws y Coed
		Cyfartaledd / Average	Cyfartaledd / Average	Cyfartaledd / Average
2015		£0.18	£0.23	£0.16
2016		£0.23	£0.33	£0.22
2017		£0.26	£0.36	£0.27
2018		£0.27	£0.47	£0.35
2019		£0.27	£0.65	£0.54
2020		£0.53	£0.70	£0.63
2021	Ddim yn gyflawn / Incomplete	£0.74	£0.76	£0.56

Ymholiadau Ymwelwyr / Visitor Enquiries		Aberdyfi	Beddgelert	Betws y Coed
		Cyfanswm / Total	Cyfanswm / Total	Cyfanswm / Total
2015		31768	52029	121307
2016		40197	56307	134126
2017		32824	56144	127258
2018		34031	59634	123491
2019		37493	47205	84678
2020		8359	16606	29266
2021	Ddim yn gyflawn / Incomplete	9692	33032	39517

Cyfartaledd / Average Spend Per Transaction		Aberdyfi	Beddgelert	Betws y Coed
		Cyfartaledd / Average	Cyfartaledd / Average	Cyfartaledd / Average
2015		£8.10	£5.72	£5.75
2016		£7.59	£7.34	£7.12
2017		£7.39	£8.53	£8.12
2018		£7.74	£8.83	£9.07
2019		£9.18	£10.11	£9.60
2020		£10.29	£12.72	£12.67
2021	Ddim yn gyflawn / Incomplete	£10.24	£11.24	£10.31

MEETING	Performance and Resources Committee
DATE	24 November 2020
TITLE	HEALTH & SAFETY ANNUAL MONITORING REPORT 2020/21
REPORT BY	Personnel Service
PURPOSE	For Information

1. BACKGROUND

- 1.1 The Authority has previously adopted a Health and Safety Policy. This sets out the Health and Safety responsibilities and roles for managers and staff. The Health and Safety Group review this policy annually and any revisions are confirmed by the Management Team.
- 1.2 The Health and Safety Group meets on a quarterly basis. The Group is chaired by the Director of Corporate Services on behalf of the Management Team and is co-ordinated and administered by the Personnel Service.

The present members of the Group are:

Director of Corporate Services
 Head of Personnel
 Head of Wardens
 Access Project Officer
 Head of Property
 Property and Facilities Manager
 Principal Planning Officer – Development Management
 Head of Conservation, Woodlands & Agriculture
 Tree and Woodland Officer

Other officers report to / attend the Group as required. For example, Head of Administration & Customer Care, Head of Engagement.

- 1.3 Health and Safety is also included in the remit of the Local Joint Working Group with both the Trade Unions and the Personnel Service report as appropriate.
- 1.4 There is also a standard item on the Management Team meeting agenda where any issues can be raised.

2. TRAINING

2.1 Health and Safety related training during this period has included:

Compulsory Training

- Emergency First Aid for outdoor people (Rescue Emergency Care)

Desirable Training

- Fire Marshall

2.2 It should be noted that substantially less training than usual was undertaken due to the restrictions imposed in response to the Covid-19 pandemic.

3. Incidents

It is usual to compare year on year data. However, data from this period is not representative due to several factors including home working and the suspension of business at Plas Tan y Bwlch.

4. Covid-19 Pandemic

4.1 Members will be aware of some of the measures that were taken in response to the above, ie holding Authority meetings virtually. Much other work also took place. The Information Services Team played a huge role in enabling staff to work at home where possible with equipment and technology.

The Headquarters building was effectively closed along with the Information Centres and Plas Tan y Bwlch. When the time came to re-open, risk assessments were undertaken, and steps put in place to protect both staff and visitors. These included sanitising stations, protective screens, one-way systems, restricting numbers etc. Staff continue to work from home although there is now a greater presence in the workplace.

Risk assessments were reviewed as national guidelines were revised, sometimes at very short notice.

