

NOTICE OF MEETING



Snowdonia National Park Authority

Iwan Jones

Interim Chief Executive

Snowdonia National Park Authority

Penrhyndeudraeth

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Meeting: Performance and Resources Committee

Date: Wednesday 10 July 2024

Time: 10.00 a.m.

Location: Snowdonia National Park Authority
Office, Penrhyndeudraeth and via Zoom

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

Members appointed by Gwynedd Council

Councillor: Elwyn Edwards, Annwen Hughes, Louise Hughes, June Jones, Edgar Wyn Owen, Elfed Powell Roberts, John Pughe Roberts, Meryl Roberts, Einir Williams;

Members appointed by Conwy County Borough Council

Councillor: Ifor Glyn Lloyd, Jo Nuttall, Dilwyn Owain Roberts;

Members appointed by The Welsh Government

Mr. Brian Angell, Mrs. Sarah Hattle, Mr. Tim Jones, Ms. Naomi Luhde – Thompson, Ms. Delyth Lloyd, Vacancy.

**This Agenda is also available in Welsh*

A G E N D A

Page Nos

- 1.* **Chair**
To elect a Chair of the Committee.
- 2.* **Vice-Chair**
To elect a Vice-Chair of the Committee.
3. **Apologies**
To receive any apologies from Members.
4. **Declaration of Interest**
To receive any disclosure of interest by members or officers in respect of any item of business.
5. **Minutes**
The Chair shall propose that the minutes of the Performance and Resources Committee held on the 20th March 2024 be signed as a true record. (Copy herewith) **3 - 9**
6. **Action Log**
To submit the Action Log for information and decision. (Copy herewith) **10 - 12**
7. **Governance of National Park Authorities: Report of Auditor General Wales**
To submit the Authority's draft response. (Copy herewith) **13 - 20**
8. **Revenue and Capital Outturn Report 2023/24**
To submit a report by the Chief Finance Officer. (Copy herewith) **21 - 38**
9. **The Authority's Risk Profile**
To submit a report by the Director of Corporate Services. (Copy herewith) **39 - 50**
10. **Annual Report for 2023: Communications and Engagement Strategy Performance Indicators**
To submit a report by the Head of Communications. (Copy herewith) **51 - 79**
11. **Complaints Monitoring Report**
To submit a report by the Head of Administration and Customer Care. (Copy herewith) **80 - 84**
12. **Pay Policy Statement 2024-25 and Pay Policy Annual Report 2023-24**
To submit a report by the Head of Human Resources. (Copy herewith) **85 - 90**
13. **Volunteer and Well-Being Annual Report 2023**
To submit a report by the Volunteer and Well-Being Officer. (Copy herewith) **91 - 175**
14. **Cynllun yr Wyddfa Summary Report**
To submit a report by the Wyddfa Partnerships Officer. (Copy herewith) **176 - 197**

* Your attention is drawn to standing order 5.8, which states "No Member shall serve as Chair or Vice-Chair of more than one Committee."

**PERFORMANCE AND RESOURCES COMMITTEE
WEDNESDAY 20th MARCH 2024**

Councillor Elfed Powell Roberts (Gwynedd) (Chairman)

PRESENT:

Members appointed by Gwynedd Council

Councillors Elwyn Edwards, June Jones, Einir Wyn Williams, Edgar Wyn Owen, Meryl Roberts;

Members appointed by Conwy County Borough Council

Councillors Ifor Glyn Lloyd, Jo Nuttall, Dilwyn Owain Roberts;

Members appointed by the Welsh Government

Brian Angell, Tracey Evans, Tim Jones, Delyth Lloyd;

Officers

Emyr Williams, G. Iwan Jones, Dewi Aeron Morgan, Sian Owen, Bethan Hughes, Nia Murray, Anwen Gaffey;

Apologies

Councillors Annwen Hughes, Louise Hughes, John Pughe Roberts;
Sarah Hattle, Naomi Luhde-Thompson;
Jonathan Cawley, Director of Planning and Land Management.

The Director of Corporate Services stated that the meeting was being recorded to assist in verifying the minutes and would be made available online at a later date.

1. Chair's Announcements

- 1) The Chair, on behalf of Members, expressed appreciation and thanks to the officers involved in arranging the Member Development Day which had been very interesting and informative.
- 2) The Chair also noted that Tracey Evans was attending her final meeting as a Welsh Government Member, and on behalf of Members he thanked her for her work and conveyed best wishes for the future.

2. Declaration of Interest

Mr. G. Iwan Jones declared an interest in item 14 on the Agenda and left the meeting while the matter was being discussed.

3. Minutes

The minutes of the Performance and Resources Committee held on 29th November 2023 were accepted and the Chairman signed them as a true record.

4. 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 12.07.23

- Action Item 11 – Corporate Work Programme 2022/23 – Update on the Wellbeing Objectives

The Director of Corporate Services advised that the Action was complete and could now be removed from the Action Log.

- Action Item 7 – Income Report – Audit Wales

In response to a question, the Chief Executive advised that he had completed the pro-forma as far as he could, but as he was still waiting for strategic direction from the Welsh Government on the acceptable level of risk, the pro-forma remains incomplete. Both Bannau Brycheiniog National Park and Pembrokeshire Coast National Park were also waiting for the guidance, which was not expected for a further two to three months. The Chief Executive stated that he would update the pro-forma prior to leaving the Authority's employ.

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

5. **Budget Update 2023/24**

Submitted – A report by the Head of Finance to inform members of significant virements within the current financial year's budget and provide Members with updates on progress against the revenue and capital budgets.

Reported – The Head of Finance presented the report, which summarised the revised revenue and capital budgets for the first eleven months of 2023/24 and provided a projection of the Authority's position at the financial year-end. Members noted that paragraph 1.7 of the report confirms the additional grant of £1.2 million recently allocated by the Welsh Government to address budgetary pressures. This additional funding will now allow the Authority to carry over car park income etc., to address possible budgetary deficits in 2024/25.

Arising thereon, the Chief Executive confirmed that he would be presenting a report on the Authority's funding for the next three years to the next meeting of the Members' Working Group.

RESOLVED to approve the report and note the current financial position for 2023/24.

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

Submitted – A report by the Director of Corporate Services to update Members on the Authority's Risk Profile.

Reported – The Director of Corporate Services presented the report and risk profile and advised there had been no changes to the register since it was last presented to Members. He asked Members to consider adding an additional risk 'Resilience of the Management Team' to the Risk Register as this had already been identified as a risk in the Authority's Action Log. The Director of Corporate Services confirmed the risk would include the recruitment of a new Chief Executive and the possible turnover of personnel in the Senior Management Team.

Risk Ref. 2 Income Generating Target (Plas Tan y Bwlch), and Risk Ref. 16 Securing the long-term future of Plas Tan y Bwlch

Arising thereon, the Director of Corporate Services agreed to combine the two Risks for Plas Tan y Bwlch to reflect current decisions and include more detail such as the risk to the Authority's good name, the financial risks, risks to the building itself, staffing implications etc.

RESOLVED

1. to note the report and Risk Register.
2. to combine Risk Ref. 2 and Risk Ref. 16 as outlined.
3. to include the 'Resilience of the Management Team' as an additional risk on the Risk Register.

7. **External Grant Funding Update Report**

Submitted – A report by the Chief Executive to provide an update on the projects supported by the Authority and confirm priorities for future external grant support.

Reported – The Chief Executive presented the report and background in detail and Members noted that the report was getting shorter as projects were coming to an end. The Chief Executive advised that the Authority was entering the third year of the SLSP capital funding programme, and following recent discussions with the Minister, he had received assurance there would be a three-year extension to the scheme. Following discussions with Welsh Government Officers on the financial pressures on the Welsh National Park Authorities, they have agreed in principle to provide approx. £280k capital funding, with the remainder to be used specifically for Decarbonisation and Nature Restoration. Arising thereon, the Chief Executive noted that some of the larger projects will be completed in the next few years and there was a need to invest officer time to develop new projects. Members noted that the Authority's Celtic Rainforest Wales Life Project was the largest in Europe.

RESOLVED

1. to note the capital funded projects 2022 – 2025.
2. to note the variations in the Sustainable Landscapes Sustainable Places funded projects (para. 2.4)
3. to note the update on Sustainable Management Systems funded projects (para. 3.3)
4. to note progress on live projects (Appendix 1).
5. to confirm the priority areas for future bids (Appendix 2).
6. to note the Member Approval Flow Chart (Appendix 3).

8. **Corporate Work Programme 2023-24**

Submitted – A progress report by the Director of Corporate Services for the third quarter of the financial year (October – December 2023) and quarter four (January – March 2024) where the information is available.

Reported – The Director of Corporate Services presented the report and Corporate Work Programme and provided further details on the format of the report.

Members and Officers discussed the report and made the following observations:-

Resilient Environments

Improving Recreation Management and any Negative Effects of Recreation

- in response to a question, the Director of Corporate Services confirmed that a formal evaluation to assess the implications of visitor sustainability issues, including the Plastic-free Yr Wyddfa project, will be carried out.
- the Director of Corporate Services confirmed that officers were aware of the delay in producing an engagement strategy for footpath works and guidelines for undertaking access route works in Eryri. The Member Development Day had provided useful feedback and officers were aiming to complete this work in the final quarter.

Resilient Communities

Promoting and Actively Supporting the Welsh Language

- in response to a question, the Chief Executive reported that following the Authority's decision to use the Welsh names for Yr Wyddfa and Eryri, it had been agreed to allow a period of 2 years for this to embed. The Chief Executive advised that when the Senedd reviews National Park purposes, officers have put forward a request to formally accept use of the Welsh name only, and that the logo and branding etc., would be reviewed at that time. The Director of Corporate Services advised that the Authority would continue to encourage the use of both the Welsh and English name, as a way to reduce the use of English names only. This had been a successful campaign, taken up by the media and other organisations, who had followed the Authority's lead. The Member asked officers to consider a further push and to provide guidelines for use by both staff and members.

RESOLVED to note the report.

9. **Freedom of Information**

Submitted – A report by the Head of Administration and Customer Care on information requests received by the Authority under the Freedom of Information Act 2000.

Reported – The Head of Administration and Customer Care presented the report, for information.

RESOLVED to note the content of the report, for information.

10. **Strategic Equality Plan 2024-28**

Submitted – A report by the Head of Administration and Customer Care to present the Strategic Equality Plan for 2024/28.

Reported – The Head of Administration and Customer Care presented the report and background and advised that some minor changes had been made to the Equality Objectives following the consultation.

RESOLVED to approve and formally adopt the Strategic Equality Plan for 2024-28.

11. '360 Wellbeing' App

Received – An oral report by the Head of Human Resources.

Reported – The Head of Human Resources provided Members with details of the '360 Wellbeing' App, which the Authority had secured to provide all its employees with access to an 'Enhanced Employee Assistance Programme', free of charge, as a direct result of their employment with the Authority. This had been available to staff since Summer 2023 and was now being extended to include Authority Members and their families who were members of their household. The Head of Human Resources will contact Members with further details on how to gain access to the '360 Wellbeing' 'app' and provide them with a personal code.

The '360 Wellbeing' 'app' Services include:-

- GP Services Online - 24 hours, 365 days via 'Health Hero' – unlimited access to connect to G.P. doctor services via video or over the phone. The trained GPs provide the same service as you would receive from your regular GP which includes writing prescriptions that you can pick up as usual at your local pharmacy (which are free in Wales).
- Discounts in High Street Shopping - a family could save over £1,000 a year.
- Mental Health Services - with a mental health helpline - 24 hours, 365 days – Unlimited counselling sessions in English or Welsh.
- 'MyMindPal' – Used to help keep your mind healthy and tackle life's challenges and trials. Use the 'app' to create a 5 minute a day exercise routine to increase positivity, reduce stress levels and help to bounce back from tough times.
- Sport and Fitness – Online exercises with 'Les Mills' and other famous names providing fitness sessions and information as well as meditation and Yoga. (which connects to your health devices like Apple Watch and Fitbit)
- Perimenopausal and Menopause Information and Support – 'Online Menopause Centre OMC' – Online Menopause Centre offering information on symptoms and support with perimenopausal and menopause.
- Support for Carers - Care and Special Needs Support Service, via 'Grace Consulting' - To provide guidance when you need to find care for elderly family members or support for a child facing challenges through special needs.
- Legal Advice through one of the UK's largest law firms, 'Irwin Mitchell' - Legal aid and support helpline - 24 hours, 365 days.
- Financial Advice through 'Auriga' and 'Ask Bill'- Provides specialist welfare and debt advice, saving, arranging bills, changing tariffs etc.
- Total Motor Assist – FREE for 12-months protecting you if you are in an accident that was not your fault.
- Self-Help Workbooks – Free access to a wide range of self-help workbooks offering advice and guidance on a variety of topics.
- Home Eye Health Screening Tests by Ocushield – Test your eyes in less than 7 minutes with a new era of screening tests (via mobile phone, tablet or laptop). Ocushield's online eye screening tests your overall eye health to quickly find out if you need to book an appointment with an optician.
 - Check for vision changes or possible prescriptions
 - Test for stigmatisation, visual field and contrast sensitivity
 - Assess your colour vision and depth perception

Arising thereon, Members discussed the cost of the service to the Authority and officers noted the importance of monitoring what was being provided. The 'app' is included as an additional staff benefit for recruitment purposes.

RESOLVED to note the report and await the further details, as outlined.

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

Submitted – The minutes of the Plas Tan y Bwlch Management Board meeting held on 15th November 2023.

The Chairman of the Plas Tan y Bwlch Management Board presented the minutes for information. Arising thereon, and in response to questions from Members:-

- the Chief Executive and the Director of Corporate Services provided Members with a short update on progress to date and confirmed that the Property Manager will be presenting a report to the next meeting of the Management Team.
- the Director of Corporate Services confirmed that Plas Tan y Bwlch was a 'Freehold' property in the sole ownership of the Authority. He agreed to look further at the deeds to allay Member concerns and also confirmed that the problem with bees had now been addressed.
- the Director of Corporate Services agreed to confirm with the Property Manager that following replacement of the syphon at Llyn Mair Reservoir, all the measures in the interest of safety will be complete, and the reservoir will be in the best condition possible in readiness for any future decisions on Plas Tan y Bwlch.

RESOLVED to note the minutes, for information.

13. **Report of the Asset Management Group Meeting**

Submitted – The report of the Asset Management Group meeting held on the 31st January 2024.

The Chairman of the Asset Management Group presented the report, for information.

RESOLVED to note the report.

14. **SNPA Chief Executive (National Park Officer) Recruitment Process**

Received – An oral update from the Chief Executive / Head of Human Resources on issues that have arisen regarding the appointment procedure.

Arising thereon, and in accordance with Standing Order 7.8 (Motions Affecting Officers), the Chairman asked Members to consider excluding the Press and Public from the meeting in order to discuss the matter fully.

RESOLVED to exclude the Press and Public from the meeting.

Reported – The Chief Executive advised that he would remain in the meeting as the decision had already been taken, this was now an operational matter.

The Head of Human Resources presented an oral update following the Authority meeting on the 6th March 2024, at which time Members had resolved that Option B was the preferred option. Arising from detailed discussions with the Senior

Management Team, this option had been rejected due to insufficient capacity to deliver and that a revised Option C would be the preferred option.

Members discussed the issues raised in detail and agreed:-

RESOLVED

- 1. to note the detailed discussions and to amend Option C to provide an interim structure as the preferred recruitment option for appointing a permanent Chief Executive for the Authority.**
- 2. to authorise the Head of Human Resources to further discuss the amended option with the Senior Management Team in order to ensure business continuity.**
- 3. that the Head of Human Resources presents a further detailed report to the next meeting of the Authority on 24th April 2024 outlining the way forward.**

The meeting ended at 11.45



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	A Draft Low Carbon Strategy was discussed by the Carbon Account Steering Group and presented to Members during the last Authority meeting on 12 th June 2024. The Strategy focussed on actions required in the review of both the LDP and Cynllun Eryri alongside the Authority’s leadership and advocacy role, the Authority having signed up to the “Race to Zero” initiative. Members adopted the Strategy as presented.	YES



TAFLEN WEITHREDU – ACTION SHEET

PERFORMANCE AND RESOURCES COMMITTEE – 12.07.2023

ITEM NO. AND TITLE	DECISIONS / OBSERVATIONS	ACTIONS	RESPONSIBLE OFFICER	UPDATE or COMPLETION DATE	REMOVE FROM ACTION LOG
7. Income Report – Audit Wales	RESOLVED to await a report on a strategic approach to diversification to a future meeting of the Members' Working Group towards the end of 2023 / beginning of 2024.	The Chief Executive and Management Team to prepare a report.	CX	Progress report submitted to the Performance & Resources Committee in November 2023. Awaiting guidance by the Welsh Government on diversification of income following the 3 NPA report on Income Diversification by Audit Wales. Specific report on the management of Plas Tan y Bwlch was presented to the Members Working Group in January 2024 and then considered formally in the Authority meeting of 7 th February 2024.	NO



TAFLEN WEITHREDU – ACTION SHEET

PERFORMANCE AND RESOURCES COMMITTEE – 29.11.2023

ITEM NO. AND TITLE	DECISIONS / OBSERVATIONS	ACTIONS	RESPONSIBLE OFFICER	UPDATE or COMPLETION DATE	REMOVE FROM ACTION LOG
8. Income Diversification	RESOLVED to pause further work on R1 until Welsh Government have considered and addressed the issues identified for them in the Audit Wales Report.	The Chief Executive to await a response from Welsh Government and present a report in due course.	CX	Officers have completed the Self-assessment checklist.	No

MEETING:	Performance & Resources Committee
DATE:	10 July, 2024
TITLE:	GOVERNANCE OF NATIONAL PARK AUTHORITIES: REPORT OF AUDITOR GENERAL WALES
AUTHOR:	Interim Chief Executive
PURPOSE:	Members to discuss and approve the “Organisational Response” on the above report

1. BACKGROUND

- 1.1 During the June Authority meeting Members were presented with the Auditor General Wales’s report on the Governance of National Park Authorities together with a draft of the Organisational response form (Appendix 1) for information and discussion.
2. Members are now requested to approve the draft response.

Ffurflen ymateb sefydliadol

Organisational response form

Adroddiad/Report: [Llywodraethu Awdurdodau'r Parciau Cenedlaethol | Audit Wales](#) || [Governance of National Park Authorities | Audit Wales](#)

Dyddiad cwblhau/Completion date:

	Argymhelliad Recommendation	Ymateb y sefydliad Nodwch unrhyw sylwadau perthnasol ar y camau gweithredu mewn ymateb i'r argymhellion Organisational response Please set out here relevant commentary on the planned actions in response to the recommendations	Dyddiad cwblhau Nodwch pryd bydd y camau gweithredu wedi'u cwblhau Completion date Please set out by when the planned actions will be complete	Swyddog cyfrifol (teitl) Responsible officer (title)
R1	Supporting members to carry out their role: This report highlights weaknesses in the ongoing support and guidance provided to members appointed by the Welsh Government. To address this, we recommend that NPAs and the Welsh Government work together to: <ul style="list-style-type: none"> • Agree the support and guidance that will be provided to NPA members; 	The Authority frequently evaluates the development needs of all members. Following on from this a support programme is provided to all members. The Authorities hold a seminar for members at Welsh level annually. There are other opportunities at UK and European levels available to members.	Continuous	Director Corporate Services

Argymhelliad Recommendation	Ymateb y sefydliad Nodwch unrhyw sylwadau perthnasol ar y camau gweithredu mewn ymateb i'r argymhellion Organisational response Please set out here relevant commentary on the planned actions in response to the recommendations	Dyddiad cwblhau Nodwch pryd bydd y camau gweithredu wedi'u cwblhau Completion date Please set out by when the planned actions will be complete	Swyddog cyfrifol (teitl) Responsible officer (title)
<ul style="list-style-type: none"> • Agree which of this support and guidance will be provided by the Welsh Government and which will be the responsibility of NPAs; and • Clearly communicate this to Welsh Government appointed members. 	<p>We will continue to collaborate with the Welsh Government to enable thematic training for all members.</p>		

R2	<p>Ensuring member nominations support good governance:</p> <p>This report highlights a lack of clarity and inconsistency in how local authority members are nominated to sit on NPAs. It also highlights a lack of diversity amongst local authority NPA members. To help address this, we recommend that NPAs work with the WLGA and the Welsh Government to:</p> <ul style="list-style-type: none"> • review whether the protocol for nominations remains fit for purpose; • raise awareness of the protocol and how it can support nominations; and • promote its usage amongst relevant local authorities. 	<p>These are not matters within the Authority's control. These are a point of action for the WLGA, individual local authorities and the Welsh Government. The Authority will be willing to contribute to any review/scrutiny on this if invited to do so.</p>	<p>Not relevant to the Authority.</p>	
R3	<p>Improving accountability for members To provide assurance on members' contribution to the governance of NPAs, and to help inform future</p>	<p>We look forward to assisting the Welsh Government and local Authorities on this.</p>	<p>In the hands of Welsh Government and Local Authorities</p>	

	<p>training and development provision, we recommend that the Welsh Government, NPAs and constituent local authorities work together to develop an accountability framework for all members of NPAs that:</p> <ul style="list-style-type: none"> • evaluates their contribution to the NPA; and • can be used to help to target support and development to enable NPA members to be effective in their role. 		
R4	<p>Reviewing whether the model is delivering what was intended</p> <p>This report highlights weaknesses in the implementation of the governance model and how these issues raise questions about its suitability. To ensure it remains fit for purpose and reflects the distinct and different challenges each faces we recommend that, within the timescales of</p>	<p>The report does not highlight any weaknesses in terms of Governance, common concerns that are shared by several public bodies are highlighted which is a lack of resources to deliver, this is a challenge, not a lack of Governance.</p> <p>No logical evidence has been presented in this report about the need for change and why the Governance system is not fit for</p>	Not relevant

designating a new national park, the Welsh Government reviews the governance model for NPAs.

purpose. Several reports have come to the conclusion that the current Governance system provides the necessary balance to manage special and vulnerable places.

The report has missed an opportunity to look at strategic Governance issues e.g. The effectiveness of section 62(2) of the act supporting the objectives of National Parks, NPA's ability to trade and NPA's ability to manage natural Resources within its boundaries.

Very disappointing as an overview of Governance.

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A MEETING	Performance and Resources Committee
DATE	10th of July 2024
TITLE	REVENUE AND CAPITAL OUTTURN REPORT 2023/24
REPORT BY	Chief Finance Officer
PURPOSE	<ul style="list-style-type: none"> i. To approve the budget transfers, money transfers, and the money carried forward from the revenue and capital budgets in accordance with what was outlined in the report. ii. To approve the Capital Financing Statement. iii. To consider the departmental performance in relation to to budgetary control. iv. To approve the recommended changes to the reserves.

1. CONTEXT

- 1.1 The final financial position of the services for 2023/24 confirms that the Authority has managed to stay within the financial restrictions. There was concern during the year that the Authority would be facing a deficit at the end of the year, but with the 'Grant in Aid' that was received at the end of the year from the Welsh Government, the Authority managed to avoid this eventuality.
- 1.2 The Authority aims to complete and authorise the statement of accounts within the extended timeframe suggested by the Welsh Government. However, due to the delays getting the 2021/22 account audited, and the knock-on effect of this on the 2022/23 financial statements, Audit Wales have noted that they do not have the resources to complete the 2023/24 audit until after the end of the calendar year. There is flexibility within the timetable as Audit Wales has indicated that they will not have the resources to start the audit until the end of the year. The Authority is required to approve the final financial position for 2023/24 (and relevant financial transfers), as part of the procedure for producing the statutory financial statements (to be certified by the Chief Finance Officer and approved by the Authority).
- 1.3 It should be noted that some figures in this report may be modified during the procedure of closing the accounts and that all figures are subject to audit. No specific time limit has been set but the Authority will aim to draw up draft accounts by July 31. The Authority will be further reported on any significant adjustments made in the statement of accounts and following the completion of the relevant audit.

2. GRANTS RECEIVED IN 2023/24

- 2.1 In March 2024, confirmation was received from the Welsh Government re. additional grant provision to the Authority for a total of £2,067,300 including a Revenue amount of £1,205,000 and £862,300 in Capital. The terms of the additional grant allowed expenditure on projects including repairs at Hafod Eryri, to address capital maintenance backlogs and other capital pressures/priorities. £1.3m of the total sum was available to displace expenditure made from non-exchequer sources and savings made can be utilised in 2024/25 in order to close the deficit.
- 2.2 In addition to the additional grants from the Welsh Government, the second claim for 2022/23 - 2024/25 SLSP funding was successful for a total of £800,000. This money includes capital elements as well as revenue in the form of money for administering the grants and a contribution towards staff time to carry out the work.
- 2.3 During the year a three-year joint plan was agreed between the National Parks of Wales and the Welsh Government. The plan is worth £200k to the Authority with a successful claim made during 2023/24 in order to fund a Nature Restoration and Carbon Capture and Storage Officer within the Authority.
- 2.7 In October 2023, the Authority received confirmation that it had been successful in a grant worth a total of £617,346.89 from WCVA for Local Places for Nature funding 2023-25. £332,945 of this amount was relevant to 2023/24, with the remainder to be spent in 2024/25. The main purpose of this project is to improve access to nature across Eryri.

3. OUTLINE OF THE ACCOUNTS' FINAL POSITION

- 3.1 This report presents a comparison, at service area level, between the revenue and capital expenditure plans that the Authority had budgeted for, and the actual final expenditure for 2023/24
- 3.2 The total net expenditure for the year was £4,674,970 which is £3,218,775 under the revised net budget of £7,871,333. This reflects the additional grant income received at the end of the financial year worth £2,067,300, as well as additional income from projects including Local Places for Nature, Eryri Fringes and Car Park income which has once again exceeded the budget. Attachment 3 notes the necessary transfers to and from reserves based on the current outturn position. The total capital expenditure for the year was £2,110,439 compared with £1,652,579 for the previous year (attachment 5). This level of expenditure reflects the success of officers in executing projects such as SLSP, Dolgellau Heritage Scheme, software upgrading and a number of other capital projects.
- 3.3 There was £3,218,775 of money remaining before net transfers to specific reserves, and slippages and commitments It is suggested that any monies remaining be earmarked in order to meet the financial challenge over the coming years, There is a balance of £633,344 available to re-purpose as a result of underspends as well as the addition grant from Welsh Government.

4. FINAL REVENUE SUMMARY 2023/24

Service Area	Original Net Budget	Virements	Revised Net Budget	Actual Expenditure	Under/ (Over)
	£	£	£	£	£
Management	2,654,955	75,666	2,730,621	2,249,359	481,262
Corporate	4,692,341	406,562	5,098,903	3,571,496	1,527,407
Balances	261,600	- 231,600	30,000	-	30,000
Interest Earned	- 28,000	- 92,000	- 120,000	- 294,050	174,050
Revenue	503,970	218,889	722,859	- 283,218	1,006,077
Adjustment	- 591,050	-	- 591,050	- 591,050	-
TOTAL	7,493,816	377,517	7,871,333	4,652,537	3,218,796

4.1 Net Budget for 2023/24

The authority has already been informed of the increase in the net basic revenue budget.

In Appendix 1, there are further details regarding the transfers reported to the Authority in March and those that have been implemented since then.

4.2 Transfers from and to Reserves and Other specified Costs

There is a balance of £3,218,796 before transfers to and from the reserves. A summary of the analysis of the transfers is shown in the table below, together with other specific costs, with the details in Appendix 3.

	(£)	(£)	(£)
Total balances available for 2022/23			3,218,796
Transfers from Reserves			
Planning and Land Management	148,032		
Corporate	293,901	441,933	
Transfers to Reserves			
Planning and Land Management	-313,189		
Corporate	-2,414,810	-2,727,999	-2,286,066
Slippage and Other Costs (Appendix 4)	-299,370		-299,370
			0
Balances available for distribution			633,344

4.3 Departmental Outturn

Essential transfers from and to reserves within specific or earmarked programs have already been determined in point 4.2. The table below shows the position of each directorate level:

Directorate	Revised Net Budget	Actual Expenditure	Under/ (Over)	Committed	Under/ (Over)
	£	£	£	£	£
Planning and Land Management	2,730,621	2,249,359	481,262	319,888	161,374
Corporate	5,098,903	3,571,496	1,527,407	1,229,488	297,919
Balances	30,000	-	30,000	30,000	-
	7,859,524	5,820,854	2,038,670	1,579,376	459,294
Interest Earned	- 120,000	- 294,050	174,050	-	174,050
Capital Financed from Revenue	722,859	- 260,784	983,643	983,643	-
Capital Charges Adjustment	- 591,050	- 591,050	-	-	-
TOTAL	7,871,333	4,674,970	3,196,363	2,563,019	633,344

4.4 Detailed Analysis

A more detailed breakdown by service of the expenditure and commitments for 2023/24 is available in Appendix 2.

4.5 Material Variations

Any variations and deficits in the budget have been funded from the additional grant received at the end of the year. Below is a brief explanation of the variations over £10,000 within the services below which contribute to the total of £633,344 to be reallocated.

Tree Conservation and Agriculture – £169,504 underspend. There was expenditure on a number of grant projects where it was necessary to shift the expenditure against specific services/grants leaving a surplus within the service. Additional money from the Welsh Government has also contributed to the underspend to create a surplus slipping into 2024/25 and contributing to the financial challenge. The nature of some of the projects within these services means that there is uncertainty in terms of the availability of grants and grant claims. It is possible that one year's surplus will tend to be needed to meet such situations in subsequent years where a deficit is identified.

Plas Tan y Bwlch - £60,627 underspend. The budget for gas and electricity was increased significantly in light of the concerns relating to the effects of increasing energy costs on the building. Luckily the true cost of energy was not as high as expected, resulting in a saving in the budget.

Car Parks and Visitor Facilities - The car park and Llyn Tegid income was £221,363 more than was budgeted.

Wardens, Public Access and Yr Wyddfa Team - There is a significant underspend of £81,797 across these services as a result of savings on salaries, and less expenditure on revenue projects as a result of prioritising capital projects such as SLSP within the department.

Property – There was £83,418 overspend as a result of expenditure on repairs and maintenance that could not be avoided.

Legal – There is an overspend of £41,433 as a result of additional costs relating the court case in relation to the mast at Pen y Pass.

Management and Partnerships Plan – Underspending is due to posts being vacant for a period while staff are on maternity leave. As well as this, there has been a significant underspend on the commissioning fund budget. This is not unexpected as this budget has already been identified as money that can contribute to the financial challenge over the next few years.

Engagement – Overspend of £51,289 as a result of vacant posts in the department.

Finance – An underspend of £37,789 which will be earmarked to upgrade the finance system in over the coming years.

Bank Interest – The actual income received is much higher than the £120,000 budget and previous forecasts. This is mainly because the interest rates remain high and inflation is not falling at the predicted rate resulting in an additional interest income of £174,050.

4.6 Changes since previously reported

As noted previously, the Authority has successfully avoided ending the year in a deficit as a result of receiving additional grant funding at the end of the year. This grant funding has also allowed the Authority to carry over income from car parks, and information centres etc over to 2024/25 in order to meet the financial challenge. This money will be held in the reserves until needed.

5. CAPITAL OUTTURN 2023/24

5.1 Details of the Capital budget, outturn and funding sources appear in the summary below and Appendix 5:

	Net Budget	Expenditure	Income	Balance	Committed	Under/ (over)
	(£)	(£)	(£)	(£)	(£)	(£)
Planning and Land Management	290,260	1,106,661	-1,310,073	493,672	493,672	0
Corporate	432,599	1,003,778	-1,083,584	512,405	512,405	0
Total	722,859	2,110,439	-2,393,657	1,006,077	1,006,077	0

5.2 The revised net budget of £722,859 and the net expenditure of -£260,784 leaves £983,643 before transfers and slippage. These figures include the additional grant income of £804,000 as well as SLSP grants and a number of historic grant projects that were executed during the year, where a budget was not originally set up for them.

5.3 See appendix 5 for more detail

6. RESERVE FUNDS

6.1 See below a summary of the usable funds with their current balances. It should be noted that a significant portion of the below represents amounts that have already been committed for specific purposes.

Reserve Name	Balance 31/03/2023	Movement	Balance 31/03/2024
Capital Receipts Reserve	163,791	-	163,791
Section 106 Reserve	597,034	62,397	659,431
Revenue Grants Reserve	1,387,388	(125,706)	1,261,682
Capital Grants Reserve	2,114,265	(277,187)	1,837,078
Asset Management Reserve	1,002,014	(265,073)	736,941
Public Examination Reserve (Planning)	225,000	-	225,000
Match-funding Reserve	898,889		898,889
Slippage Reserve	358,179	58,809	299,370
Projects Reserve	1,044,694	4,763	1,049,457
Snowdon Infrastructure Reserve	56,303	-	56,303
Specific Risks Reserve	668,476	-	668,476
Staff Resilience Reserve	399,672	-	399,672
Commercial Risk Reserve	100,000	-	100,000
Financial Hardship Reserve	-	1,701,734	1,701,734
General Revenue Reserve (Balances)	1,100,256	-	1,100,256
	10,115,961	1,159,737	11,158,080

6.2 Allocation of Balance and Underspend and Additional Income

A balance of £633,344 of underspends and additional income from 2023/24 is available to be re-allocated on a one-off basis. It is recommended that this sum is transferred to the Financial Hardship Reserve in order to contribute towards the deficit in the 2024/25 onwards. The deficit identified in the original budget for 2023/24 was around £400k, but as a result of the grant received specifically to meet this deficit, we now have funds to reallocate. It is expected that the first budget update in September will provide a better picture of the situation and the deficit to be financed. It is recommended that the rest of the surplus money from 2023/24 be set aside in the Financial Hardship Reserve for this purpose for the time being with the necessary amount to be transferred to the 2024/25 budget and the rest to be kept in reserve for the deficit in 2025/26.

6.3 Analysis of Reserves

Below is a breakdown of the main movements within the reserves.

Section 106 Reserve

There was an increase of £62,397 in the fund during the year. Movement within this reserve is dependent on the number of relevant planning applications received.

Revenue Grants Reserve

This reserve holds the balance of unused revenue grants, received in the financial year and recognised as income in that financial year, but transferred to a reserve for future use. There was a net reduction of £125,706 during the year.

Capital Grants Reserve

This reserve has been created on the same premise as the Revenue Grants Fund. During 2023/24 grants were used and received meaning a net decrease of £277,187 in the reserve.

Asset Management Reserve

There was a reduction of £265,073 in the reserve during 2023/24 following expenditure on Plas Tan y Bwlch and Hafod Eryri.

Match Funding Reserve

During the year there was no movement in this reserve. This reserve allows the Authority to seek additional financing from external partnership and operate above the baseline budget.

Staff Resilience Reserve

There was no movement in this reserve in 2023/24. The funds in this reserve are earmarked for buying in services as needed to meet the Authority's needs due to long term absences or to complete specific elements of work.

Specific Risk Reserve

There was no expenditure in 2023/24. The purpose of this reserve is to address any possible cuts to the budget, considering there is uncertainty regarding future grant settlements.

Financial Hardship Reserve

This reserve was set up in 2023/24 to address the financial challenge that faces the Authority. The funds in this reserve derive from underspends in the 2023/24 budget, as well as commercial income from car parks etc following the receipt of the Grant in Aid from the Welsh Government late in the year. It is also recommended that the remaining unallocated surplus of £633k is earmarked in this reserve which would bring the total balance to £2,335,068.

General Balances

There is an expectation that the Authority keeps funds in reserve for any substantial unforeseen costs that may arise at short notice. There have been no transfers to the general balances in 2023/24 as any surplus funds have been allocated to the financial hardship reserve.

7. TRANSFERS BETWEEN BUDGETS WORTH OVER £30,000 FOR THE ATTENTION OF THE AUTHORITY

7.1 Part 3 of the Authority's Financial Regulations states the need to report to the Authority or the Performance and Resources Committee on transfers worth over £30,000 between budgets, as follows:

Sum	Transfer Approval
£30,000 - £100,000	Chief Executive, Chief Finance Officer and the Chairman. Transfer to be reported to the next Authority for information only.
£100,000 or more	Authority Decision

7.2 There has been no such transfer since the last report.

8. RECOMMENDATIONS

- 8.1 Approval of the transfers in the revenue and capital budgets as outlined in part 4 (details in Appendix 1).**
- 8.2 To approve the transfers to and from the earmarked reserves as outlined in the table under paragraph 4.2 and Appendix 3.**
- 8.3 To identify the final position of the directorates and services in terms of budgetary control (paragraph 4.3 to 4.6 and Appendix 2)**
- 8.4 To approve the slippages and commitments (£299,730) in Appendix 4.**
- 8.5 To approve the transfer of the underspends relating to the 2023/24 financial year to the Financial hardship Reserve, rather than increase the General Balances.**
- 8.6 Approve the Capital Financing Statement (part 5 and Appendix 5).**

Eryri National Park Authority
Revised Budget for 2023-24 on 31 March 2024

	Original Budget £	Virements (previous) £	Virements (new) £	Revised Net Budget £
PLANNING AND LAND MANAGEMENT				
Conservation, Trees and Agriculture	585,410	32,531	-	617,941
Dark Skies	54,430	2,530	-	56,960
Welsh Peatlands	-	-	-	-
National Grid - Maentwrog (East)	-	-	-	-
Celtic Rainforests (LIFE)	588,820	13,730	-	602,550
Carneddau Partnership	24,995	5	-	25,000
Archaeology	65,000	14,050	-	79,050
Cultural Heritage	75,780	2,540	-	78,320
Dolgellau Townscape Heritage	24,630	1,910	-	26,540
Harlech and Ardudwy scheme	53,880	11,570	-	42,310
Ysgwrn	113,040	4,827	-	117,867
Planning	723,200	8,970	-	732,170
Sub-total carried forward	2,654,955	75,666	-	2,730,621
	-	-	-	-
CORPORATE				
	-	-	-	-
Members Costs	112,510	-	-	112,510
Authority Support	91,530	4,320	-	95,850
Corporate Management	597,001	87,894	-	684,895
Property	241,400	11,080	-	252,480
Legal	56,320	8,060	-	64,380
Administration and Customer Care	218,990	12,313	-	231,303
Translation	106,000	2,520	-	108,520
Personnel and Training	149,910	6,380	-	156,290
Head Office	260,370	1,826	-	262,196
Information Technology	355,350	39,740	-	395,090
Finance	294,230	18,210	-	312,440
Plas Tan y Bwlch	462,100	37,323	-	499,423
Engagement	490,740	20,510	-	470,230
New Website	15,550	42,340	-	57,890
Sub-total carried forward	3,452,001	251,496	-	3,703,497

Eryri National Park Authority
Revised Budget for 2023/24 on 31 March 2024

	Original Budget £	Virements (previous) £	Virements (new) £	Revised Net Budget £
Subtotals Brought Forward				
PLANNING & LAND MANAGEMENT	2,654,955	75,666	-	2,730,621
	-	-	-	-
CORPORATE	3,452,001	251,496	-	3,703,497
Engagement with Young People (W.G. grant)	36,080	2,540	-	38,620
Well-being Paths (W.G. grant)	40,000	-	-	40,000
Management Plan and Partnerships	345,770	6,143	-	351,913
Information Centres	165,920	17,420	-	183,340
Llyn Tegid	- 26,410	4,866	-	- 21,544
Car Parks	- 502,720	8,100	-	- 494,620
Litter Clearance	19,510	-	-	19,510
Traffic and Transport	5,000	-	-	5,000
Visitor Facilities	263,450	11,770	-	275,220
Public Access	123,940	4,070	-	128,010
Wardens, Estate Workers & Volunteers	1,115,570	53,150	-	1,168,720
	4,692,341	406,562	-	5,098,903
	-	-	-	-
BALANCES	-	-	-	-
General Inflation Provision	30,000	-	-	30,000
Payroll Inflation provision	231,600	- 231,600	-	-
	261,600	- 231,600	-	30,000
	-	-	-	-
	7,608,896	250,628	-	7,859,524
TOTAL	-	-	-	-
Interest Earned	- 28,000	- 92,000	-	- 120,000
Revenue Financing of Capital Expenditure	503,970	218,889	-	722,859
Capital Charges Adjustment	- 591,050	-	-	- 591,050
	7,493,816	377,517	-	7,871,333
FUNDED FROM	-	-	-	-
National Park Grant	4,119,789	-	-	4,119,789
Constituent Authority Levy	1,373,262	-	-	1,373,262
Tfrs from reserves	2,000,765	377,517	-	2,378,282
Net Budget	7,493,816	377,517	-	7,871,333

Eryri National Park Authority
Final Revenue Position 2023-24 at 31 March 2024

	Revised Net Budget	Actual Expenditure	Committed	Under/ (Over)
	£	£	£	£
PLANNING AND LAND				
Local Places for Nature	-	-	37,034	37,034
Conservation, Trees and Agriculture	617,941	441,466	176,475	-
LIFE - Quaking Bogs	-	-	-	-
SMS - Dinas Mawddwy	-	-	-	-
ERAMMP*	-	-	-	-
Nature Restoration	-	-	5,372	5,372
Ysgwrn	117,867	117,867	-	-
Dark Skies	56,960	41,952	15,008	-
ENRaW*	-	-	-	-
Welsh Peatlands	-	-	16,825	16,825
Peatlands (NRW Grant)	-	-	-	-
Eryri Fringes	-	-	18,924	18,924
NG - Maentwrog (East)	-	-	-	-
NG - Maentwrog (West)	-	5,818	-	5,818
Celtic Rainforests (LIFE)	602,550	638,369	-	35,819
Cultural Heritage	78,320	78,320	-	-
Dolgellau Townscape Heritage	26,540	26,540	-	-
Harlech ac Arudwy scheme	42,310	37,003	5,307	-
Archaeology	79,050	55,498	23,552	-
Planning	732,170	669,774	62,396	-
Carneddau Partnership	25,000	6,947	18,053	-
Dinas Mawddwy SMS	-	4,208	-	4,208
Park Mangement and Partnerships	351,913	186,289	4,248	161,376
Sub-total carried forward	2,730,621	2,231,897	337,349	161,376
Corporate				
Members' costs	112,510	112,510	-	0
Authority Support	95,850	70,370	-	25,480
Corporate Management	684,895	483,254	201,641	-
Property	252,480	252,480	-	0
Legal	64,380	64,380	-	-
Administration and Customer Care	231,303	202,834	-	28,469
Translation	108,520	73,455	-	35,065
Personnel and Training	156,290	156,290	-	-
Head Office	262,196	247,469	-	14,727
Information Technology	395,090	394,628	-	462
Finance	312,440	274,651	37,789	-
Plas Tan y Bwlch	499,423	438,794	-	60,629
Engagement	470,230	407,941	11,000	51,289
New Website	57,890	52,669	5,221	-
Young People (Welsh Gov Grant)	38,620	38,620	-	-
Wellbeing Routes (Welsh Gov Grant)	40,000	-	40,000	-
Information Centres	183,340	133,006	50,334	-
Llyn Tegid	-	21,544	-	146,905
Car Parks	-	494,620	-	1,195,772
	-	-	701,152	-

Yr Wyddfa Ddi-blastig	53,150	32,502	20,648	0
Litter Clearing	19,510	19,510	-	-
Traffic and Transportation	5,000	5,000	-	-
Visitor Facilities	275,220	238,878	36,342	0
Public Access	128,010	124,556	-	3,454
Snowdon Team	322,460	279,223	-	43,237
Wardens - General	253,800	253,800	-	0
Wardens - North	291,730	256,624	-	35,106
Wardens - South	300,730	300,730	-	-
	5,098,903	3,571,496	1,229,488	297,920

BALANCES

	30,000	-	30,000	-
	7,859,524	5,803,393	1,596,837	459,296

TOTAL

Interest earned	- 120,000	- 294,050	-	174,050
Revenue financing capital	722,859	- 260,784	983,643	-
Capital adjustment	- 591,050	- 591,050	-	-
	7,871,333	4,657,509	2,580,480	633,347