5. RECOMMENDATION

5.1 To note the report for information.



**PLAS TAN Y BWLCH MANAGEMENT BOARD
WEDNESDAY 13th OCTOBER 2021**

	<p><u>Present:</u></p> <p>Members: Mr. Tim Jones (Chairman) Ms. Tracey Evans Mr. Emyr Williams Mr. Iwan Jones Ms. Zara Roberts</p> <p>In attendance: Cllr. Wyn Ellis Jones (ex-officio)</p> <p>Officers: Mrs. Anwen Gaffey</p>
1.	Chairman
	Mr. Tim Jones was confirmed as Chairman of the Plas Tan y Bwlch Management Board.
2.	Apology
	Councillor Judith Humphreys.
3.	Declaration of Interest
	No declarations of Personal Interests were made in respect of any item.
4.	Minutes
	The Minutes of the Plas Tan y Bwlch Management Board meeting held on the 9 th June 2021 were accepted, and the Chairman signed them as a true record.
5.	Plas Tan y Bwlch – Update
	<p>Submitted - An oral report by the House Manager updating Members on progress.</p> <p>Reported - The House Manager apologised for the oral update which arose from problems with the finance system. Members were advised that a new booking system was now in place but, was not yet sufficiently well established for the House Manager to produce a written report. A spreadsheet had been prepared and Members would be provided with a copy following today's meeting.</p> <ul style="list-style-type: none"> – the House Manager reported that Plas Tan y Bwlch had been open for business since 28 May 2021. – staff shortages have had a significant impact on the business. The House Manager had undertaken reception duties alongside the requirements of her own role, which had adversely affected her health.

- staff have been asked to work more hours than their contracted hours, which has resulted in further absences due to illness.
- to overcome such absences:-
 - contract cleaners were hired to cover cleaning staff absences. The situation had now improved, and contract cleaners were no longer required, although they were available should a problem arise again in the future.
 - the 'cook' vacancy has now been filled and has resulted in very positive reviews.
 - as reception/administration staff hours were inadequate, and in order to provide stability, a new administration post has been created and an appointment made. The post-holder will be starting work next week and this will release the House Manager to concentrate on the more integral parts of her role.
- unfortunately, some staffing issues remain - the four waitresses employed during the summer months all now having returned to their Universities.
- the House Manager took the opportunity to thank Aled Lloyd and Marion Chapman, both staff from Head Office in Penrhyndeudraeth, for stepping in to help their colleagues at Plas. This has been very positive and had boosted morale.
- Plas Tan y Bwlch has experienced high occupancy levels throughout the summer and has reached its target, although this has now been raised further in order to cover the cost of the increased staffing levels.
- the failure to provide evening meals has resulted in loss of business and the feasibility of offering this service will need further consideration.
- overall, feedback from the guests has been positive, especially with regard to the staff.
- in response to a question, the Director of Corporate Services confirmed that staff at Plas Tan y Bwlch work annualised hours contracts. He advised that in the past, some staff, who had amassed very large balances, were reimbursed.
- the Director of Corporate Services agreed that the House Manager was working under significant pressure and that some staff, who have worked at the Centre for many years, had experienced difficulties adapting to the temporary re-purposing of Plas, the restructure and the House Manager's role.
- the House Manager then outlined infrastructure problems as follows:-
 - it had been necessary to close a number of bedrooms due to damp problems. These were rooms which were normally unaffected by damp and includes the chalet. Guest reviews of the bedrooms have noted that the accommodation was not up to standard, and in order to avoid further poor reviews, the House Manager took the decision not to use any of these rooms until the damp problems are resolved.
 - the House Manager advised that some of the sash windows were broken and were a safety risk. In order to avoid any possible accidents, the windows had now been fastened shut.
 - high maintenance bills were a concern. The hot water system was still not working properly, resulting in having to call out an engineer up to three times in a week, which was proving very costly.

- high energy bills, which seem to be issued from three separate suppliers, were also a concern. The Director of Corporate Services confirmed that it was recently agreed that the Head of Property would now be responsible for paying all of the Authority's utility bills in order to calculate the Authority's carbon footprint. The Director of Corporate Services will ask the Head of Property to investigate why there appears to be three different utility providers and report back to the next meeting of the Plas Tan y Bwlch Board.
 - work on the annex remained outstanding with plastering work still awaited.
 - that a meeting was being convened between the Director of Corporate Services, the Property Service and the House Manager to review the issues outlined above without delay.
- in response to a question, the Director of Corporate Services reported that the decision not to spend the £250k on upgrading the bedrooms at Plas had been justified as it has now become evident that with the problems that have subsequently emerged, any work carried out would have been greatly impacted by the damp problems now showing.
 - Members agreed that it was the role of the Property Service to engage contractors to carry out work at Plas Tan y Bwlch.
 - the Board agreed that the Head of Property should engage a surveyor, with immediate effect, to assess the position and prepare an action plan to address the above issues, as the fabric of the house was deteriorating.
 - it was agreed that the structure of the building needed to be addressed before investing in the internal building.
 - future bookings were then discussed in detail:-
 - the House Manager advised that whilst occupancy levels had been high, there had been some issues with double bookings due to problems with the new booking system. This had been temporarily resolved by removing Airbnb from the system.
 - Members were provided with the income and expenditure figures during the meeting. The House Manager gave an explanation of the figures and agreed to circulate a copy to Members.
 - Members of the Board noted that the figures did not include Group Bookings. The House Manager advised that Red Bull had generated an income of £13,000 but they had, unfortunately, caused a significant amount of damage and were issued with a bill of £8,000 to cover the cost of repairs etc. Following their stay at Plas, a deep clean had been necessary to ensure that the accommodation was ready for other guests.
 - the House Manager advised that Red Bull were intending to return next year but would need to bring their own staff to avoid the same problems occurring again in the future.
 - Members were advised that Day meetings were not included in the figures due to insufficient time to prepare the invoices.
 - the House Manager was happy to report that the income target had been met during Covid-19 and at a time when energy prices had increased significantly.