Financed from

National Parks Grant	4,119,789
Local Authority Levy	1,373,262
Transfers from reserves	2,378,282
Net Budget	7,871,333

Environment and Rural Affairs Monitoring & Modelling Programme
Enabling Natural Resources and Well-being

	(£)	(£)	(£)
Total Balances available for 2023/24			3,218,776
Transfers from Reserves			
Planning and Land Mangement			
Dyfi Woodlands (Welsh Gov Grant)	17,461		
National Grid (Maentwrog-West)	5,818		
Celtic Rainforests (LIFE Grant Scheme)	35,819		
Dinas Mawddwy SMS	4,208		
		63,306	
Dolgellau Heritage Scheme	80,000		
Harlech Regeneration (Welsh Gov Capital Grant)	3,626		
Biodiversity (Welsh Gov Grant)	1,000		
Ty Natur Project	100		
		84,726	
Corporate			
Upgrading Toilets	4,460		
Yr Wyddfa Interpretation Plan (Welsh Gov Capital Grant)	1,054		
Electric Vehicle Charging Points (Welsh Gov Capital and SLSP Grants)	5,346		
Water Stations (W.G Capital Grant)	6,248		
HQ Boilers (W.G Capital Grant)	3,619		
Hafod Eryri (Welsh Gov Capital Grant)	124,182		
Additional Funding 2022/23 (W.G Capital Grant)	22,331		
Clwy'r Ynn (Capital Grant W.G)	1,267		
Eryri Community Fund (SLSP Capital Grant)	20,042		
Eryri Carbon and Us (SLSP Capital Funding)	105,352		
		293,901	
			441,933
Transfers to Reserves			
Planning and Land Mangement			
Planning - Section 106	62,397		
LiDAR (Welsh Gov Grant)	15,630		
Carneddau Paths (Welsh Gov grant)	1,630		
Traditional Boundaries (Collaborative SLSP Grant)	25,007		
Nant Peris	16,585		
Local Places for Nature (Capital WCVA)	27,378		
		148,627	
Local Places for Nature (revenue WCVA)	37,034		
Carneddau	18,053		
Amaeth	109,475		
		164,562	
Corporate			
Betws y Coed (W.G Capital Grant)	60,827		
Yr Wyddfa Partnership Plan	12,410		
Penmaen-Brith (W.G Grant)	25,000		
Llyn Cynwch (W.G Grant)	69,770		
Interpretation (W.G Grant)	15,000		
Nant Gwynant (W.G Grant)	38,000		
Eryri Community (SLSP Grant)	31,168		
Tourism (SLSP Grant)	192,735		
Eryri Nature (SLSP Grant)	810		
Additional Grant 2023/24 (Welsh Gov Grant)	401,646		
		847,366	
Website	5221		
Wellbeing Paths	40,000		

Finance	37,789	
Corporate Management	35,586	
SLSP Admin and Delivery	148,760	
Earmarked to address financial deficit	1,300,088	
		<u>1,567,444</u>
		(2,727,999)
Total		<hr/> 932,710
Slippage and Other Costs (Appendix 4)	<u>(299,370)</u>	(299,370)
Balance available for re-allocation		<hr/> 633,344

Appendix 4**Snowdonia National Park Authority
Slippage and Other Costs 2023/24**

	(£)	(£)
Conservation and Agriculture		
Dark Skies	15,008	
Peatlands	16,806	
Eryri Fringes	18,924	
Slippage allocated to specific expenditure	5,372	
Additional Peatland work 2024.25	67,000	
		<u>123,110</u>
Archeology		
Slippage allocated to specific expenditure	23,552	
		<u>23,552</u>
Cultural Heritage		
Slippage allocated to specific expenditure	5,307	
		<u>5,307</u>
Property		
New Vehicle	21,126	
		<u>21,126</u>
Engagement		
Copa1	11,000	
		<u>11,000</u>
Yr Wyddfa Mangementment and Partnerships		
Plastic Free Yr Wyddfa	20,648	
	4,248	
		<u>24,896</u>
CAPITAL		
Warden Vehicles and Access Projects	69,719	
Access Projects	10,660	
Plastic Free yr Wyddfa	10,000	
		<u>90,379</u>
Total Slippage and other costs 2023/24		299,370

CAPITAL OUTTURN 2023/24

	Net Budget	Expenditure	Income	Balance	Committed	Under/ (over)
	(£)	(£)	(£)	(£)	(£)	(£)
Cultural Heritage	142,316	17,839	- 17,839	142,316	142,316	-
Dolgellau Townscape Heritage	-	252,207	- 172,207	80,000	80,000	-
LiDAR (Welsh Gov Grant)	15,630	-	-	15,630	15,630	-
Carneddau Paths (Welsh Gov grant)	35,000	33,370	-	1,630	1,630	-
Planning - New IT system	47,314	48,952	- 48,952	47,314	47,314	-
Harlech Regeneration (Welsh Gov Grant)	50,000	53,626	- -	3,626	3,626	-
Biodiversity (Welsh Gov Grant)	-	1,000	- -	1,000	1,000	-
Ty Natur Project	-	27,229	- 27,129	100	100	-
Tourism (SLSP Grant)	-	90,505	- 355,000	264,495	264,495	-
Eryri Nature (SLSP Grant)	-	125,690	- 165,000	39,310	39,310	-
Traditional Boundaries (SLSP Grant)	-	193,743	- 218,750	25,007	25,007	-
Planning and Land mangemnet sub-total	290,260	1,106,661	- 1,310,073	493,672	493,672	-
Corporate	-	-	-	-	-	-
IT Equipment	22,340	17,135	- 17,135	22,340	22,340	-
Wardens Vehicles	69,719	-	-	69,719	69,719	-
Access Projects	10,660	-	-	10,660	10,660	-
UpgradingToilets	-	4,460	- -	4,460	4,460	-
Eryri Community Fund	-	20,042	- -	20,042	20,042	-
Cader Idris (BMC, NRW, Welsh Gov)	68,100	79,530	- 11,430	0	0	-
Nant Gwynant (Welsh Gov Grant)	38,000	-	-	38,000	38,000	-
Yr Wyddfa Partnership (Welsh Gov. Grant)	15,000	2,590	-	12,410	12,410	-
Yr Wyddfa Interpretation Plan (Welsh Gov. Grant)	25,000	26,054	- -	1,054	1,054	-
Electric Vehicle Charging Points (Welsh Gov. Grant)	-	5,346	- -	5,346	5,346	-
Betws y Coed (Welsh Gov Grant)	63,780	2,953	-	60,827	60,827	-
Hafod Eryri (Welsh Gov. Grant)	-	217,527	- 93,344	124,182	124,182	-
Brithdir to Pen Ceunant (Welsh Gov. Grant)	25,000	-	-	25,000	25,000	-
Celebrating 70 (Welsh Gov. Grant)	15,000	-	-	15,000	15,000	-
Eryri Community (SLSP Grant)	-	85,332	- 155,000	69,668	69,668	-
Eryri - Decarbonisation (SLSP Grant)	-	280,352	- 175,000	105,352	105,352	-
Additional 22/23 Grant (Welsh Gov.)	-	22,331	- -	22,331	22,331	-
Corporate Sub Totals	432,599	1,003,778	- 1,083,584	512,405	512,405	-
Totals	722,859	2,110,439	- 2,393,657	1,006,077	1,006,077	-

ITEM NO. 9

MEETING	Performance and Resources Committee
DATE	10 July 2024
TITLE	THE AUTHORITY'S RISK PROFILE
REPORT BY	Director of Corporate Services
PURPOSE	To update on the Authority's Risk Profile

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.
- 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 March 2024 (details in Appendix 1).
- 1.3 Following the last review by Members in the March 2024 Performance and Resources Committee, the previous 2 separate risks for Plas Tan y Bwlch have been amalgamated into one combined risk (risk 2). In addition, a new risk has been identified and added to the register: Resilience of the Management Team (risk 17).
- 1.4 There are 17 identified risks on the Profile. Of these 2 are classed as High risks, 14 are classed as Medium risks, and 1 is classed as low risk.
- 1.5 Here is a summary of the risks:

Risk No.	High Risk	Change
1	Insufficient Core Budget Funding	None
2	Plas Tan y Bwlch – short term financial pressures on the Authority and securing its long-term future.	New Combined Risk

Risk No.	Medium Risk	Change
4	Reputational risk re. the Authority's management of Yr Ysgwrn.	None
5	Risk (publicity) as a result of the Traffic Scheme / Snowdonia Green Key Policy	None
6	Failure to fulfil the "Future Generations Well-Being" Bill requirements.	None
7	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
8	Non-compliance with the General Data Protection Regulation 2018.	None
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.	None
10	Reputational risk to Authority associated with the unsatisfactory delivery of LIFE Celtic Rainforest project.	None
11	Poor and ineffectual management of projects by the Authority.	None
12	Diminished staff resilience (due to increasing demands) as a result of austerity.	None
13	Yr Ysgwrn fails to generate sufficient income to meet the budget.	None
14	Income Generating Target (Information Centres).	None
15	Income Generation (Planning).	None
16	Risk of Cyber attack	None
17	Resilience of the Management Team	New

Risk No.	Low Risk	Change
3	Income Generation Target (Car Parks).	None

RESOURCE IMPLICATIONS




None arising from this Report.







RECOMMENDATION







To note the contents of this report.




BACKGROUND PAPERS




Risk Register: Updated July 2024.







SNOWDONIA NATIONAL PARK AUTHORITY RISK REGISTER										July 2024		
Ref	Risk Description	Result	Inherent Risk			Measures / Actions to Manage	Remaining Risk			Risk direction	Proxim-ity (N, I, F)	Owner
			Effect	Likely	Result		Effect	Likely	Result			
1	Insufficient core budget funding.	Cut in Services.	5	5	25 Red 	<p>The Budget for 2024/25 was approved by the Authority in its meeting on 7 February 2024, and was established on the basis of no change to the Welsh Government Grant for 2024/25. This continued zero increases in the level of Welsh Government funding for the National Park Grant, despite the Authority experiencing levels of inflation not seen since the 1980s.</p> <p>At the time of setting the budget it was anticipated that the 2024/25 budget will include a net contribution of £1,061,760 from the Authority's reserves, comprising of £731,330 of Revenue funding and £330,430 of Capital. This is an unprecedented level of reserve use, and whilst some of this is directly related to the use of grants received in previous years, the use of other funds is not sustainable in the long term.</p> <p>In previous years, SNPA has been able to retain reserve flexibility and has kept a prudent level of funds to be able to balance the budget without implementing emergency cuts. However, savings have been considered for 2024/25 and this will have to continue in future years, with a detrimental effect on services, unless the Government increases the grant.</p> <p>Following an Audit Wales report, a number of recommendations have been presented to Welsh Government to identify options for raising income – and explaining the related risks – but this work has been put this work on hold until guidance has been received from WG.</p>	4	4	16 Red 		N (Reviewed 20.03.24)	Chief Finance Officer







Ref	Risk Description	Result	Inherent Risk			Measures / Actions to Manage	Remaining Risk			Risk direction	Proxim-ity (N, I, F)	Owner
			Effect	Likely	Result		Effect	Likely	Result			
2	Plas Tan y Bwlch – short term financial pressures on the Authority and securing its long-term future.	Failure to keep within the Authority's budget. Significant reputational damage to the Authority. Adverse impact on the local economy. Loss of livelihood for staff employed at Plas Tan y Bwlch. Failure to maintain a Grade II* listed building.	4	5	20 Red 	At the Authority meeting on 7 th February 2024 the Authority resolved: 1. To continue with the current business model, while this is practical and safe, for a period until the Authority can formally consider its options on future management of Plas Tan y Bwlch. 2. To invite interest from potential partners for the operational management/development of Plas Tan y Bwlch. 3. At the same time, to offer Plas Tan y Bwlch on the open market to prospective buyers. 4. To actively promote Plas Tan y Bwlch as a going concern to any prospective partner/buyer. 5. To allow a period of up to 6 months to seek a partner or open market disposal. The current business model continues to operate at the time of writing, but Plas is not able to open full time and has to close at quieter times to protect the welfare of the remaining staff. This has led to some cancellations and loss of business. Negotiations are ongoing with one potential partner and as at the time of writing they were due to make a presentation to the next meeting of the Plas Board. Carter Jonas have been appointed as agents and are in the process of preparing sales particulars with a view to advertising on the open market by late June.	4	5	20 Red 		N (Reviewed 20.03.24)	Dir. of Corporate Services
3	Income Generating Target (Car Parks).	Failure to keep within the Authority's budget.	4	5	20 Red 	The income for the first two months of the current financial year is lower than previous years where the income has been consistently high at the beginning of the year. This is not unexpected due to the effect of an early Easter (half of the holidays before 1st April) and the unsettled weather in April, which has led to less midweek activity on our sites. We will continue to monitor the situation but at the moment we foresee being able to meet the target if the rest of the year is consistent with previous years.	4	1	4 Green 		N (Review -ed 20.03.24)	Head of Property










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			
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 Red 	<p>Yr Ysgwrn has gained a very good reputation as an accredited museum and cultural centre with a programme of excellent quality cultural heritage activities. The accreditation status demonstrates that there is sound and effective governance structures in place.</p> <p>Yr Ysgwrn shows a successful pattern of applying for external funding to finance activities and projects, and officers work proactively on these applications, looking for sponsorship opportunities regularly.</p> <p>The 'Geiriau Diflanedig' exhibition and associated engagement program were successfully completed, resulting in an increase of approximately 14% in income, compared to 2022/23.</p> <p>A new exhibition, Yr Ysgwrn 'Yn Ysbrydoli' will open in Summer 2024 and an educational resource on Hedd Wyn's film will be launched in September 2024. The aim is to widen the appeal of Yr Ysgwrn and enable groups and individuals to discover the site anew, again and again.</p>	3	3	9 Amber 		N (Reviewed 20.03.24)	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 Amber 	<p>Development of Cynllun Yr Wyddfa (Snowdon Plan) has established a better relationship between the individual elements relating to management on Yr Wyddfa (Snowdon), including the Sherpa service.</p> <p>A sub-group to Cynllun Yr Wyddfa has been formed to review the Sherpa service and transport / parking issues in the area. During 2023 an enhanced Sherpa bus service was provided, and highway traffic management (double yellow lines) were introduced at specific locations.</p> <p>The Eryri Transport Group has been agreed and is meeting frequently. The contract for the Sherpa Service for the next 5 years has been agreed. Corporate Joint Committees which have specific responsibility for transport may provide further opportunities. The Eryri Transport group did not meet during 2023, but the group has been reconvened and met in January 2024, and a schedule of meetings has been established.</p>	3	3	9 Amber 		N (Reviewed 20.03.24)	Chief Executive / Partnerships Manager







Ref	Risk Description	Result	Inherent Risk			Measures / Actions to Manage	Inherent Risk			Risk direction	Proxim-ity (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 Amber 	<p>The Authority continues to work together with Audit Wales to implement the requirements of the Well-Being Act.</p> <p>The Audit Wales study for 2022/23 (commercial income and income diversification) has been published with supplementary 3 National Park Authority report produced.</p> <p>Performance audit for 2023/24 will consider "Equality & Diversity". No further progress by Audit Wales has been made on this to date, however training for Authority members was provided by Welsh Government in February 2024.</p>	3	3	9 Amber 		I (Review - ed 20.03.24)	Chief Executive




Ref	Risk Description	Result	Inherent Risk			Measures / Actions to Manage	Inherent Risk			Risk direction	Proxim-ity (N, I, F)	Owner
			Effect	Likely	Result		Effect	Likely	Result			
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 Amber 	<p>Timetable: Formal approval of a no-cost extension to practical completion date from 30/09/2024 to 31/12/2025. 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.</p> <p>Approved Purposes: Over half of the budget expenditure has been completed, with several high cost elements to be spent in 2024. The Plan has presented a successful program of events, activities, practical work and grants since its launch in October 2020. Access, conservation and heritage working groups established, a Core Group meeting quarterly, and a public monthly e-bulletin established. The website is about to be launched externally. The evaluation of the plan takes place through regular contact between the appointed evaluator, the core team, partners and participants to identify the successes/challenges while responding appropriately.</p> <p>Funding: The risk of unsecured matching funding has now been significantly reduced, following two successful grant applications to the National Grid Landscape Improvement Initiative worth £400k, with legally binding agreements on work with core partners to ensure that the majority of partner contributions are maintained. Some match funding contributions remain unconfirmed and ongoing discussions are taking place with financiers in order to reduce the financial risk. Quarterly Heritage Fund grant claims are ongoing, and payments are received without delay. The rate of inflation impact on our capital projects is significant, and inflation budget in place for this. This budget is regularly reviewed through discussion with the Heritage Fund monitor.</p> <p>Staff: The staff team is now complete following the appointment of a new Scheme Support Officer (Finance and Agreements) in February 2024.</p>	3	2	6 Amber 		N (Reviewed 20.03.24)	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 Amber 	<p>Majority of staff now completed the required courses.</p> <p>The course has now been translated into Welsh. The system has been developed to remind everyone when it's time to re-sit the test. It is hoped more Members and staff will complete the course this year.</p> <p>Continue to review training and ensure staff and members take it as required.</p> <p>New courses are being added to the ELMS system and will go live in March 2023. Everyone will be expected to sit these asap and access to network or email will be removed if staff / members do not complete the new mandatory courses.</p> <p>New ELMS courses have been added and the majority of staff have completed them. There is a need for Members to complete the courses. No further developments at this time.</p>	3	2	6 Amber 		N (Review - ed 20.03.24)	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	4	20 Red 	<p>Second mid-term report to EC (and associated grant claim) received and approved, leading to the draw down of the 3rd LIFE payment from the EC in December 2022. A request for a 2-year project extension has been officially approved by the European Commission, giving a new project end date of 31st July 2027. The overall cost of the project will not be affected.</p> <p>Official feedback from the Commission, including the recent Monitoring Mission (November 2022) and 2nd Mid-term Report (Autumn 2022), thus far positive, with only minor concerns and amendments which need addressing. Latest Progress Report submitted September 2023. No further reporting due until March 2025.</p> <p>All other co-financier payments up-to-date, including the £2m contribution from Welsh Government. Surplus monies in the project so far (circa £301k) due to favorable exchange rate, which will need 40% match from partners (approximately £200k - £300k if total funding to be drawn down from the EU).</p> <p>No further update from previous period.</p>	4	3	12 Amber 		N (Review - ed 20.03.24)	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			
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 Amber 	Staffing issues remain a massive issue for the project, with further staff losses experiences - Cai Roberts, (ENPA) left in April 2024, with Adam Thorogood (WT) due to leave in June 2024. Also medium to long term absences experienced in latter half of 2023 / first half of 2024 amongst 3 members of staff - Project Officer David Jones (October 2023 – May 2024, now on phased return to work), Engagement Officer Lucy Evans (various absences, latest April 2024 – present) and Assistant Project Officer Gwion ap Dafydd (April 2024 – May 2024). Result of the staffing issues is increased workload and stress on existing staff and a reduction in output. Increased staff costs (inflation, need to employ additional staff) resulted in the need to move monies around within the project to cover the costs. The disruption caused by the staff turnover (loss of momentum, not operating at full capacity for significant periods), side by side with the effects of the Covid-19 pandemic, was the main driver behind requesting a 2 year extension.	4	3	12 Amber 		I (Review - ed 20.03.24)	Project Manager / Dir. of Planning and Land Mgt.
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 Amber 	Officers 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. Consideration has been given to preparing more central support for projects to ensure that consistency and compliance are being managed. Welsh Government has confirmed a multi-year approach to projects/programs. The Performance and Resource Committee in March 2022 considered and approved the protocols on developing and accepting grant offers. Discussion on developing a capital programme for the period 2025 to 2028 progressing with Welsh Government Officials.	2	4	8 Amber 		N (Review - ed 20.03.24)	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			
12	Diminished staff resilience (due to increasing demands) as a result of flat budgets and inflation.	Impact on staff retention, wellbeing of staff in the workplace and performance capability.	3	3	9 Amber 	A suite of measures to address resilience which include: 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. Since the review of staff terms and conditions the Authority will need to monitor the impact of inflation and the cost of living on staff resilience and ability to retain and recruit. A salary review was approved in 2022. The Authority is currently implementing hybrid working models across the Authority for mostly office-based staff.	3	3	9 Amber 		N (Review - ed 20.03.24)	Management Team
13	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 Red 	Maintaining Yr Ysgwrn within the budget is an ongoing challenge in light of the cost of living crisis which is disrupting visitor spending and increasing running costs. There was a 14% increase in Yr Ysgwrn's income in 2023/24, thanks to the school engagement program and the 'Geiriau Diflanedig' exhibition. Costs are reviewed regularly. Most costs, such as heat, telephone and electricity are fixed and necessary for accreditation standards. Yr Ysgwrn has succeeded in attracting external financial support for projects and activities, and officers are working to develop further opportunities for maximizing this income, e.g. by establishing a Development Trust for Yr Ysgwrn.	3	3	9 Amber 		N (Review - ed 20.03.24)	Dir. Of Planning and Land Mgt. / Head of Cultural Heritage
14	Income Generating Target (Information Centres).	The Information Centres fails to generate sufficient income to meet the budget. The Information Centers fail to reach income generating goals due to staffing shortages leading to closures.	4	4	16 Red 	Fully staffed for the 2024/25 Season. However, absences due to external issues are proving problematic in the short term. The early Easter Bank Holiday falling partially in the previous financial year makes Q1 results difficult to extrapolate. However, all three centers had a successful half term with Aberdyfi and Beddgelert in particular, having strong income results for May.	4	2	8 Amber 		N (Review - ed 20.03.24)	Information Centres 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			
15	Income Generation (Planning).	The main risk would be insufficient income for the effective running of the planning service.	3	3	9 Amber 	<p>For 2023-24 the planning fee income (planning and pre-application fees) were broadly in line with set budget. This normally covers about 25% of the costs of the Development Management service.</p> <p>The Authority's ability to mitigate this risk is fairly limited (we do not set fees) but will continue to lobby the Welsh Government for an increase in the fees.</p> <p>It is understood that there will be a consultation by the Welsh Government in the Autumn, with a view to working towards a full cost recovery fee system. This would be very positive news if implemented.</p>	3	3	9 Amber 		N (Reviewed - ed 20.03.24)	Dir. of Planning and Land Mgt.
16	The risk of a Cyber attack	Loose data and access to the network	4	3	12 Amber 	<p>Steps in place to secure data. There is a need for further penetration and phishing tests to identify where there are weaknesses.</p> <p>New communication link in place and due to budget restraints the testing will be done in the new financial year.</p> <p>No change at present – continue to uphold security standards already in place.</p> <p>A new link has been installed in Plas Tan y Bwlch in November with a review of the Firewall undertaken the same time. We have upgraded the firmware on the firewalls at head office.</p> <p>The connection to Yr Ysgwrn has been upgraded. Penetration testing will take place during the Autumn.</p>	3	2	6 Amber 		A (Reviewed 20.03.24)	Head of IT / Dir. of Corp. Services

Ref	Risk Description	Result	Inherent Risk			Measures / Actions to Manage	Inherent Risk			Risk direction	Proxim-ity (N, I, F)	Owner
			Effect	Likely	Result		Effect	Likely	Result			
17	Resilience of the Management Team	The recruitment of a new Chief Executive has identified risks to the resilience of the Management Team. Insufficient resources to allow the Management Team to function effectively particularly in the scenario where there is change in personnel and/or unanticipated long term leave.	4	4	16  Red	The Recruitment Panel, together with the Head of Human Resources and the new Section 151 Officer, are tasked and authorised to address potential matters resulting from turnover of personnel in the Senior Management Team. The long term structure of the Management Team shall be a matter for consideration once the new Chief Executive is in post.	3	3	9  Amber		N New	The Recruitment Panel, Head of HR and S. 151 Officer

Scoring the Risk					
Likelihood	Very Low = 1	Low = 2	Medium = 3	High = 4	Very High = 5
Effect / Impact	Very Low = 1	Low = 2	Medium = 3	High = 4	Very High = 5
Combined Score			Overall Risk		
1 – 4			Low  Green		
6 – 14			Medium  Amber		
15 – 25			High  Red		

MEETING	Performance and Resource Committee
DATE	10 July 2024
TITLE	ANNUAL REPORT FOR YR 2023: COMMUNICATIONS AND ENGAGEMENT STRATEGY PERFORMANCE INDICATORS
REPORT BY	Head of Communications
PURPOSE	To provide an annual report on the Communication and Engagement Strategy performance indicators and progress on the action plan.