- the House Manager further explained that this was on the basis of projected future income to the end of March 2022.
 - Members were advised that Schools/Courses wanted to return to Plas next year and had enquired about the availability of an evening meal, which had been provided in previous years.
 - in response to a question from the Director of Corporate Services, the House Manager confirmed that they were not expecting an Education Officer to lead the group and were planning to work with the Warden Service as a possible option, taking groups on walking trips etc. The Chief Executive confirmed there were officers available who could attend at Plas Tan y Bwlch for a few days or for a week at a time as required.
 - the House Manager advised that Plas Dol y Moch had been in contact to enquire whether Plas would be able to accommodate surplus guests during February 2022.
 - Members discussed pricing and agreed it was important to be competitive and to make certain that all costs are covered in order to ensure that Plas was not at a financial loss. Members were in support of a further discussion on prices with Plas Dol y Moch.
 - the Chief Executive advised that it could also be an option to benchmark with Glanllyn to see what prices they charge.
 - the House Manager advised that three weddings have already been booked for 2022 which was promising.
 - the House Manager felt that Plas Tan y Bwlch was not adequately advertised and that this was extremely important in order to attract local people, especially during quieter times.
 - the Director of Corporate Services stated that advertising Sunday lunches in the local newspapers would be an efficient way of promoting Plas to local clientele. Also, would re-opening of the Tea Room and Gardens to the public be an option for next summer? The House Manager confirmed that members of the public had been enquiring about the Tea Room and agreed it was an option to consider for next season.
 - the Chair of the Plas Board felt that having a sound Marketing plan in place would be beneficial in order to make further progress. Members asked whether there was capacity within the Marketing/Engagement section to assist in moving things forward. The House Manager confirmed that a staff member from the Engagement Team was currently at Plas Tan y Bwlch once a week and discussions had taken place regarding promoting Plas in local newspapers etc.
- arising thereon, the Chief Executive asked Members to consider whether it was timely to reconsider the option of forming a partnership with another organisation? Members concluded that it would be better to wait until the year end in order to assess progress but agreed it would be beneficial to consider potential partners and also whether investing in the building should be the Authority's responsibility or that of the potential partners. The Chief Executive felt that Members were eager to retain ownership of the building so that Authority meetings could resume at Plas Tan y Bwlch in due course.

- Members discussed whether business from Red Bull, Plas Dol y Moch etc., was sufficient to provide a stable business model. A Member felt there were many options, including working with school children/ young people as a priority as well as supporting local businesses.
- Members agreed there was a lot of potential and asked whether it was an option for Plas to arrange their own courses e.g., yoga/painting classes etc.
- the House Manager advised that a slate group visited Plas Tan y Bwlch annually and were very supportive. They would run the course themselves but would continue to use the facilities at Plas.
- the Director of Corporate Services asked Members to consider the business element and the current condition of the building. It was important that Plas Tan y Bwlch was kept in a good state of repair as it was a Listed Building and needs to be maintained to ensure the reputation of the Authority.
- the Director of Corporate Services advised that the Board should consider what the most viable business options were for Plas to succeed.
- Members agreed it was best to wait until accurate building maintenance figures were obtained before moving forward with any proposals. The Chief Executive advised that there were sufficient reserves for a time to maintain the upkeep of the building.
- the Director of Corporate Services noted that as there was demand for the provision of an evening meal, this would be an option to be considered for next year, but not with the current staffing levels and income would need to be sufficient to cover costs.
- the Chief Executive made the following observations:-
 - it was difficult to assume what the work pattern for Plas would be by next year.
 - it would be necessary to appoint more kitchen staff due to the demand for an evening meal.
 - job advertisements should be sent out in accordance with the Authority's policies and procedures.
- the Chair of the Plas Tan y Bwlch Board asked whether it would be possible to arrange to meet the House Manager on site in due course.
- the House Manager agreed to arrange for the Head of Property to attend the next meeting of the Plas Tan y Bwlch Board.

The Chair and Members of the Board thanked the House Manager for her work and the progress made to date.

ACTION

- **to note the report.**
- **to convene a further meeting of the Plas Tan y Bwlch Board and to invite the Head of Property to present a report to the meeting.**
- **that the Head of Property should engage the services of a surveyor to prepare a condition survey and an action plan on the way forward.**
- **the House Manager to circulate a copy of the Income and Expenditure figures to the Board Members.**

The meeting ended at 15.45