1. BACKGROUND

- 1.1 The Communication and Engagement Strategy was adopted by the Authority in June 2021. Its core aims are:
- To increase people's understanding of what makes Eryri special - by using the Special Qualities as a foundation for communications themes and messages.
 - To build our relationship with our partners: to seek to understand views and opinions and to build relationships to jointly deliver on the National Park purposes.
 - To turn engagement into action: that more people are proactively helping us look after Eryri, whether that be in the way that they visit (with respect for the environment and peoples who live and work here); providing more funding; doing things on the ground or donating their time; resources or money; or by influencing others.
 - To build on the understanding and reputation of the National Park and its brand amongst our priority stakeholders and funders.
 - To deliver on the objectives and outcome of Cynllun Eryri and the Local Development Plan.
- 1.2 The plan will be delivered in the context of a number of organisational strategies including:
- Cynllun Eryri
 - The Local Development Plan
 - The Authorities Well-being Objectives and Corporate Work Program

- 1.3 The strategy includes a series of targets and performance indicators in order to measure progress in achieving the Strategy's outcomes (see section 2.0 below), and these are reported on an annual basis. Attached in Appendix 1 is the annual report.

2. DESIRED OUTCOMES OF THE STRATEGY

- 2.1 The main outcomes of the strategy are as follows:

- Increase awareness of the National Park designation.
- Increased understanding of SNPA's role, responsibilities and areas of work, and positive perceptions of the organisation.
- Increased awareness of Eryri's Special Qualities and the benefits of the National Park.
- Increase awareness of the challenges and opportunities facing Eryri and how the Authority is working with partners to address these.
- Increased sense of personal and collective responsibility for looking after the Park.
- Respectful and responsible use of the National Park.
- People are eager to engage and participate in our efforts (either virtually or physically).
- People are inspired to give their time, donations or support to protect Eryri.
- People associate Eryri with sustainable tourism and are inspired to further explore the area (either virtually or physically).
- Our staff, volunteers and members feel well informed.

3. ANNUAL REPORT

- 3.1 Appendix 1 contains the annual report.

RECOMMENDATION

- To examine and discuss the annual report.



2023 PROGRESS REPORT

COMMUNICATION & ENGAGEMENT STRATEGY

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Background

In 2023, the Eryri National Park Authority encountered notable challenges within the communication team structure, notably the absence of a Head of Service for most of the year and the departure of the Content and Brand Manager to an external role. However, these hurdles were met with resilience and dedication from the team, resulting in significant achievements and laying a solid foundation to move forward.

Challenges Addressed:

Throughout the year, the Authority faced operational challenges by reduced social media engagement following the peak of the pandemic, a government digital service website audit and capacity constraints due to staffing issues. These obstacles highlighted the necessity for us to adapt our strategies to optimise staff resources effectively and protect employee welfare.

Conclusion:

Despite the operational difficulties of 2023, the Eryri National Park Authority's communications team persevered admirably, achieving significant results and project completions as shown in this report in preparations for a transformative year ahead in 2024.

Looking forward, the Authority is poised to build on its successes by focusing on strategic working partnerships and a new direction in regard to social media content. By implementing these strengths, the Authority remains in a strong position to play a leading role within the UK National Parks family in regard to communications and continue to commit to protecting Eryri by promoting sustainable tourism, and engaging with local communities effectively.

Core Aims of The Communication Strategy

What do our communications need to do, to enable the Authority to effectively deliver on its Purposes?

We are here as an organisation to look after Eryri. Without effectively engaging people in why this is important to do, we will not succeed. The success of our mission lies in our ability to connect with our target audiences. To engage in such a way that they are moved to action - to help us look after the National Park.

Our core aims through this strategy therefore are:

- To increase people's understanding of what makes Eryri special - by using the Special Qualities as a foundation for communications themes and messages.
- To build our relationship with our partners: to seek to understand views and opinions and to build relationships to jointly deliver on the National Park purposes.
- To turn engagement into action: that more people are proactively helping us look after Eryri, whether that be in the way that they visit (with respect for the environment and peoples who live and work here); providing more funding; doing things on the ground or donating their time; resources or money; or by influencing others.
- To build on the understanding and reputation of the National Park and its brand amongst our priority stakeholders and funders.
- To deliver on the objectives and outcome of Cynllun Eryri and the Local Development Plan.

Communication & Engagement Outcomes

We will know that we have been successful in our efforts if we achieve the following with our stakeholders:

1. Increase awareness of the National Park designation.
2. Increased understanding of SNPA's role, responsibilities and areas of work, and positive perceptions of the organisation.
3. Increased awareness of Eryri's Special Qualities and the benefits of the National Park.
4. Increase awareness of the challenges and opportunities facing Eryri (e.g., climate change, the circular economy, Brexit etc.) and how the Authority is working with partners to address these, including having a louder voice on relevant high-interest topics.
5. Increased sense of personal and collective responsibility for looking after the Park.
6. Respectful and responsible use of the National Park.
7. People are eager to engage and participate in our efforts (either virtually or physically).
8. People are inspired to give their time, donations or support to protect Eryri.
9. People associate Eryri with sustainable tourism and are inspired to further explore the area (either virtually or physically).
10. Our staff, volunteers and members feel well informed.

Key Messages

The guiding Idea (core proposition)

Eryri is a National Park with Special Qualities. This will be at the heart of what we want to engage people in.

By starting with the basic fact that Eryri is a special protected landscape - a National Park, and by placing the Special Qualities front and center.

By engaging people in the protection of the area through the 2nd purpose we will be delivering on the first purpose: To conserve and enhance the natural beauty, wildlife and cultural heritage of the area, as well as the Authorities duty: To seek to foster the social and economic wellbeing of the local communities within the National Park in pursuit of these purposes.

Key Messages for 2023 were.

1. We are here as an organisation to look after the National Park - its communities, heritage, landscape and wildlife,
2. The people who live here, their culture, their language, and their connection to the land are an intrinsic part of what makes Eryri special.
3. Eryri is one of the greatest locations in the UK to enjoy the benefits of the outdoors for mental and physical health, but it is a fragile and protected landscape - tread lightly when you visit.

Highlights in 2023

In 2023 the Eryri National Park Authority has achieved several successes in communication and outreach, promoting public understanding and engagement of our unique landscapes.

Attending the 2023 National Eisteddfod provided an excellent opportunity to showcase the Authority's work while celebrating Welsh language and culture, which are integral to Eryri's identity.

Publishing the 2023-24 Eryri newspaper was another significant achievement, with 90,000 copies distributed annually to reach a wide audience. This publication serves as a crucial communication tool, informing and inspiring the public about our initiatives, challenges, and successes within the Authority.

The promotion of the BMW 'Recharge in Nature' project in partnership with National Parks UK, shows our commitment to environmental sustainability and community engagement.

Surpassing 1,000 Eryri Ambassadors through the Wales Ambassador Scheme was a major milestone in staff efforts. These ambassadors play a vital role learning and understanding more about our work and then promoting it, it allows us to amplify our messaging and build stronger connections with our communities, businesses and visitors.

Progress in enhancing visitor interpretation at key sites such as Hafod Eryri and Canolfan Cwm Idwal is also underway, with completion expected in 2024. These are crucial sites for us to ensure we provide factual and interesting information.

In summary, these achievements demonstrate our ongoing dedication to effective communication and community engagement, ensuring that Eryri National Park is well-understood for all who visit and live within its boundaries.

Eryri Ni 23

Introduction

'Eryri Ni 23' was the Authority's main communications strategy for the 2023 visitor season (Spring to Autumn).

The focus was to minimise divisions between online demographics and emphasise that we are all collectively responsible for protecting the landscape, biodiversity and communities of the National Park.

What We Wanted To Achieve

Using similar messaging to the last previous 2 years of summer campaigns we wanted to promote sustainable tourism for the maximum reach and engagement possible. A successful sustainable tourism communications campaign can have several positive outcomes, including:

1. Increased awareness: A well-executed campaign will increase awareness about the importance of sustainable tourism practices, and the impact of their choices on the landscape, biodiversity and local communities.
2. Positive change in behaviour: An effective campaign can motivate tourists to change their behaviour and adopt more sustainable tourism practices, such as choosing to use public transportation, cycling or walking instead of driving, and supporting local businesses.
3. Economic benefits: Sustainable tourism can generate economic benefits for local communities and businesses.

Target Audiences

Our intended audiences were anyone who visited Eryri in 2023 on how to do so responsibly.

Key Messages

- We all have a part to play to protect our National Park for future generations by choosing sustainable tourism. Together, we can preserve its beauty and natural resources for years to come.
- Promote sustainable travel and tourism. Choose responsible and eco-friendly travel options to preserve our National Park's local communities by reducing carbon emissions.

- Learn about the history and importance of the National Park. Respect the biodiversity, landscapes, language and culture of local communities of Eryri.

Mini-Campaigns and Projects

- **Main Summer Messaging Campaign** – An online campaign on sustainable tourism using a variety of new and traditional techniques.
- **'Eryri X' Ambassador Collaboration Campaign** – 40 Gold Ambassadors applied for custom social media graphics in partnership with the National Park Authority. Gold ambassadors were able to sign up by an agreed date and received a custom suite of tiles featuring their company's logo to promote the strategy's key messages. They also received a physical promotional pack for their business as a good will gesture. This aspect of work meant that our messaging was promoted to broader audiences through our ambassador's channels.
- **Accessible Trails Video Series** – A video series promoting Eryri's Accessible Trails has been produced and a route was promoted every month over the visitor season.
- **Plastic Free Yr Wyddfa Influencers Photoshoot** – Photoshoot combining Eryri's Myths & Legends with littering. Aimed at raising awareness of littering issues at honeypot sites around the National Park and working with social media influencers for maximum online engagement.
- **Warden's Campaign of the Month** – A mini-campaign focussing on the Countryside Code. One Warden a month will bring attention to a specific part of the code such as dog handling, map reading and water safety through online engagement.
- **Sustainable Tourism Articles** – A series of articles based on most popular search queries to be published on the Authority's website to rank higher on internet search engines and attract website traffic.

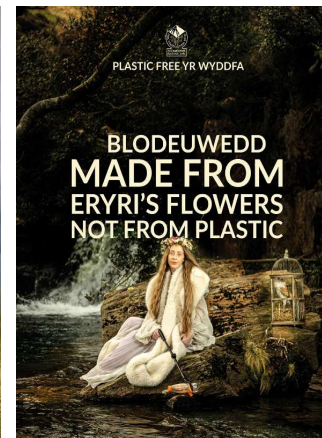
Plastic-Free Mabinogion Campaign

In 2023 the Eryri National Park Authority launched a unique campaign to promote the Yr Wyddfa Plastic-Free project, aiming to combat littering and promote sustainability. For the first time, the Authority partnered with social media influencers, who portrayed Mabinogion characters interacting with litter in the park. This creative approach successfully raised awareness and inspired positive behaviour changes as well as gaining significant online and media attention, making it one of the communications highlights of 2023.

Using a multi-channel communications strategy, groundbreaking content was shared on Instagram, Twitter, and Facebook, with the Authority's website serving as the information hub. Eye-catching posters were displayed throughout the park, and a music video featuring drone footage and local composer Hero Douglas's song further amplified the campaign's reach.

The digital campaign saw the following results (organic)

- I. # impressions 409,071
- II. # engagements 11,691
- III. # web page visits 340



Website Metrics

The new website, launched in 2022, led to a significant increase in visitor numbers in 2023, highlighting the broad improvements in our revamped brand and content. The Authority's high-quality information about the National Park has driven this traffic increase, particularly through targeted keywords, indicating that our audience relies on us for accurate information about Eryri.

A challenge we anticipate in late 2024, pending members' decision, is the transition to using only www.eryri.gov.wales for the English side of the website phasing out the use of "Snowdonia" and "Snowdon" entirely. While this presents a challenge, our team is diligently working to ensure a smooth transition while maintaining high website engagement.

Metric	How will we measure	Who will collect the data?	Results for 2022	Results for 2023	How does this metric demonstrate that we are achieving our desired outcomes ?
Total page views on website	Google analytics	Digital Content Officer	2.38 million	5.4 million	It measures the success rate in engaging with our stakeholders across all 10 outcomes.
Average Engagement Time per session	Google analytics	Digital Content Officer	1m 09s	1m 38s	
Number of page views of promoted routes (inc. specifics for Yr Wyddfa and Ogwen)	Google analytics	Digital Content Officer	Top 10 1. Splash page 398k 2. Parking for Snowdon 111k 3. Plan your visit 81k 4. Walks 72k 5. Llanberis path 68k 6. Home page 49k 7. Pyg track 46k 8. Watkin path 41k 9. Snowdon sherpa 40k 10. Miners track 34k	Top 10 1. Splash page: 646,449 2. Walks: 538,532 3. Climbing Snowdon: 251,637 4. Pen y Pass Car Park: 216,284 5. Plan your visit: 213,527 6. Llanberis Path: 187,616 7. Parking for Yr Wyddfa: 186,275	It will measure the engagement rate in delivering messaging on respectful and responsible use of the National Park (Outcome 6)

				8. Watkin Path: 130,256 9. Pyg Track: 110,992 10. Miners' Track: 100,260	
Value of donations received (online)	Google analytics	Digital Content Officer	£48	£232.54	It will measure the change in how inspired people are to give donations to SNPA (Outcome 8).
SEO: Where we're appearing in Google search results for key phrases: <ul style="list-style-type: none"> • Snowdonia • Eryri • Snowdon • Yr Wyddfa • Llanberis path • Llwybr Llanberis • Eryri National Park • Parc Cenedlaethol Eryri • Eryri National Park Authority 	Google analytics/ Keyword Rank checker: https://ahrefs.com/keyword-rank-checker	Digital Content Officer	Snowdonia: #2 Eryri: #1 Snowdon: #6 Yr Wyddfa: #1 Llanberis path: #3 Llwybr Llanberis: #1 Snowdonia National Park: #1 Parc Cenedlaethol Eryri: #1 Eryri National Park: #1 Snowdonia National Park Authority: #1 Awdurdod Parc Cenedlaethol Eryri: #1	Snowdonia: #1 Eryri: #1 Snowdon: #6 Yr Wyddfa: #1 Llanberis Path: #1 Snowdonia National Park: #1 Parc Cenedlaethol Eryri: #1 Snowdonia National Park Authority: #1 Awdurdod Parc Cenedlaethol Eryri: No data for this keyword.	It will measure how effective we are at reaching audiences in order to engage with them and to positively influence their behavior in relation to Eryri (Outcomes 1, 2, 3, 4, 5, 8, 9).

<ul style="list-style-type: none"> • Snowdonia National Park Authority • Awdurdod Parc Cenedlaethol Eryri 					
Overall views	Google Analytics		No data recorded in 2022	1.1 million	

Digital Channel Metrics

In 2023, our digital content across social media, newsletters, and other channels faced significant challenges due to the absence of a head of department for most of the year. Despite these capacity constraints, it is encouraging to see a steady increase in followers across all platforms.

However, it's important to note that overall engagement on social media has declined, likely signalling the end of the heightened online activity driven by the COVID-19 pandemic. Moving forward, it will be essential to adapt our strategies to sustain and enhance audience engagement.

Metric	How will we measure	Who will collect the data?	2019	2020	2021	2022	2023	How does this metric demonstrate that we are achieving our desired <u>outcomes</u> ?
Number of posts	Hootsuite	Digital Content Officer + Admin Assistant	924	1307	2,749	2,233	2,770	It will measure proactive we are in engaging with our audiences thus the potential to achieve all 10 outcomes.
Message volume (total received and sent messages/ comments across our platforms)	Hootsuite	Digital Content Officer + Admin Assistant	Sent: 947 Received: 1,411	Sent: 1,398 Received: 7,235	Sent: 3,342 Received: 21,866	Sent: 3,338 Received: 9,459	Received 8,443	It will measure proactive we are in engaging with our audiences thus the potential to achieve all 10 outcomes.
Total social media Impressions (the number of times content was seen by users)	Hootsuite	Digital Content Officer + Admin Assistant	1.59 million Twitter 100k Facebook 1.4 million	6.36 million: Twitter 275k Facebook 6.05 million	9.19 million: Twitter 2.53 million	7.89 million Twitter 1.15 million Facebook 5.7 million	4.7 million Twitter 897,914 Facebook 3.15 million	It measures the size of audience that we are reaching in relation to our stories and messages and thus the potential to achieve all 10 outcomes.

			Instagram 39k LinkedIn n/a	Instagram 40k LinkedIn n/a	Facebook 6.15 million Instagram 499.9k LinkedIn 4,928	Instagram 1.02 million LinkedIn-in 14k	Instagram 606,163 LinkedIn 40,770	
Total social media engagements (likes, reactions etc)	Sprout Social	Digital Content Officer + Admin Assistant	88,351 Twitter 1.8k Facebook 84k Instagram 2,316 LinkedIn n/a	536,590 Twitter 8.9k Facebook 526k Instagram 1,514 LinkedIn n/a	477,357 Twitter 98k Facebook 361k Instagram 17,530 LinkedIn 414	248k Twitter 34k Facebook 198k Instagram 15,299 LinkedIn 1224	159 k Twitter 20 k Facebook 108 k Instagram 28,769 LinkedIn 1510	It will measure how engaged certain audiences are with our work (Outcome 5,6 & 7)
Total post link clicks	Hootsuite	Digital Content Officer + Admin Assistant	7,393	25,969	40,847	19,768	19,887	It will measure how engaged certain audiences are with

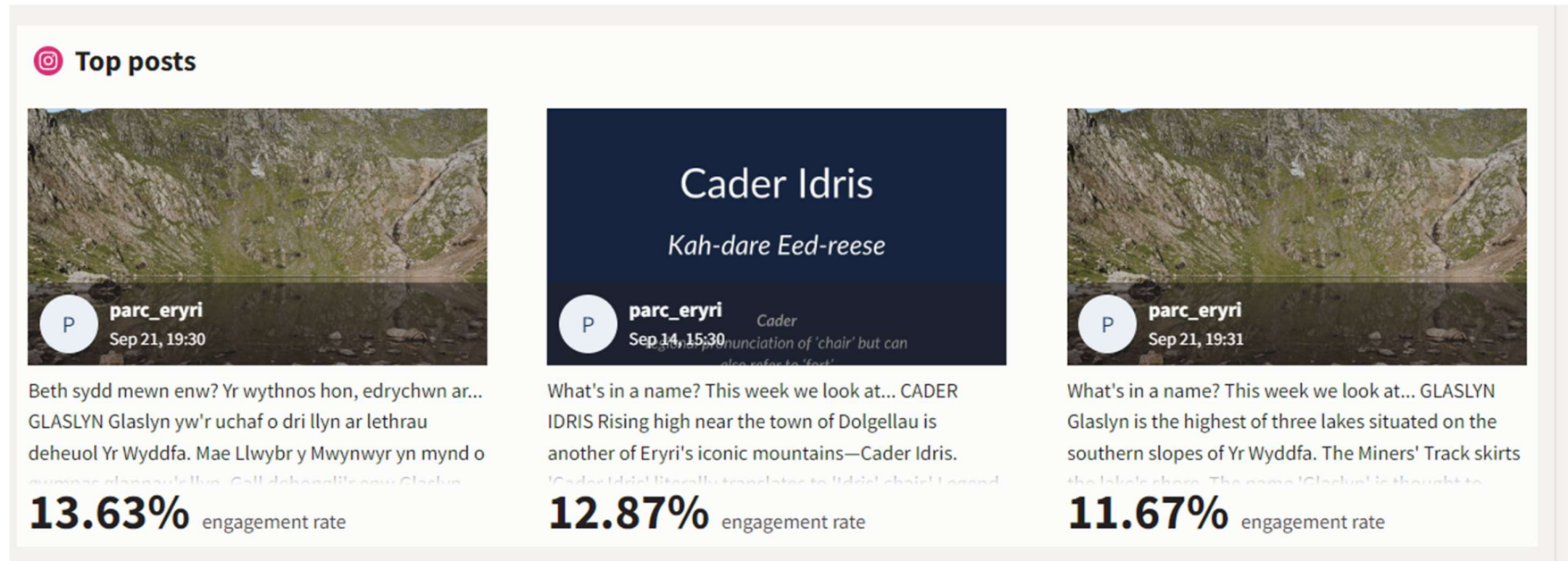
								our work (Outcome 5,6 and 7)
Number of cross platform followers	Hootsuite	Digital Content Officer + Admin Assistant	12,362	21,411	50,773	56,862 (+12%)	63,722	It will measures the size of audience we are reaching across all 10 outcomes.
Number of Instagram followers	Instagram	Digital Content Officer + Admin Assistant	n/a	2,004	4,870	7115	8,684	It will measure how engaged certain audiences are with our work (Outcome 5,6 and 7)
Number of Tik Tok followers	Tik Tok	Digital Content Officer + Admin Assistant	n/a	n/a	43	84	321	It will measure how engaged certain audiences are with our work (Outcome 5,6 and 7)

Followers on Linked in	Linked In	Digital Content Officer + Admin Assistant	n/a	n/a	112	307	571	It will measure how engaged certain audiences are with our work (Outcome 5,6 and 7)
Number of accumulative streams on Buzzsprout podcast channel	Buzzsprout	Digital Content Officer + Admin Assistant	n/a	n/a	6,305	9,470	11,278	It will measure how engaged certain audiences are with our work (Outcome 5,6 and 7)
Number of views on YouTube	You Tube Channel Analytics	Digital Content Officer + Admin Assistant	n/a	n/a	70,776	37,467	37,300	It measures the size of audience that we are reaching in relation to our stories and messages and thus the potential to achieve all 10 outcomes.

Page Engagement on You Tube	Hootsuite	Digital Content Officer + Admin Assistant	n/a	n/a	n/a	1,830	4,090	
Post video views on You Tube	Hootsuite	Digital Content Officer + Admin Assistant	n/a	n/a	n/a	3,619	5,149	
Number of Newsletter subscribers	Mailchimp	Digital Content Officer + Admin Assistant	n/a	4,000	5,016	5,797	5,975	It measures the size of audience that we are reaching in relation to our stories and messages and thus the potential to achieve all 10 outcomes.


% open rate on newsletters	Mailchimp	Digital Content Officer + Admin Assistant	n/a	30%	44.5%	47.4%	43.4%	It measures the success rate in engaging with our stakeholders across all 10 outcomes.
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Top 3 posts of 2023 Instagram (by level of engagement)



Top 3 posts of 2023 X (Twitter) (by level of engagement)

Top tweets



@apceryri
Apr 23, 17:00

Mae'n Wythnos Rhyngwladol Awyr Dywyll! ☀️ 📺 Fel Gwarchodfa Awyr Dywyll ddynodedig da ni'n falch o allu dathlu harddwch a bioamrywiaeth ein awyr
[cymuned. Gadwch i ni edmyc a gwarchod y](#)

112.5% engagement rate

@apceryri
Aug 20, 20:12

Ond mae modd profi hanes a threftadaeth unigryw Eryri o ffynonellau eraill yn ogystal. Gall baledi a chaneuon gwerin Cymreig gynnig mewnwlediad cyfoethog i'r Eryri a fu—bron y cawn glywed leisiau'r gorffennol yn adrodd eu hanes drwy'r caneuon hyn.

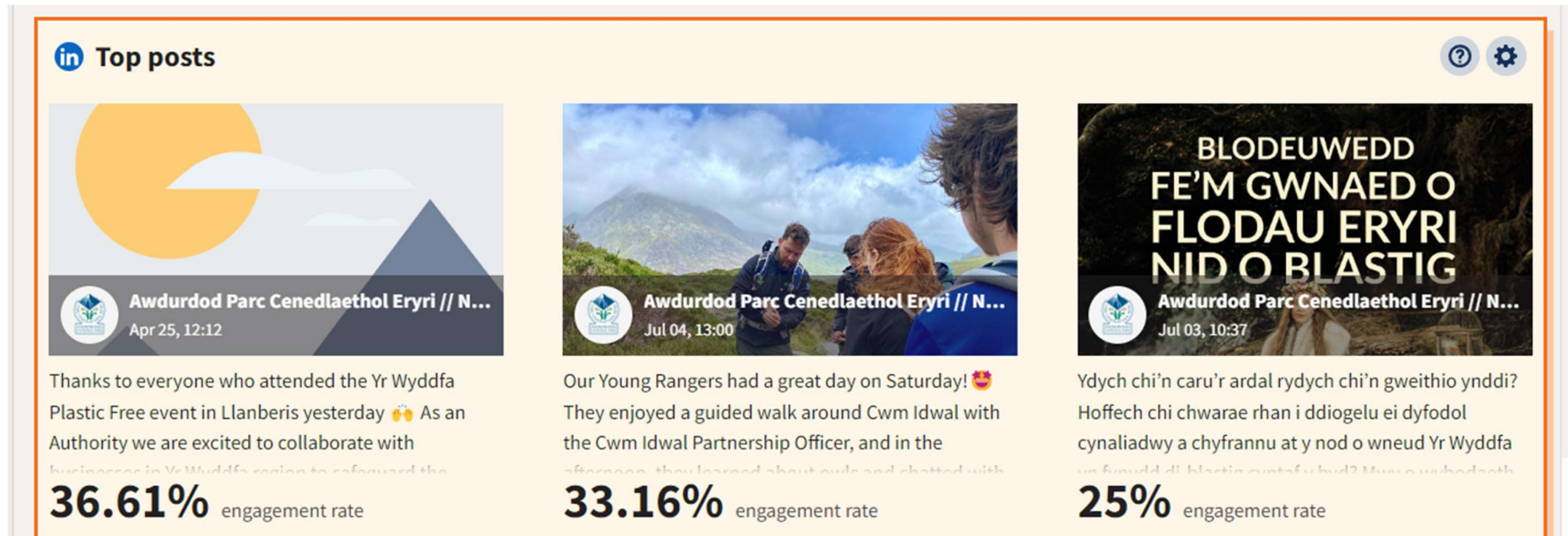
57.14% engagement rate



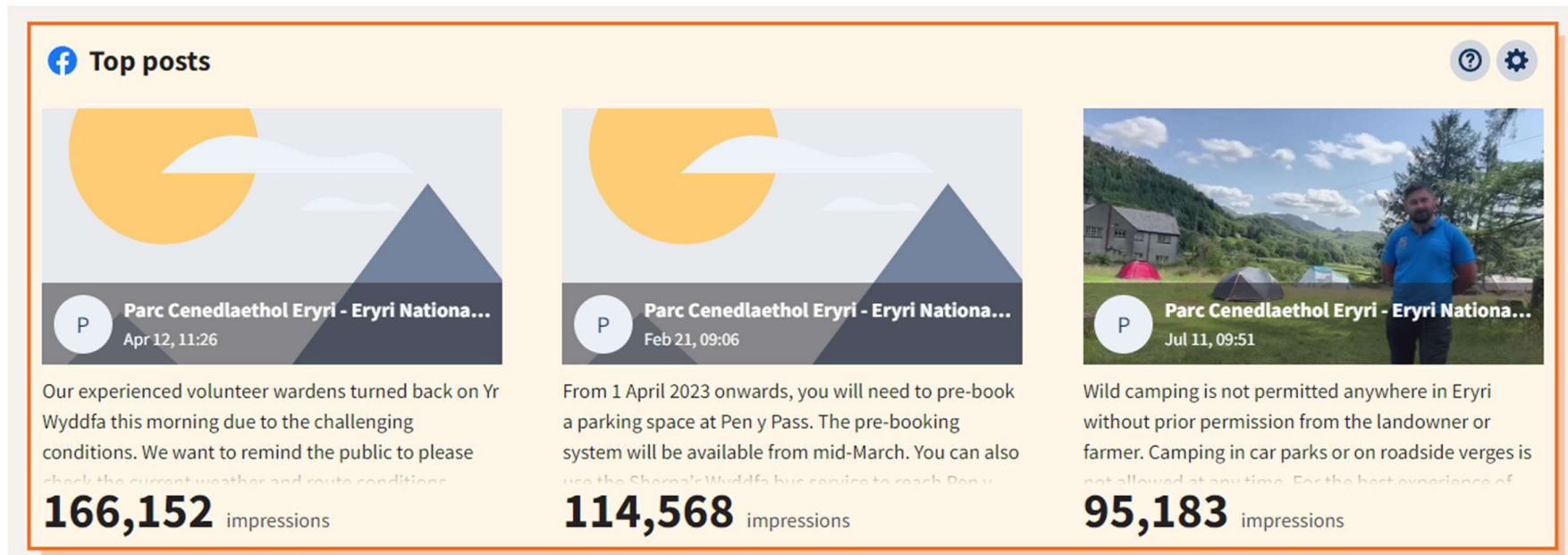
@apceryri
Apr 21, 09:50

50% engagement rate

Top 3 posts of 2023 Linked In (by level of engagement)



Top 3 posts of 2023 Facebook (by level of impressions)



Media

Despite the busy period of media activity during COVID, we have remained proactive in promoting the work of the Authority. Our staff handled media requests commendably, even under intense pressure at times. In 2023, we published 22 press releases compared to 18 in 2022 and issued 18 statements in response to media requests, up from 9 in 2022.

Although the number of media interviews dropped from 59 in 2022 to 50 in 2023, the range of topics covered was broader, moving beyond the dominant themes of travel and tourism seen in previous years. It is heartening to see so many staff members conducting such insightful and professional interviews, showcasing their passion for the work they do.

Local Papers

We have proactively written articles for local newspapers to ensure that no demographic of our communities is left behind. Local newspapers provide opportunities for us to highlight good news stories in local areas, and these articles can also be featured on our website.

The important role of local papers in Eryri cannot be overstated, as they have been a crucial medium for connecting with our community and by contributing, we are also supporting them. In 2023, we published 9 articles, and we aim to increase that number in 2024.

Communication Objectives for 2024

Looking ahead to 2024 we are looking at adapt our direction in our communications strategy.

Collaborating closely with Cyngor Gwynedd on the visitor economy following signing a Memorandum of Understanding presents an exciting opportunity to share resources and expertise effectively.

Our digital media approach will undergo refinements, with a greater emphasis on tailored content for channels and moving away from a one size fits all approach by increasing video content featuring staff discussing their work. This initiative aims to enhance engagement and storytelling capabilities across our platforms to follow algorithm trends whilst also nurturing staff confidence on camera.

A major focus for the year involves a comprehensive review of our branding and interpretation strategy, pending Authority members' recommendations. This includes transitioning away from using "Snowdonia" in our logo, revising our brand identity to align with this change, and conducting a two-year assessment on public reception to exclusively using "Yr Wyddfa" and "Eryri." Additionally, we will develop two sets of brand guidelines: one encompassing all staff communications and another specifically tailored for the communications team to guide digital assets and interpretation panels, slated for implementation in 2025.

While each member of our communications team will lead various projects, our overarching goal remains to support all departments of the Authority. Despite the challenges of operating without a Head of Communications for much of 2023, we are confident in our team's capability and skills to achieve significant milestones moving forward from now on.

The communications element of the Article 4 Direction will remain a priority for our Planning and Land Management Communications Officer.

Reinterpreting Pen y Pass stands out as an important project, requiring collaboration with relevant staff members from our Partnerships and Warden teams.

Looking further ahead, with our current communications strategy concluding in 2025, our focus will shift towards developing a new strategy for 2026. This strategy will prioritise resident and business engagement, climate resilience, and ensuring inclusive opportunities for visitors, reflecting our commitment to protecting our communities and environment.

In summary, 2024 promises to be a transformative year for our communications efforts, driven by strategic partnerships, a new digital direction and a commitment to effectively serve our communities and protect Eryri National Park.

Related Documents

- Communication and Engagement Strategy – full document including:
 - o Performance Indicators for this strategy
 - o Content and Activity Calendar
- Social Media Policy and Guidelines
- Media Protocol
- SNPA Brand Book

MEETING	Performance and Resources Committee
DATE	10 July 2024
TITLE	COMPLAINTS MONITORING REPORT
REPORT BY	Head of Administration and Customer Care
PURPOSE	To report on the written complaints received by the Authority

1.0. BACKGROUND

- 1.1. All formal complaints are registered and monitored centrally, as part of our ongoing commitment to ensuring excellent customer care in our service provision. The Authority received 12 formal complaints directly relating to the Authority during the 2023/24 financial year.
- 1.2. Of the 12 complaints received, 6 related to the planning service, 3 complaints were received about staff at Pen y Pass (2 of which involved private security staff), 2 complaints were received about Plas Tan y Bwlch, and 1 complaint regarding a member of staff making an unannounced call at a property.
- 1.3. All complaints were thoroughly investigated, and all but 1 received a response within the target of 15 working days.
- 1.4. Of the complaints investigated, 7 were upheld or partially upheld. One complaint that was upheld was later referred to the Public Service Ombudsman who declined to investigate further as the statutory appeals process had been instigated with Welsh Government.
- 1.5. Where the Authority's standard of service has fallen short, we have duly apologised and taken steps to address the problems immediately.
- 1.6. Of the formal complaints concerning the planning service, communication issues and delays seem to be the root cause of most of these. Whilst it is important to remember that the ratio of complaints compared to the total number of planning applications decided within the year remains very low (515 planning Decision Notices issued in 2023/24); there is however no room to be complacent.

- 1.7 During the process of investigating these complaints some training issues have been identified and addressed, changes made to some processes, and the Duty Officer Rota is now monitored regularly. Recruitment issues have also now eased which has meant that staffing resources have stabilised within the service. This in turn should see improvements in response times in the coming year, once backlogs have been reduced.

2.0. RECOMMENDATION

- 2.1. **That the Committee note the content of the report**

Summary of Complaints Upheld or Partially Upheld

PLAS TAN Y BWLCH

2 x Complaints regarding stay at Plas Tan y Bwlch (July and August 2023)

Two separate complaints were received regarding bed a breakfast stays at Plas Tan y Bwlch. The complainants sent photographs of a broken window blind, stained carpets, marks on the wall, exposed expanding foam around pipework and poor cleaning standards.

Both complainants received full apologies and a refund of their stays. The Cleaning Standards were addressed with the Cleaning Supervisor.

PLANNING

Lack of response and updates from the Planning Compliance Service (September 2023)

The complaint related to a reported concern regarding a possible breach of planning control at a campsite and the lack of response received by the compliance service to the initial concern. A further complaint related to the subsequent lack of action taken on the site in question, which led the complainant to believe that such matters were not taken seriously by the Authority.

A review of the case was undertaken, and steps put in place to progress matters. An apology was also given to the complainant as the service received including response times fell well below expected standards.

Complaint regarding not being kept updated regarding an Enforcement Notice issued (November 2023)

The individual had previously contacted the Authority with information about a possible breach of planning control on a site, and had informed Officers of their personal safety concerns should the land occupier under investigation find out their identity, and accordingly asked for their contact details to be removed and destroyed from our files.

The individual was informed that the Authority's intention was to serve an Enforcement Notice on the site in question. Following this, a complaint was received regarding not receiving any further updates from the Authority once the Notice was served and that they were not included on the interested party list on the Authority's response to PEDW on the appeal.

Upon investigation it was found that although there is no doubt that the complainant was an interested party, due to the location and remoteness of the property, had their details been included and subsequently published on the PEDW website (as is their usual practice), it would not have been hard for the appellant to identify the complainant; and so to ensure the protection of the complainants' identity, the Officer did not include them on the interested party list.

Contact should have been made with the individual to both inform them of the appeal taking place and to ascertain whether they wanted to be logged as an interested party. This was not done, and an apology was given to the complainant, and the learning points of this case were discussed with the Officer concerned.

Complaint regarding processing time of pre-application advice and subsequent Listed Building Consent Application (November 2023)

A complaint was received regarding the protracted pre-application advice process and subsequent Listed Building Consent Application which had commenced in July 2023, which the complainant stated had been very stressful.

It was unfortunate that during this time the Historic Environment Planning Officer left her post and recruitment difficulties meant that the case had to be transferred to an external consultant to be progressed. The application had to be amended due to new advice received which contradicted the initial advice, which led to further delays. An apology was given to the applicant regarding the time taken thus far on processing the application, and also for the late response to the complaint, which was not given within 15 working days as set out in the Authority's Complaint Procedure.

Complaint regarding processing time of pre-application advice and subsequent Listed Building Consent Application (February 2024)

The individual submitted a pre-application advice request in November 2021 followed by a Listed Building Consent application in July 2022. A site inspection took place in April 2023, and since that time the complainant noted that despite sporadic communication from the Authority, the application remained undecided. The complainant stated that due to the delays the roof of her property was now leaking to such an extent it rendered the property uninhabitable.

A review of the case was undertaken and although recruitment issues and the subsequent staffing resources had contributed significantly to the delays, there were also unauthorised works that had taken place at the property which required addressing and which had complicated matters further.

An apology was given to the complainant and immediate steps put in place to address matters, including setting up a site meeting to agree a way forward. The complainant subsequently appealed to the Department of Planning and Environmental Decisions Wales (Welsh Government) on the grounds on non-determination.

A complaint was also submitted to the Public Service Ombudsman for Wales who declined to investigate further as the statutory right of appeal had been instigated.

Applicant incorrectly advised by Planning Officer (February 2024)

The individual submitted a pre-application advice request and paid the £250 fee. The pre-application advice request was incorrectly handled as a non-fee paying request (to confirm only if planning permission was required) by the Planning Officer and the individual was advised to submit a Certificate of Lawful Existing Use or Development (CLEUD) application. The CLEUD application fee was an additional £250.

Had the pre-application advice request been processed correctly and the matter looked into fully, it would have become evident that a CLEUD application was not needed. Due to the Planning Officer's error the individual had paid an additional £250 for the CLEUD application which he did not require.

An apology was given along with a refund of the fee.

A complaint regarding availability of Planning Officers to answer enquiries in the Planning Service (March 2023).

A complaint was received by a Planning Agent who had years of experience in submitting planning applications with the Authority, regarding the difficulties of getting hold of Planning Officers on the phone to discuss issues that arise with current planning applications. The Agent was unhappy that applicants and agents were expected to communicate with the Planning Officer via e-mail which led to delays in response times; whereas a quick phone call for straightforward enquiries would be more efficient and effective approach which would avoid unnecessary delays in processing applications.

A full response was given to the Agent and further discussions were entered into on improvement areas. As a result of which, some aspects of the service were reviewed and changes made, including to the Duty Officer rota.

MEETING	Performance and Resources Committee
DATE	10 July 2024
TITLE	PAY POLICY STATEMENT 2024/25 AND PAY POLICY ANNUAL REPORT FOR 2023/24
REPORT BY	Head of Human Resources
PURPOSE	To approve the Pay Policy Statement for 2024/25 and receive the Pay Policy Report for 2023/24

1.0 BACKGROUND

- 1.1 Section 38 (1) of the Localism Act 2011 placed a requirement on Local Authorities to prepare pay policy statements. Whilst National Park Authorities are exempt from this requirement, it was considered good practice to adopt such a statement.
- 1.2 A written statement has been issued by the Welsh Government titled 'Transparency of Senior Remuneration in the Devolved Welsh Public Sector'.
- 1.3 The Authority's Pay Policy Statement for 2024/25 can be found at Appendix 1.
- 1.4 Appendix 2 shows the Chief Officers' salaries with the 2023/24 Pay Award applied to both Directors and 2 separate Pay Awards made to the Chief Executive within the reporting period.
- 1.5 Appendix 3 shows the salaries of all other staff with the 2023/24 Pay Award applied.
- 1.6 Appendix 4 is the Annual Report required by the guidance notes referred to in the written statement at paragraph 1.2 above.

2.0 RECOMMENDATION

- 2.1 To approve the Pay Policy Statement for 2024/25.
- 2.2 To approve the Pay Policy Annual Report for 2023/24.

Snowdonia National Park Authority

Pay Policy Statement 2024/25

1. Introduction

Section 38(1) of the Localism Act 2011 placed a requirement on Local Authorities to prepare pay policy statements. National Park Authorities have been exempted from this requirement.

These statements must articulate an Authority's own policies towards a range of issues relating to the pay of its workforce, particularly its senior staff or ('chief officers') and its lowest paid employees. Pay policy statements must be prepared for each financial year (this commenced with 2012/13). They must be approved by the Council (and published on the relevant website).

This has been followed up by a Written Statement issued by the Welsh Government on 7th December 2015 on 'Transparency of Senior Remuneration in the Devolved Welsh Public Sector'. The associated guidelines set out the recommended contents of Annual Pay Policy Statement and Annual Reports.

2. Pay Policy for Chief Officers

The Authority defines its Chief Officers as the Chief Executive (National Park Officer) and the Directors. The Authority employs Chief Officers under JNC terms and conditions. The JNC for Chief Officers negotiates on national (UK) annual cost of living pay increases for this group. Chief Officers employed under JNC terms and conditions are contractually entitled to any national JNC determined pay rises and the Authority will therefore pay these as and when determined.

As a result of the agreement reached on the 1st of November, 2023 in relation to the National Pay Awards for Local Government Services ('Green Book') employees for 2023/24, the pay of all staff was increased by 2 increments. The pay award was backdated to the 1st of April 2023.

This Pay Award of 2 increments was also applied to both Directors.

At the Authority's meeting in November 2023, in line with the arrangement applied to for other Authority staff during the 2022/23 Pay Award, it was decided that two increments should be added to the Chief Executive scale. This was back dated to 1ST April 2022.

The Authority does not pay any bonus payments to its Chief Officers. However, incremental progression through the salary structure is subject to an annual appraisal of performance which is confirmed by the Chair and Vice Chair of the Authority and Chairs of Planning & Access and Performance & Resource Committees.

The remuneration package of Chief Officers will be approved by the Authority prior to the recruitment to any such post.

The salaries of the Chief Officers can be found at Appendix 2 of the accompanying report to this Statement.

The relationship between the highest salary point (£101,775 and the lowest salary point (£)22,366 is 1:4.55 (this ratio was last reported at 1:4.59).

The most senior post within the Authority now attracts a remuneration package of more than £100,000.

3. Other staff

The roles of other staff are evaluated internally against the National Joint Council for Local Government Services – National Agreement on Pay and Conditions of Service (Green Book). The link between the job evaluation scores and the national pay spine can be found at Appendix 4 of the accompanying report to this Statement.

4. Internal Talent Management

Generally, vacancies are advertised internally and externally at the same time.

The Authority has embarked on a Graduate Trainee Scheme to foster home grown talent and improve resilience within the planning team.

5. Performance Related Pay

This is in place for our Chief Officers – progression within their pay grade is dependent on certain achievements within their performance and development reviews. It should be noted that these officers are at the highest point of their grade by now.

There is no element of performance related pay for other staff.

6. Support provided for Lower Paid Staff

The National Living Wage from April 2024 for age 23 and over is £11.44 per hour.

The result of the Pay Award for 2023/24 gives a salary of £11.51 per hour at the lowest salary point.

7. Severance and Retirement

The Authority's severance and retirement schemes are applied equally and fairly to all staff regardless of grade, age or gender and are implemented in accordance with the regulations of the relevant pension schemes.

Pay Policy APCE 2024/25

Chief Officers' Salaries 2022/23

Chief Executive	£82,825 - £91,881
Directors	£59,505 - £69,666

Chief Officers' Salaries 2023/24

Chief Executive	£87,717 - £101,775
Directors	£61,588 - £72,105

Chief Officers' Salaries 2024/25

Chief Executive	£87,717 - £101,775
Directors	£61,588 - £72,105

Appendix 3

2023/24 Officer Salaries

Graddfa / Grade	Pwyntiau Arfarnu Swyddi / Job Evaluation Points	Pwyntiau Cyflog / Salary Points	Cyflog / Salary o'r 01.04.23	Misol / Monthly w.e.f. 01.04.23
1	Up to 250	2 - 3	£22,366-£ 22,737	£ 1,863.83- £1,894.75
2	251-280	2 - 4	£ 22,366 - £23,114	£ 1,863.83 - £1,926.17
3	281-310	3 - 6	£ 22,737 - £23,893	£ 1,894.75- £1,991.08
4	311-340	5 - 8	£ 23,500 - £24,702	£ 1,958.33 - £2,058.50
5	341-370	7 - 13	£ 24,294 - £26,873	£ 2,024.50- £2,239.42
6	371-400	13 - 19	£ 26,873 - £29,777	£ 2,239.42- £2,481.42
7	401-430	19 - 25	£ 29,777- £33,945	£ 2,481.42 - £2,828.75
8	431-460	23 - 29	£ 32,076 - £ 37,336	£ 2,673.00 - £3,111.33
9	461-495	28 - 32	£ 36,648 - £40,221	£ 3,054.00 - £ 3,351.75
10	496-530	30 - 34	£ 38,223 - £42,403	£ 3,185.25 - £3,533.58
11	531-565	32 - 36	£ 40,221 - £ 44,428	£ 3,351.75 - £3,702.33
12	566-600	34 - 38	£ 42,403 - £46,464	£ 3,533.58 - £ 3,872.00
13	601-635	36 - 40	£ 44,428 - £48,474	£ 3,702.33 - £4,039.50
14	636-670	38 - 42	£ 46,464 - £50,512	£ 3,872.00 - £ 4,209.33
15	671 ac uwch /and above	40 - 43	£ 48,474 - £51,515	£ 4,039.50 - £4,292.92

SNOWDONIA NATIONAL PARK AUTHORITY

PAY POLICY REPORT 2023/24

1. Introduction

This report follows guidance set out by the Welsh Government in its written statement 'Transparency of Senior Remuneration in the Devolved Welsh Public Sector'.

2. Pay Policy for Chief Officers

The Authority defines its Chief Officers as the Chief Executive (National Park Officer) and the two Directors (Director of Corporate Services and the Director of Planning and Land Management).

3. Pay Scales

These officers have received salaries in line with the 2023/24 Pay Policy Statement and Appendix 2 of the accompanying report.

Chief Executive	£87,717 - £101,775
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Directors	£61,588 - £72,105
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4. Pension

All these posts have been subject to payment of employee pension contributions at the appropriate nationally agreed rate of 8.5% to 9.9%.

5. Benefits in Kind and Non-Taxable Benefits

No benefits in kind or non-taxable benefits were awarded.

6. Gender makeup of the Senior Team

The Senior Team is made up of three males

7. Details of severance packages, including robust business cases justifying the departure arrangements and representing real value for money

In 2023/24, no senior post holder received a severance package.

MEETING	Performance and Resources Committee
DATE	10th July 2024
TITLE	VOLUNTEER AND WELLBEING ANNUAL REPORT 2023
REPORT BY	Volunteer and Wellbeing Officer
PURPOSE	Present the report to update the Authority on the progress of the Volunteer Strategy 2021-2026

1. BACKGROUND

In January 2020 the National Park Authority approved the Strategy for Volunteer Development 2021-2026 and adopted the new volunteer strategy for the National Park with a renewed focus on well being. This is aligned to the Welsh Government’s desire for people to embrace and benefit from positive health and wellbeing aspects that National Parks can provide.

As such, officers have produced an annual report to update Authority members on the progress that has been made with regards to the objectives outlined within the strategy (Appendix 1).

The Strategy is aligned with outcomes A5 and B1 of Cynllun Eryri, reporting back to the Partnerships Manager through the Action Plan quarterly, which relates to the National Park Authority’s statutory purposes and duty.

2. PROGRESS REPORT

Work on the attached report commenced in January 2024. The annual report is divided into 5 sections, covering an overview of developments in volunteering and wellbeing opportunities including;

- The Caru Eryri volunteering scheme
- Voluntary Wardens and the Young Rangers
- Wellbeing events
- Tramper hire
- Detailed updates on KPIs from the Volunteering Strategy

3. NEXT STEPS

The report is now at a stage where members views are sought and is welcomed for discussion in the committee. Any further recommendation from the group will be implemented in the report as necessary.

RECOMMENDATIONS

To examine and discuss the annual report.

For members to:

1. Approve the content of the 2023 annual report and advise of any renewed aims and objectives from the Strategy for volunteer development 2021-2026

Appendix 1: The Volunteer and Wellbeing Annual Report 2023

Appendix 2: The Volunteer and Wellbeing Annual Report 2022

Appendix 3: The Volunteer and Wellbeing Annual Report 2021

Appendix 4: The Strategy for Volunteer Development 2021 – 2026

VOLUNTEER AND WELLBEING ANNUAL REPORT 2023

ITEM NO. 13 - Appendix 1



Content:

1 VOLUNTEERING

- 1.1 Caru Eryri
- 1.2 Volunteer Wardens
- 1.3 Youth Engagement
- 1.4 Corporate Events
- 1.5 ENPA Staff Volunteering

2 WELLBEING

- 2.1 Guided Mindful Walks
- 2.2 Outdoor Yoga
- 2.3 Forest School
- 2.4 Walking and Weaving
- 2.5 Wardens Walk of the Month

3 TRAMPER HIRE

4 KPI UPDATES

5 2024 PROGRESS

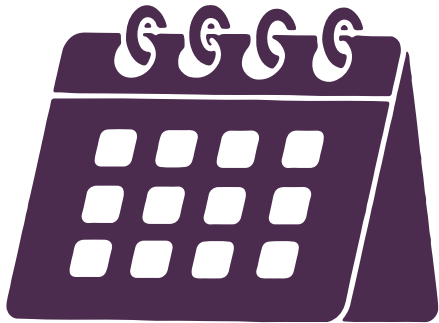


1 VOLUNTEERING

1.1 Caru Eryri

Key Statistics for 2023:

69



Days spent
caring for Eryri



1641
Hours
volunteered



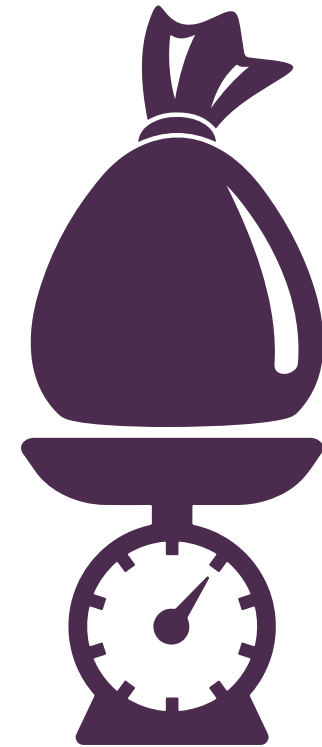
153

Volunteers



Length of
footpath
maintained =
28km

Total bags
of litter =
479.5



Total weight of litter collected =
1,180.75kg

In 2023, the Caru Eryri volunteering program celebrated another successful year, which began with receiving national recognition, winning the Landmark Litter Heroes award hosted by Keep Britain Tidy, at a ceremony held at the Houses of Parliament. Throughout the year, Caru Eryri expanded its initiatives and outreach efforts. A new route at Abergwyngregyn was introduced, further diversifying opportunities for volunteers to contribute to conservation efforts. Additionally, the program partnered with Pobl i Bobl to involve refugees in Caru Eryri activities, fostering inclusivity and cultural exchange.

The number of footpath maintenance days increased, demonstrating a heightened dedication to preserving Eryri's natural landscape. Beach cleans were also conducted, addressing coastal conservation needs. National campaigns such as Spring Clean Cymru and Real 3 Peaks were supported, amplifying Caru Eryri's impact on a broader scale.

Visitor engagement was a focal point, with concentrated efforts on the Llanberis path, Watkin path, and Ogwen area to enhance visitor experiences. Volunteers reported feeling that these locations offered the greatest opportunity to make a meaningful impact.

On the digital front, Caru Eryri maintained a modest but engaged social media following, with 467 Facebook followers and 356 Instagram followers. This online presence served as a platform for outreach and communication with current and prospective volunteers and partners.

Volunteer training was prioritized, with Mike Raine providing support to the Caru Eryri partnership staff team in hosting training sessions. These sessions aimed to upskill volunteers interested in leadership roles within the scheme, as well as offering opportunities to attend a REC First Aid course. 14 volunteers attended the training, with 7 of those seizing the opportunity to lead groups throughout the summer.

At the end of the season, Caru Eryri expressed gratitude to its dedicated volunteers through a series of rewarding workshops. These events included informative walks and talks covering topics such as the nature and geology of Eryri, as well as strategies for managing hazards in the countryside. The final gathering, held at Y Frican, featured a festive pizza night, providing volunteers with a well-deserved opportunity to unwind and celebrate their contributions to the program.



Volunteer Feedback:

“It was great to have the opportunity to volunteer in my community”

“An opportunity to do something worthwhile whilst going for a walk up a mountain with **like minded** people – what’s not to like!”

“A great opportunity to give something back to the area and get to meet some interesting people!”

“It’s a pleasure to spend time in this amazing landscape ... Connecting with like minded people and doing hands on work is also very good for your mental health and wellbeing.”

“A great experience and very rewarding. An opportunity to give back for the enjoyment Snowdonia has given me for a number of years.”

“Love everything about the volunteer days to give something back is so important.”

“My friend and I joined the litter picking sessions on the Llwybr Llanberis a few times and were blown away by how much we enjoyed ... It gave a great sense of making a difference and helping mental and physical well being! I can’t thank you enough.”

“Really enjoy working with the rest of the team. Everyone is so passionate in their relationship with the landscape, and are keen to share their experience and knowledge.”

“Caru Eryri have given me the opportunity to give something back for living in such a beautiful part of Wales. I get out to see some stunning views at the same time doing some good. Also I have been on some super workshops which I wouldn’t know about and learned a lot about the geology, flora and fauna of Eryri.”

“An absolutely fantastic scheme and opportunity. Best thing I did this year! Everyone is so welcoming. Thanks a lot! Will be encouraging everyone to join next year.”

“It’s great to be able to give a little bit of time back, managing the footpaths, clearing litter, engaging with members of the public as well as meeting new and interesting people. Thank you very much and looking forward to it next year.”



1.2 Volunteer Wardens

Key Statistics

South Eryri Volunteer Wardens total number of hours contributed **446**

Total number of volunteers **11**

Yr Wyddfa Volunteer Wardens total number of hours contributed **1463**

Total number of volunteers **30**



Alun Jones, Yr Wyddfa Area Warden says “The Yr Wyddfa Volunteer Wardens scheme has been running for over 10 years now, with 2023 being its 11th year. 2023 proved once again how valuable the service they provide truly is, collecting 616 bags of litter. They are an integral part of the team, patrolling the paths of Yr Wyddfa every Wednesday, Saturday and Sunday throughout the busiest periods, giving out essential advice for walkers, and also clearing the beautiful landscape of any rubbish they find. In my opinion, the success of the Volunteer Warden service is down to how committed, passionate, and hard working they are in their role, and I truly believe that the mountain would be a far worse place without them”.



1.3 Youth Engagement

In 2023, our Young Rangers program thrived, recruiting 24 new enthusiastic participants who embarked on a journey of outdoor adventure and conservation. Despite the logistical challenge posed by limited transport availability, each session was catered for 7 attendees, ensuring an engaging experience for all. Our Young Rangers Program brought together a dynamic mix of personalities and perspectives with a shared curiosity and a love for the outdoors. In July, two of the Young Rangers seized the opportunity to attend the Junior Ranger Camp in Denmark. A residential weekend was held at the YHA Snowdon Ranger in March for all the Young Rangers, providing them with the opportunity to bond and create good relations for working together in the year ahead. A total of 11 sessions were held throughout the year, and most importantly the young people's connection to the area, natural environment and their love for the outdoors were strengthened through the activities they participated in, and the meaningful discussions during each session. Which in turn contributed to the creation on the Youth Manifesto, giving young people a voice in National Park decision making and a sense of belonging within their community.

In addition to the Young Rangers program, throughout the year we have been actively

engaging with various youth groups on conservation tasks. Our relationship with Field Studies Council (FSC), Rhyd y Creuau, continues as they bring Duke of Edinburgh groups to assist in the restoration of Parc Mine in Gwydir Forest. Significant progress has been made, additionally Myddleton College, Denbeigh have also been assisting in the removal of conifer trees to protect rare lichen species on this site.

Working with the Gwynedd Youth Service we have developed a partnership whereby we match local schools with conservation work they can complete and have ownership over a specific project. One example of this is Ysgol Hafod Lon pupils maintaining the sensory garden in Plas Tan y Bwlch. The students are given the opportunity to develop practical skills and connect with nature in their local environment.

We've welcomed many groups of university students from Bangor, Aberystwyth, and international programs including the Chevening Scholarship and the University of New York to Eryri in 2023. Engaging with these diverse groups of students promotes collective action and nurtures the next generation of environmental champions on a global scale.



1.4 Corporate Events

Collaborating with corporate groups to undertake conservation work brings a multitude of benefits to both parties. Involving these groups in our work not only supports us in completing our conservation efforts, but also promotes corporate social responsibility for their employees and provides the opportunity for team building. Additionally, the corporate groups benefit from positive publicity for their role in contributing to environmental conservation. We continue to foster collaboration with the community through corporate volunteering initiatives, strengthening relationships between ENPA and local businesses.



The table below illustrates the volunteer work that corporate groups have contributed time and efforts towards in 2023.

Date	Company	Number of Volunteers	Activity	Location
12/01/2023	Sykes Holiday Cottages	10	Tree Planting	Rhyduchaf, Y Bala
24/03/2023	EA Technology	17	Tree Planting	Pant y Neuadd, Y Bala
06/04/2023	Always Aim High Events	8	Footpath Maintenance	Llanberis Path, Yr Wyddfa
20/04/2023	Trust Payments	12	Tree Planting	Ogwen
12/09/2023	Sykes Holiday Cottages	6	Footpath Maintenance	PYG Track, Yr Wyddfa
26/09/2023	Sykes Holiday Cottages	10	Footpath Maintenance	Allt Moses, Yr Wyddfa

1.5 Staff Volunteering

ENPA Staff and Members were granted two dedicated volunteer days. Colleagues were invited to participate in these special days, one in March and another in November 2023. During these events, staff actively contributed by planting 300 meters of hedge at Yr Ysgwrn and uncovering ancient Neolithic stone circles on the Carneddau through gorse clearance. As a token of appreciation for their hard work, staff enjoyed warming soup and toasted s'mores by the fire.



Diwrnod Gwirfoddoli / Volunteering day

Plannu Gwyrch / Hedge Planting

Mawrth 23 March
Yr Ysgwrn, Trawsfynydd



Diwrnod Gwirfoddoli / Volunteering Day
Torri Eithin / Gorse Clearance

Tachwedd 24 November

Abergwyngregyn

2 WELLBEING

Last year, Eryri National Park hosted its most extensive series of wellness events to date, offering a diverse range of activities aimed at promoting mental and physical well-being ultimately utilising our natural assets as a health resource. The schedule included guided mindfulness walks, outdoor yoga sessions, forest school, walking and weaving workshops, and monthly warden-led walks.

Participants had the opportunity to immerse themselves in the nature of Eryri while engaging in activities designed to reduce stress, increase sense of wellbeing, and engage in nature connection.

The success of these wellness events was evident in the high level of participation, indicating a growing interest in holistic well-being and a desire to connect with nature. Through these initiatives, Eryri National Park has played a crucial role in supporting individuals in reaping the benefits of spending time in the countryside, promoting both physical and mental health in the community.



2.1 Guided Mindful Walks

The guided mindfulness walks provided a chance for individuals to slow down, appreciate their surroundings, and practice mindfulness techniques amidst the tranquil landscape.

January	Clogau Trail, Bontddu	8 participants
February	Llyn Mair, Maentwrog	10 participants
March	Aber Falls, Abergwyngregyn	9 participants
April	Bwlch Drws Ardudwy	10 participants
May	Llyn y Parc, Betws y Coed	8 participants
July	Precipice Walk, Dolgellau	5 participants
August	Jubilee Path, Penmaenmawr	5 participants
September	Cwm Cypwrth, Cwm Pennant	6 participants
October	Coed Dolfriog, Nantmor	12 participants
November	Cwm Cynfal, Llan Ffestiniog	9 participants
December	Llyn Geirionydd & Crafnant	9 participants

2.2. Outdoor Yoga

Outdoor yoga sessions offered a unique opportunity to harmonize body and mind while breathing in the fresh air.



June Tuesday Session	Llyn Mair	6 participants
June Sunday Session	Harlech Beach	18 participants
July Tuesday Session	Harlech Beach	13 participants
July Sunday Session	Llyn Mair	10 participants
August Tuesday Session	Llyn Mair	11 participants
August Sunday Session	Harlech Beach	10 participants

2.3 Forest School

Forest school activities allowed both children and adults to reconnect with nature through hands-on experiences such as woodland crafts and wildlife exploration.



31/05/23	Llyn Mair, Maentwrog	8 children
26/07/23	Farchynys, Bontddu	6 children
29/07/23	Yr Ysgwrn, Trawsfynydd	10 children
30/08/23	Coed Bryn Berthynnau, Capel Curig	6 children

2.4 Walking and Weaving

Walking and weaving workshops combined the therapeutic benefits of walking with the creative expression of weaving, offering a holistic experience that engaged both body and mind



25/02/23	Llyn Llywelyn, Beddgelert Forest	6 participants
25/03/23	Betws y Coed	7 participants
23/04/23	Cwm Idwal	5 participants
31/05/23	Llyn Llydaw, Yr Wyddfa	4 participants

2.5 Warden's Walk of the Month

Monthly warden-led walks provided valuable insights into the Park's work, history, and conservation efforts, enriching participants' understanding and enjoyment of the landscape.

Ioan Davies	Cwm Penamnen, Dolwyddelan	6 participants
Myfyr Tomos	Foel Ispri, Llanelltyd	11 participants
Alan Pritchard	Cwm Idwal	3 participants
David P. Jones	Craig y Ddinas	5 participants
Arwel Morris	Cefnddwygraig, Y Bala	5 participants
Robat Davies	Llwybr Panorama	3 participants



Feedback from Participants:

"I absolutely loved the events I attended mindful walk and two sessions of Yoga and the exhibition 'The Lost Words'. I would definitely pay to attend. I felt wonderful afterwards. Thank you Etta for organising and to the lovely people running the sessions. It was lovely."

"I really enjoyed the mindfulness walk it was very well organised with knowledgeable staff and leaders. Thank you"

"I attended two outdoor yoga events which would just not have been possible if it had rained, so I would not have booked if I had had to pay with my booking. The events were very enjoyable, although dogs should not be allowed at a yoga class. One person brought her dog to the first event, which was running loose and was very distracting and prevented me from suggesting my sister-in-law come with me to the second event as she is scared of dogs."

"It's a wonderful mindfulness walk. So grateful for them. I absolutely love them. Thank you"

"So grateful for these opportunities. Although I would be happy to pay, I do think the fact they are free is important for encouraging people who really need them. I wonder if there could be a donation system - but the walks remain free? I think there is so much work and thought put into these events. I am so very grateful for them as someone with health issues who needs to get out and about in company. Thank you SO SO much. Diolch yn fawr iawn."

3 TRAMPER

Tramper Hire experienced a 20% increase compared to last year, thanks to a streamlined booking process that made it more convenient for customers. Among the favoured Access for All paths were Lôn Gwyrfai and the Mawddach Trail. Additionally, one of the trampers stationed in Beddgelert Forest saw regular use by visitors staying at the Forest Holidays site. Our agreement with Beddgelert Forest Holidays continues to flourish, and we are also grateful to the Warden service for their continued assistance in delivering the tramper to the customers requested locations.



4 – KPI Updates

Table from the Volunteering Strategy

The table below is from the Volunteering Strategy, detailing the progress of each of the actions that are outlined within the strategy. It presents data including volunteer numbers and hours, with annual targets and recommendations that are subject to review and adjustment as documented in each annual report.

Action	Metric	How will we measure	Who will collect the data and how will it be reported?	2023 Target & Recommendations	2023 Result
Create opportunities and support initiatives that enable young, disabled, socially excluded and underrepresented people to volunteer.	Number of volunteers (including specific figures for target groups)	Better Impacts system and report from projects	Volunteer and Wellbeing Officer	<p>Number of volunteers</p> <p>Young people : 10</p> <p>Disabled people: 10</p> <p>Socially excluded and underrepresented people : 10</p>	<p>Number of volunteers</p> <p>Young People (14-24) : 179</p> <p>25 – 50 : 90</p> <p>50+ : 154</p>
Appoint volunteers with specific roles and provide with training as well as volunteering events for people unable to commit to regular activities.	Number of one-off and repeat volunteers	Report on Caru Eryri volunteering shifts from Better Impact	Volunteer and Wellbeing Officer	<p>Number of Caru Eryri Volunteers: 50</p> <p>Number of Yr Wyddfa Volunteer Wardens: 50</p>	<p>Number of Caru Eryri Volunteers : 132</p> <p>Number of Yr Wyddfa Volunteer Wardens: 30</p> <p>Number of South Eryri Volunteer Wardens: 11</p>
Establish new volunteering roles in other areas within the NP apart from the Wyddfa area e.g. Southern area Volunteer Wardens. Recruitment will start in 2021.	Number of volunteer days and volunteers by broad geographic location	Volunteer Wardens recruited and given training before the 2022 season commences	Volunteer and Wellbeing Officer & Head Wardens	Retain number of Cader Idris Volunteer Wardens	<p>Target Achieved as number of South Eryri Volunteer Wardens were retained.</p> <p>South Eryri Volunteer Warden shifts : 445.50 volunteer hours</p>
To develop more in-house volunteer groups for: Biodiversity, Dark Skies, Conservation Projects (LIFE, Carneddau) and other future projects	Number of volunteer days by department/project	Better Impacts system and report from projects	Volunteering and Wellbeing Officer & project staff	<p>Target for gardening sessions at Plas Tan y Bwlch is an ongoing challenge.</p> <p>Continue to support officers in coordinating an interesting variety of volunteer opportunities.</p>	<p>From Early Spring 2023 to the start of summer, Ysgol Hafod Lon pupils attended monthly gardening sessions at Plas Tan y Bwlch.</p> <p>In Easter 2024, Justice (NWP) will be doing weekly gardening sessions at Plas Tan y Bwlch as part of the community payback scheme.</p> <p>Number of Dark Skies Volunteers: 6</p> <p>Number of Biodiversity and Woodland Management volunteering days: 8</p> <p>Number of Footpath Maintenance volunteering days: 9</p> <p>Number of Carneddau Project volunteering days: 21</p> <p>Number of Project LIFE volunteering days: 3</p> <p>Number of Peatland restoration days: 0</p>

Action	Metric	How will we measure	Who will collect the data and how will it be reported?	2023 Target & Recommendations	2023 Result
Projects such as Yr Ysgwrn will double the number of volunteers from 15 to 30 by hosting volunteer fairs and coffee mornings at the site to spread the word, and by advertising roles on Volunteering Wales website and in local papers	Number of volunteer days by department/project	Report from Yr Ysgwrn staff	Volunteer and Wellbeing Officer & Cultural Heritage Manager	Continue further recruitment for Yr Ysgwrn volunteers by hosting regular coffee mornings at the site and advertising role more widely.	Number of Yr Ysgwrn volunteers: 8
Continue to offer the Young Ranger Scheme to young people ages 14-16 and provide support and advice across the organisation to enable officers to organise and manage volunteering opportunities.	Number of volunteers and volunteer days for specific target groups	Report from Young People's Officer	Volunteer and Wellbeing Officer, Area Warden, Young People's Officer	Continue to support Young People's Officer to provide an interesting variety of volunteering opportunities for the Young Rangers.	Number of Young Rangers: 24 Number of Young Ranger days: 11
To promote volunteering by staff and members we will schedule two volunteering days for staff and members each year. Each staff will have the right to volunteer up to 15 hours per year for other departments within the Authority.	Number of staff volunteer days	Report from number of staff volunteer days	Volunteer and Wellbeing Officer	As well as organizing two volunteers days a year, encourage staff and members to participate in volunteering schemes such as Caru Eryri.	Number of staff volunteer days: 2 Number of staff participating: 14
Develop and encourage working with corporate sponsored groups on mutually beneficial projects. Corporate volunteering is an area with potential for considerable growth for volunteering and for income generation. The funds will allow us to reinvest into volunteering as we'll be in a better position to supply PPE and uniform for volunteers.	No. of volunteers participating in corporate volunteer days	Report from number of corporate volunteer days	Volunteer and Wellbeing Officer	Number of corporate volunteers: 80 Encourage large groups to come volunteer with us for a day to tackle conservation work that requires many people.	Number of corporate volunteer days: 6 Number of corporate volunteers: 63
Continue to work with the Snowdonia Society, the Outdoor Partnership, and others to encourage more volunteering in support of National Park purposes (and other partners as appropriate).	Narrative report on achieving this as part of annual report.		Volunteer and Wellbeing Officer	Continue this work, with a target to expand volunteering opportunities in the Southern area of the Parc by working with the area Wardens and local groups e.g. Coleg Meirion, Cwmni Nod Glas and Mantell Gwynedd	There is a wide variety of opportunities for volunteers to participate in across the National Park as a whole. With continued partnership working with the Snowdonia Society and National Trust staff we are able to offer these opportunities on a regular basis with a busy volunteering schedule now running throughout the year.
Ensure at least two volunteer workdays with Snowdonia Society each month.	Number of volunteer days	Report from Snowdonia Society	Volunteer and Wellbeing Officer	<i>In 2022 an average of 10 volunteer workdays a month was hosted in partnership with the Snowdonia Society.</i> <i>For 2023, work continues on this target with the aim of maintaining an average of 10 workdays a month.</i>	<i>Number of Caru Eryri days: 69</i> <i>On average in 2023 there were 6 volunteering days a month held in partnership with Snowdonia Society.</i>

Action	Metric	How will we measure	Who will collect the data and how will it be reported?	2023 Target & Recommendations	2023 Result
We will collaborate strategically with other organisations who use conservation volunteers in Eryri in order to share good practice, training etc.	Number of volunteer days	Report from Snowdonia Society staff	Volunteer and Wellbeing Officer	As above, with the addition of more focus on training in particular to the volunteer leaders for Caru Eryri.	Total number of volunteer days: 110
Seek opportunities with partners for accredited training days to upskill volunteers.	Number of training events and number trained	Report from Better Impact	Volunteer and Wellbeing Officer	Continue to offer REC First Aid training to volunteers and seek out other opportunities for further development when budget allows.	Number of volunteer training days : 8 Number of volunteers trained: 96
Offer a variety of volunteering opportunities across the National Park area – some for one day only, others requiring commitment over several hours each month from volunteers.	Number of volunteers and volunteer days for specific target groups	Report from Better Impact	Volunteer and Wellbeing Officer	Number of Volunteer: 250 Number of Volunteer Days: 500	Number of Volunteers: 500 Number of Volunteer days: 256
Support the Warden service in their use of volunteers.	Number of volunteer days by department/ project and geographic location	Report on hours from SignUp	Volunteer and Wellbeing Officer	Continue to support the Warden service in their use of volunteers by scheduling regular footpath maintenance days as well as assisting with other projects as needed. Wardens given training on Better Impact and Volunteer Wardens shifts advertised on the software.	Number of Yr Wyddfa Volunteer Warden shifts: 114 Number of South Eryri Volunteer Warden days: 49
Voluntary Wardens undertaking more than one role, possibly assisting with engagement activities such as leading or back marking NP guided walks when new programmes are in place	Number of volunteers by department	Report from Better Impact	Volunteer and Wellbeing Officer	By merging Volunteer Wardens to Better Impact it will encourage them to participate in all other opportunities.	Volunteer Wardens are taking part in more of a variety of volunteering opportunities including tree and hedgerow planting, planting wildflowers and assisting in other biodiversity projects with the Area Wardens.
Assist long service volunteers in their personal development such as to achieve elements for National Standards Qualifications.	Number of training events and number trained	Report from Better Impact	Volunteer and Wellbeing Officer	Keep in regular contact with long service volunteers to see how we can support personal development. Number of volunteers completing REC First Aid: 30	Number of Volunteers completed Caru Eryri Training: 42 Number of Volunteers completed REC First Aid course: 5 Number of Volunteers Completed Eryri Ambassadors Course: Bronze: 51 Silver: 2 Gold: 68

Action	Metric	How will we measure	Who will collect the data and how will it be reported?	2023 Target & Recommendations	2023 Result
Use effective recruitment methods to ensure that we reach a wide range of people. We will continue to work closely with Mantell Gwynedd, Conwy Voluntary Action Council and other special interest groups.	Number of volunteers	Report from Better Impact	Volunteer and Wellbeing Officer	Encourage all registered volunteers actively participate in the volunteering opportunities available.	Number of Volunteers registered on Better Impact: 638
Develop a robust recruitment and induction process. This will cover an introduction pack covering all aspects of volunteering as well as enrolment in the Ambassador Scheme.	Induction pack has been developed. All new and existing volunteers have received induction pack.	Report from Better Impact	Volunteer and Wellbeing Officer	Encourage all volunteers to work towards Gold level Eryri Ambassador.	Completed.
Market our volunteering opportunities by using the following methods; listing available opportunities on the Volunteering Cymru website and in local Volunteering Centres; taking advantage of public events in order to draw public attention to the volunteering opportunities; establishing a 'contact us' page on the Authority's new website, giving information on volunteering with the Authority; sharing images of volunteering activities through social media together with information on how to take part.	Number of volunteers and volunteer days. Volunteer pages have been established on new website.		Volunteer and Wellbeing Officer	Continue to use the same recruitment methods.	In 2023 EPNA staff attended all Freshers fairs in the local colleges and universities to promote the volunteering opportunities for young people. ENPA Communications team regularly share the achievements of volunteers on our social media outlets and website, as well as other media forms.
Continue to include regular updates and information on volunteering in supplements / articles in publications and reports, press releases, articles celebrating and thanking volunteers, adverts, and printed matter in the Visitor Centres etc.	Number of volunteers and volunteer days for specific target groups		Volunteer and Wellbeing Officer	Nominate 7 volunteers to take part in National Volunteers Week in June.	Continue to celebrate our amazing volunteers and the work they do to protect Eryri.
We currently use Sign Up to coordinate volunteering opportunities for the Yr Wyddfa Volunteer Wardens. We have introduced a new online volunteer management system called Better Impact to our Caru Eryri volunteers. If this works successfully throughout the season we'll look at using this software to coordinate volunteering opportunities for all National Park volunteering projects.	New volunteer management system has been established. Volunteer management system is utilised for measuring and reporting on KPI's.	Report from Better Impact software and Sign Up system	Volunteer and Wellbeing Officer	Volunteer Wardens merging to Better Impact in 2023.	Completed.

CONCLUSION

To conclude, 2023 has been a year of significant contribution across the various volunteering initiatives in Eryri. Through the dedication of our volunteers, we've seen much progress in conservation efforts, more engagement with youth groups and corporate sectors, and also enhancement in visitor experiences through Caru Eryri. This particular scheme has demonstrated the impact of partnership working, with volunteers receiving national recognition for their contribution to environmental conservation, and continues to grow from strength to strength each year.

Similarly, the Volunteer Wardens program demonstrates how valuable their commitment to safeguarding the mountains are, contributing many hours to keeping the paths clean and assisting visitors. The volunteers have not only enriched the National Park with their time and dedication but have also generated substantial cost savings for the Authority. By equating volunteer hours to the average living wage, volunteers have collectively saved the Authority over £40,000. This highlights the immense value of volunteer contributions to our organization and in supporting the delivery of our management plan and conservation efforts.

Looking ahead to 2024, Eryri National Park remains committed to promoting wellbeing and inclusivity, as well as encouraging people to get involved in volunteering schemes. Regular wellness activities, including the guided mindfulness walks, outdoor yoga sessions, and forest school classes, will continue to be offered, providing opportunities for visitors and locals alike to connect with nature and prioritize their mental and physical health when spending time in Eryri. Additionally, there will be a continued effort to improve and develop our offer of volunteering opportunities, ensuring that they remain accessible, engaging, and impactful for volunteers of all ages and backgrounds.

As we begin the planning for 2024, we look forward to building on the successes of the past year and continuing to work collaboratively with volunteers, stakeholders, and partners to safeguard the natural beauty and heritage of Eryri for future generations.

VOLUNTEER AND WELLBEING ANNUAL REPORT 2022

ITEM NO. 13 - Appendix 2





Volunteer and Wellbeing Annual Report 2022

1 Volunteering

1.1	Caru Eryri
1.2	Volunteer Wardens
1.3	Young Rangers
1.4	Dark Skies Volunteers
1.5	Corporate Events
1.6	Duke Of Edinburgh / College Groups
1.7	Yr Ysgwrn
1.8	Staff Volunteering

2 Wellbeing

2.1	Guided Mindful Walks
2.2	Outdoor Yoga
2.3	Forest School
2.4	Supporting Ukrainian Guests
2.5	Staff Wellness Events

3 Tramper

3.1	Bookings and Locations
3.2	Promotional Work

4 KPI Updates

5 What's to come in 2023



1- Volunteering

1.1 - Caru Eryri

Key Statistics for 2022:

105 days spent caring for Eryri

2640 hours volunteered

87 volunteers

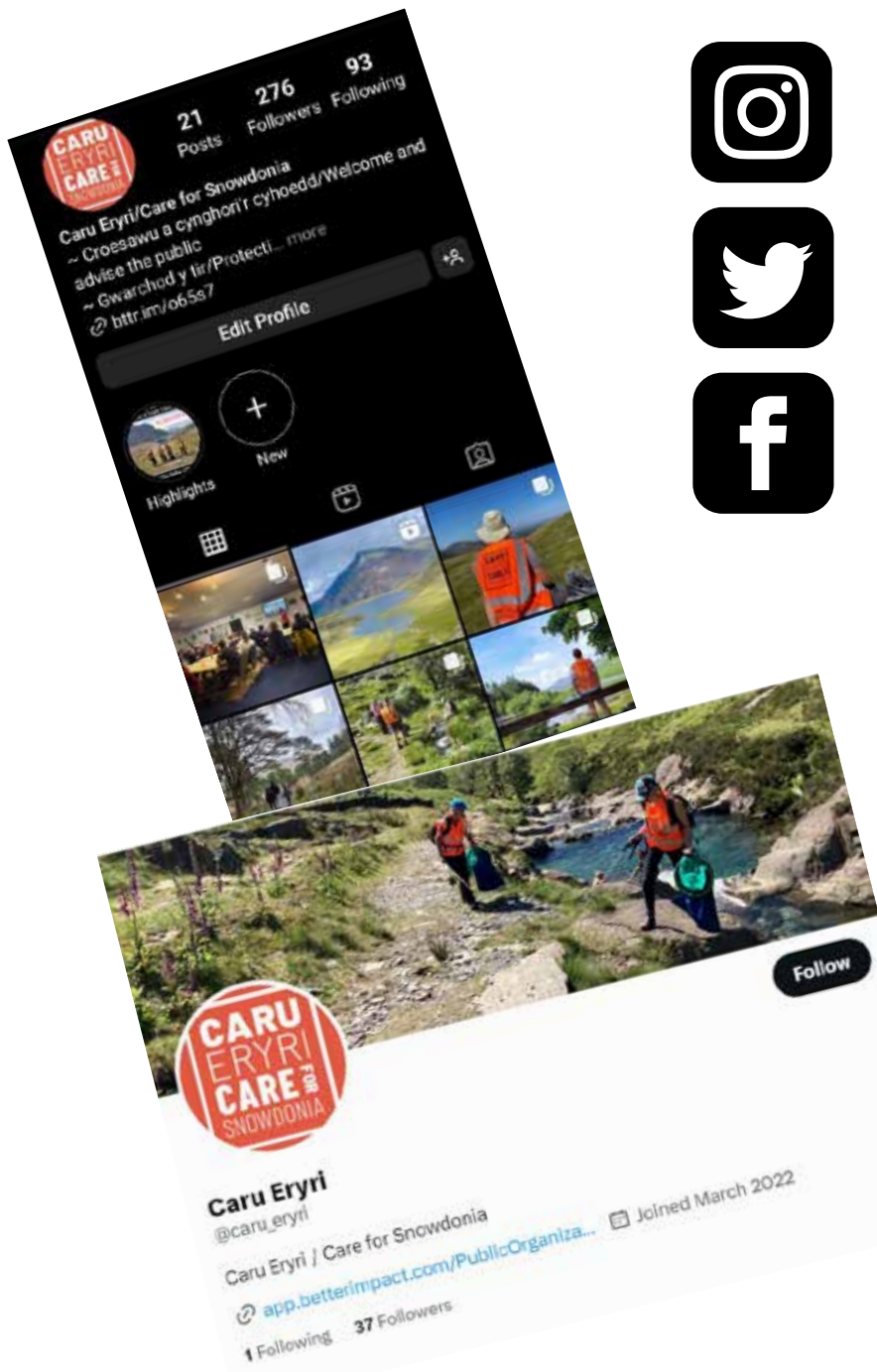
Total bags of litter: **438**

Total weight: **970kg**

The Caru Eryri team carried out important visitor management work along the busiest routes in Eryri giving on the ground support to the Wardens service by advising the public and keeping footpaths and car parks clear of litter. Patrol routes included the Llanberis path, the Watkin path, Rhyd Ddu and Snowdon Ranger, Llyn Dinas and Aberglaslyn, Capel Curig, Ogwen and Llyn Tegid. Regular shifts were scheduled every Friday, Saturday, Sunday, with footpath maintenance on Wednesdays.

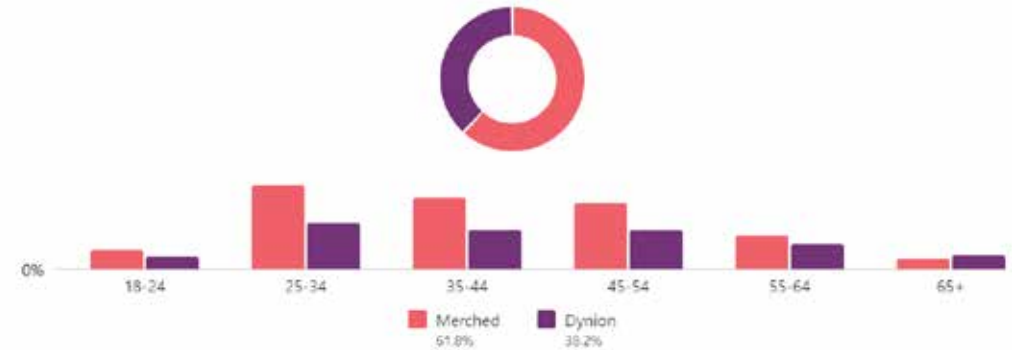
National Campaigns: During Spring Clean Cymru, organised in partnership with Keep Wales Tidy, 18 volunteers patrolled four main routes on Yr Wyddfa to the summit to deep clean the mountain ahead of the busy season. 106kg of litter was collected on this day. This was the first litter pick of the season. The final litter pick of the season was the Real 3 Peaks Challenge where 16 volunteers took part in collecting 45kg off the mountain.

Social Media accounts were set up for the Caru Eryri project at the beginning of 2022 to draw more publicity to the scheme to increase recruitment opportunities, as well as utilising these methods to share important public messaging. These messages highlighted the importance of taking your litter home, the countryside code, and pre booking parking and a place to stay. The maximum reach on these advertisements were 215k. On the Facebook page the total number of Likes was 267, with a maximum reach on posts at 5.6k. The Instagram page has a total of 276 followers. The Twitter page is the least popular with a total of 37 followers.



Age & gender

*Graph from Facebook



The project increased its involvement with local mountain leaders by using the project funding to employ five experienced guides to lead the groups of volunteers. Mountain Leaders were prioritised to lead groups over project staff from the Partnership this year in order to increase staff capacity on other volunteering projects. Ultimately allowing for more volunteering opportunities to happen.

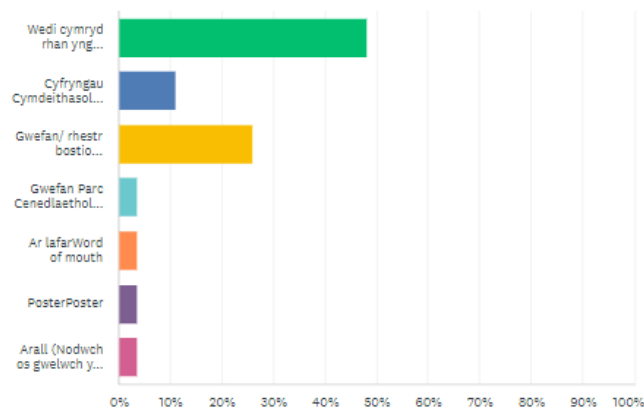
Volunteers were offered the opportunity to take part in the REC First Aid course. One course was held in Bala in May, and one in Betws y Coed in July. 17 volunteers completed the course and are now qualified first aiders.

At the beginning of the season three Outdoor Training sessions were held on the 2nd of April, 4th of May and 9th of June. Two in Ogwen and one in Betws y Coed. These training sessions were offered to new volunteers and to experienced volunteers as a refresher on what the Caru Eryri scheme entails, what to expect when coming out to volunteer with us, top tips for engaging with the public, and how the National Park is managed and the issues it faces. The sessions were run by Mike Raine where he shared his wide knowledge of special species and habitats with the volunteers. This training was optional, and 23 volunteers participated. Other training resources such as site-specific information are available for volunteers to view online on Better Impact before they attend a Caru Eryri shift.

Caru Eryri Volunteer Feedback

Sut glywsoch chi am gynllun gwirfoddoli Caru Eryri? How did you hear about the Caru Eryri / Care for Snowdonia volunteer scheme?

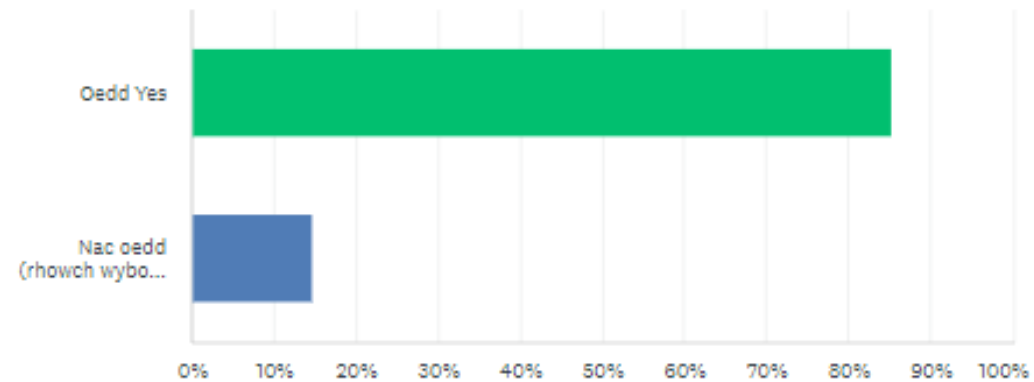
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES
Wedi cymryd rhan yng nghynllun gwirfoddoli yn 2020/2021. Involved in the volunteer scheme in 2020/2021 .	48.15% 13
Cyfryngau Cymdeithasol/Social media	11.11% 3
Gwefan/ rhestr bostio Cymdeithas Eryri Snowdonia Society website/ mailing list	25.93% 7
Gwefan Parc Cenedlaethol Eryri/National Park Authority website	3.70% 1
Ar lafar/Word of mouth	3.70% 1
Poster/Poster	3.70% 1
Arall (Nodwch os gwelwch yn dda)/Other (please specify)	3.70% 1
TOTAL	27

Oedd y broses cofrestru'n hawdd? Was the sign-up process straightforward?

Answered: 27 Skipped: 0

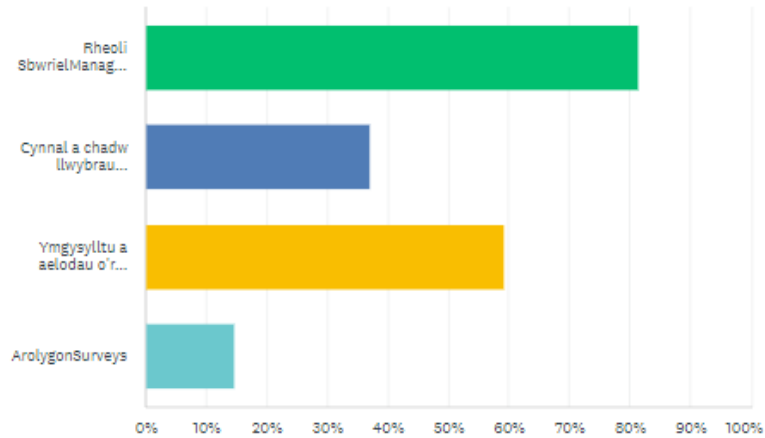


ANSWER CHOICES	RESPONSES
Oedd Yes	85.19% 23
Nac oedd (rhowch wybod i ni pa rhan roedd yn anodd i chi)/No (please let us know what you found difficult)	14.81% 4
Total Respondents: 27	

Caru Eryri Volunteer Feedback

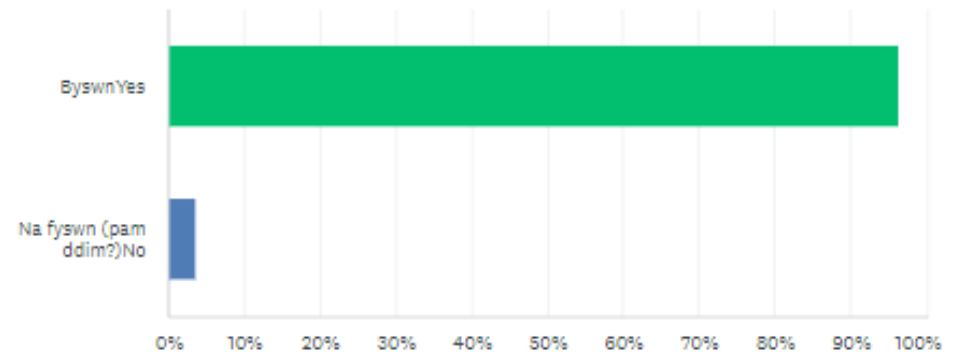
Pa agwedd ar nodau Caru Eryri oedd bwysicaf i chi? Which aspect of Caru Eryri's aims were most important to you?

Answered: 27 Skipped: 0



A fydddech chi'n ystyried gwirfoddoli i Caru Eryri eto'r flwyddyn nesaf? Would you consider volunteering for Caru Eryri again next year?

Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES
Byswn/Yes	96.30% 26
Na fyswn (pam ddim?)/No	3.70% 1
Total Respondents: 27	



To show our appreciation to the volunteers, many different events were organised especially for them, free of charge. These included:

5th October	Navigation beyond the footpath with Mike Raine (5 people attended)
6th October	Tour of Mountain Rescue base (6 people attended)
11th October	Fungi Walk and Talk with Cynan Jones (8 people attended)
17th October	Waterfalls, Native woodland, and aircraft wreckage in the Northern Carneddau (4 people attended)
20th October	Snowdon's Industrial Past walk with Keith Hulse (5 people attended)
22nd October	Tour of Yr Ysgwrn (3 people attended)
23rd October	Nature of Snowdonia Walk with Mike Raine - Rhinog Fawr (8 people attended)
28th October	Care for Snowdonia Celebration and Thanks evening (21 people attended)

On the final thank you event, the evening celebration at Bethesda Rugby Club, the volunteers were awarded with bespoke handmade Caru Eryri mugs and a deck of nature themed playing cards.



1.2 – Volunteer Wardens

Yr Wyddfa Volunteer Wardens have made an extremely positive difference once again in terms of patrolling the paths. This season there has been a warden presence on Yr Wyddfa on 77 days. 36 voluntary wardens have volunteered and put in a total of 272 shifts. This amounts to 1600+ volunteer hours, filling around 300 bags of litter, and being of assistance to over 3000 people.

In 2022 for the first time, Volunteer Wardens were recruited to assist the Wardens on Cader Idris. 11 new volunteers were recruited especially for this role. They completed a total of 35 shifts, which amounts to 220 volunteer hours.





1.3 – Young Rangers

With the recruitment of the new Young People's Officer came the return of the Young Rangers Scheme. The scheme successfully ran 6 sessions in 2022 which followed the traditional structure of a group conservation task during the morning followed by adventure activities in the afternoon. 13 Young Rangers took part in the scheme by learning new skills and knowledge about the National Park and growing confidence in accessing the outdoors. The conservation tasks included litter picking, woodland management, and tree planting, with the variety of activities being climbing, kayaking, gorge walking and so on.

1.4 – Dark Skies Volunteers

Following the previous year of recruiting volunteers to help with dark sky monitoring, all volunteers were invited to take part once again during the dark sky season. Many found it difficult to participate this year due to unfavourable weather conditions, but also the inconvenience of having to travel to the head office during office hours to pick up the SQM (Sky Quality Meter). We did however receive two sets of readings from a young volunteer who applied to study aerospace engineering, and this volunteering opportunity was proven to be beneficial to their application.

1.5 – Corporate Events

We often get enquiries from businesses or organisations asking about volunteering opportunities for their team. Especially after the new structure of working and people working from home, this gives organisations a chance to get everyone together to boost morale and team building as well as doing something good for the environment. The table below illustrates the work that the corporate groups have got involved with during 2022.

Date	Company	Number of Volunteers	Activity	Location
22-Mar	Costain Consulting	17	Gorse Cutting	Anafon, Abergwyngregyn
23-Mar	Costain Consulting	18	Tree Planting (740 trees)	Garnedd Wen, Conwy
30-Mar	Sykes	12	Tree Planting	Llechwedd Hen, Frongoch
23-Jun	Sykes	6	Rhododendron	Bryn Gwynant
29-Sep	Sykes	4	Cutting Conifers	Parc Mine
17-Nov	Finastra	11	Tree Planting	Gwern Gof Isaf
01-Dec	Finastra	8	Tree Planting	Gwern Gof Isaf



1.6 – DofE / college groups

We maintain a good relationship with Rhyd y Creuau, Field Studies Council is our main contact for offering volunteering opportunities to the groups of Duke of Edinburgh students. As well as the Sports and Outdoor Education group that are part of Llandrillo college which has up to 14 students on the course each year, Myddleton College, Denbigh also attend volunteering days with us regularly as part of their curriculum. The students have been working at the Parc Mine site in Gwydir Forest, helping to remove the conifer trees for native trees to grow and to protect the rare lichen that grows there. Much progress has been made on the site and it has been really useful to have a site where groups can return to and see the progress in the contribution of their work.





1.7 – Yr Ysgwrn

A volunteering fair was held at Yr Ysgwrn on the 9th of April. This was an open day to encourage people to drop in if they were interested in finding out more about the volunteering opportunities here. However, it was also a good opportunity for the experienced volunteers to return for a catch up after the site was closed for the winter months. 10 volunteers contributed to the running of Yr Ysgwrn this year by welcoming groups, helping in the café, and giving tours of the farmhouse.

1.8- Staff Volunteering

With the allowance of two volunteer days for staff, all colleagues were invited to participate in at least two volunteering days especially for staff in 2022. These events were a tree planting day in Trawsfynydd on the 27th of April (7 members of staff), and a neolithic axe dig on the Carneddau on the 3rd of October (13 members of staff). Some staff members also took part in monitoring visitor numbers on Yr Wyddfa, and conducting visitor surveys in Betws y Coed, Llyn Tegid, Aberdyfi and Pen y Pass for the Winchester University study on tranquillity.



1.9- Wellbeing

The Wellness Wednesdays programme expanded in 2022 to hold more events in many areas across the National Park, with the addition of Forest School sessions in National Park owned woodlands so that children could be included in the programme. Events were all free and bookable through the website. They were advertised in the newsletter, social media platforms and through Let's Get Moving North Wales. The tables below show how the popularity of these events has been maintained.



2.1 – Guided Mindful Walks

Cost of mindfulness practitioner £700

May	Cwm Idwal	6 attendees
June	Craig y Ddinas	5 attendees
July	Precipice Walk	10 attendees
August	Cwm Idwal	10 attendees
September	Jubilee Walk	9 attendees
October	Bron Aber	8 bookings (cancelled due to bad weather)
November	Betws y Coed	9 attendees
December	Beddgelert	12 attendees

2.2 – Outdoor Yoga

Cost of yoga instructor £340

June	Llyn Mair	7 attendees
July	Harlech Beach	15 attendees
August	Llyn Mair	10 attendees
September	Harlech Beach	12 attendees

2.3 – Forest School

Cost of sessions to employ forest school teachers £625

May	Coed Bryn Berthynau, Capel Curig	6 attendees
June	Coed Hafod, Llanrwst	11 attendees
July	Coed Farchynys, Bontddu	15 attendees
September	Coed Llyn Mair, Maentwrog	9 attendees



2.4 – Supporting Ukrainian guests

At the end of the year we worked with two organisations who support Ukrainian guests in North Wales. These were Pobl i Bobl who are based in Bangor and the Resettlement coordinator for Conwy County Council. We've since hosted a special welcome event at Plas Tan y Bwlch and monthly guided walks in the National Park especially for this group.



2.5 – Staff Wellness events

A special guided mindful walk was organised for the Engagement team to come together in May 2022. It would be a pleasure to organise such events for other departments in the Authority.

3- Tramper

With the new website came the online booking system for the tramper hire which made the whole process much more streamlined for the customer and easier to manage. Users can book tramper hire for any access for all route labelled as tramper friendly on the website.

3.1 – Bookings and Locations

As well as the bookings included in the table, 1085 Adventures in Beddgelert also received over 50 bookings for the tramper, with around 10 of those being return users.



Date of Tramper Hire	Location
14 th February	Mawddach Trail
11 th April	Aber Falls
13 th April	Mawddach Trail
14 th April	Miners Path
15 th April	Miners Path
21 st April	Mawddach Trail
3 rd May	Moelyci
6 th May	Llyn Mair
19 th May	Miners Path
21 st May	Aber Falls
24 th May	Lôn Gwyrfai
26 th May	Aber Falls
31 st May	Miners Path
1 st June	Miners Path
6 th June	Aber Falls
18 th June	Mawddach Trail
24 th June	Miners Path
4 th July	Aber Falls
8 th July	Lôn Gwyrfai
11 th July	Mawddach Trail
14 th July	Miners Path
20 th July	Aber Falls
29 th July	Lôn Gwyrfai
8 th August	Lôn Gwyrfai
18 th August	Lôn Gwyrfai
20 th August	Lôn Gwyrfai
22 nd August	Mawddach Trail
24 th August	Aber Falls
31 st August	Lôn Gwyrfai
31 st August	Mawddach Trail
2 nd September	Lôn Gwyrfai
13 th September	Lôn Gwyrfai
23 rd September	Mawddach Trail
25 th September	Mawddach Trail
17 th October	Lôn Gwyrfai



3.2 – Tramper Promotional work

The Ice Trike Rally held at Bala was the perfect opportunity to showcase what Eryri has to offer for people who have additional access requirements.

The Authority provided their mobility vehicles for the event which included our Trampers and a new 4 wheeler Terrain Rider whilst also promoting the benefits and opportunities available across numerous access for all routes across the National Park.

We will continue to work closely with the organisers in future to raise awareness and show the support that is available for people with disabilities to access and enjoy the outdoors.

During the Autumn we commissioned a local filmmaker, Film Up High we worked on a creating a series of promotional videos to increase awareness on the access for all routes. The videos can be viewed on the following links, the password for each one is SNPA:

<https://vimeo.com/772061551>

<https://vimeo.com/772062731>

<https://vimeo.com/772064287>

<https://vimeo.com/772065899>

<https://vimeo.com/772067318>

<https://vimeo.com/772069303>

<https://vimeo.com/772071369>

<https://vimeo.com/772073295>

4 – KPI Updates

Table from the Volunteering Strategy

Action	Metric	How will we measure	Who will collect the data and how will it be reported?	2022 Target	2022 Result	2023 Target & Recommendations
Create opportunities and support initiatives that enable young, disabled, socially excluded and underrepresented people to volunteer.	Number of volunteers (including specific figures for target groups)	Better Impacts system and report from projects	Volunteer and Wellbeing Officer	Adjust volunteer application form to include questionnaire on these categories. <u>Number of volunteers</u> Young people :10 Disabled people: 10 Socially excluded and underrepresented people :10	<u>Number of volunteers</u> Volunteer Age Demographic: Children (school groups) : 132 Young people (14-24): 87 25-50 :74 50+ : 115 No data available for other protected characteristics	<u>Number of volunteers</u> Young people : 10 Disabled people: 10 Socially excluded and underrepresented people : 10
Appoint volunteers with specific roles and provide with training as well as volunteering events for people unable to commit to regular activities.	Number of one-off and repeat volunteers	Report on Caru Eryri volunteering shifts from Better Impact	Volunteer and Wellbeing Officer	Number of Caru Eryri Volunteers: 80 Number of Yr Wyddfa Volunteer Wardens: 35	Number of Caru Eryri Volunteers: 84 Number of Yr Wyddfa Volunteer Wardens: 35 Number of Cader Idris Volunteer Wardens: 11	Number of Caru Eryri Volunteers: 50 Number of Yr Wyddfa Volunteer Wardens: 50
Establish new volunteering roles in other areas within the NP apart from the Wyddfa area e.g. Southern area Volunteer Wardens. Recruitment will start in 2021.	Number of volunteer days and volunteers by broad geographic location	Volunteer Wardens recruited and given training before the 2022 season commences	Volunteer and Wellbeing Officer & Head Wardens	Number of volunteer days: Cader Idris – every weekend and bank holiday from April to Sept Number of applications for South Volunteer Warden 2022: 10	Completed. Cader Idris Volunteer Wardens Number of Volunteer days: 35 (220 volunteer hours)	Retain number of Cader Idris Volunteer Wardens

To develop more in-house volunteer groups for: Biodiversity, Dark Skies, Conservation Projects (LIFE, Carneddau) and other future projects	Number of volunteer days by department/ project	Better Impacts system and report from projects	Volunteering and Wellbeing Officer & project staff	New target : Monthly gardening sessions at Plas Tan y Bwlch with regular team of 6-10 volunteers. Number of Dark Skies Volunteers: 40 Number of Biodiversity and Woodland Volunteering days: Number of Carneddau Project Volunteering Days: Number of Project LIFE Volunteering Days:	Number of Dark Skies Volunteers: 2 Number of Woodland Management volunteer days: 8 Number of Footpath Maintenance Days: 7 Number of Carneddau Project Volunteer days: 48 Number of Project LIFE Volunteer days: 2 Number of Peatland volunteer days:	Target for gardening sessions at Plas Tan y Bwlch is an ongoing challenge. Continue to support officers in coordinating an interesting variety of volunteer opportunities.
Projects such as Yr Ysgwrn will double the number of volunteers from 15 to 30 by hosting volunteer fairs and coffee mornings at the site to spread the word, and by advertising roles on Volunteering Wales website and in local papers	Number of volunteer days by department/ project	Report from Yr Ysgwrn staff	Volunteer and Wellbeing Officer & Cultural Heritage Manager	Number of Yr Ysgwrn Volunteers: 10-12 <i>Hosting a volunteering fair at Yr Ysgwrn on the 9th April before the season commences to aid recruitment.</i>	Number of Yr Ysgwrn Volunteers: 10	Continue further recruitment for Yr Ysgwrn volunteers by hosting regular coffee mornings at the site and advertising role more widely.
Continue to offer the Young Ranger Scheme to young people ages 14-16 and provide support and advice across the organisation to enable officers to organise and manage volunteering opportunities.	Number of volunteers and volunteer days for specific target groups	Report from Young People's Officer	Volunteer and Wellbeing Officer, Area Warden, Young People's Officer	Youth Officer will be in place. 12 Young Rangers will be offered the opportunity to take part in the scheme.	Number of Young Rangers: 13 Number of Young Ranger days: 6	Continue to support Young People's Officer to provide an interesting variety of volunteering opportunities for the Young Rangers.
To promote volunteering by staff and members we will schedule two volunteering days for staff and members each year. Each staff will have the right to volunteer up to 15 hours per year for other departments within the Authority.	Number of staff volunteer days	Report from number of staff volunteer days	Volunteer and Wellbeing Officer	Arrange two volunteering events especially for National Park staff and members to partake in. Offer the opportunity for staff to volunteer on the Caru Eryri scheme.	Number of staff volunteer days: 2 Number of staff participating: 20	As well as organizing two volunteers days a year, encourage staff and members to participate in volunteering schemes such as Caru Eryri.

Develop and encourage working with corporate sponsored groups on mutually beneficial projects. Corporate volunteering is an area with potential for considerable growth for volunteering and for income generation. The funds will allow us to reinvest into volunteering as we'll be in a better position to supply PPE and uniform for volunteers.	No. of volunteers participating in corporate volunteer days	Report from number of corporate volunteer days	Volunteer and Wellbeing Officer	Number of corporate volunteers: 80	Number of corporate volunteer days: 7 Number of corporate volunteers: 76 <i>Corporate groups can directly enquire about a volunteer day through the website and make donations to support volunteer initiatives</i>	Number of corporate volunteers: 80 Encourage large groups to come volunteer with us for a day to tackle conservation work that requires many people.
Continue to work with the Snowdonia Society, the Outdoor Partnership, and others to encourage more volunteering in support of National Park purposes (and other partners as appropriate).	Narrative report on achieving this as part of annual report.		Volunteer and Wellbeing Officer	<i>Continue to work closely with our partners to provide volunteering opportunities across the whole of the National Park.</i>	Partnership working on the Caru Eryri project positively encourages good relationship with other organisations who are working towards similar outcomes.	Continue this work, with a target to expand volunteering opportunities in the Southern area of the Parc by working with the area Wardens and local groups e.g. Coleg Meirion, Cwmni Nod Glas and Mantell Gwynedd
Ensure at least two volunteer workdays with Snowdonia Society each month.	Number of volunteer days	Report from Snowdonia Society	Volunteer and Wellbeing Officer	<i>Aim for at least 6 volunteering days with Snowdonia Society each month.</i>	Number of Volunteer Days: 15 Number of Caru Eryri Days: 105	<i>In 2022 an average of 10 volunteer workdays a month was hosted in partnership with the Snowdonia Society.</i> <i>For 2023, work continues on this target with the aim of maintaining an average of 10 workdays a month.</i>
We will collaborate strategically with other organisations who use conservation volunteers in Eryri in order to share good practice, training etc.	Number of volunteer days	Report from Snowdonia Society staff	Volunteer and Wellbeing Officer	Number of volunteering days with the Snowdonia Society:	Number of Volunteer Days: 15 Number of Caru Eryri Days: 105	As above, with the addition of more focus on training in particular to the volunteer leaders for Caru Eryri.
Seek opportunities with partners for accredited training days to upskill volunteers.	Number of training events and number trained	Report from Better Impact	Volunteer and Wellbeing Officer	Number of training events: 12 Number of volunteers trained: 60	Number of training events: 6 Number of volunteers trained: 40 Includes REC First Aid and the Caru Eryri Training by Mike Raine.	Continue to offer REC First Aid training to volunteers and seek out other opportunities for further development when budget allows.

Offer a variety of volunteering opportunities across the National Park area – some for one day only, others requiring commitment over several hours each month from volunteers.	Number of volunteers and volunteer days for specific target groups	Report from Better Impact	Volunteer and Wellbeing Officer	Number of Volunteers: 150 Number of Volunteer days (shifts): 500	Number of Volunteer: 206 Number of Volunteer Days: 485	Number of Volunteer: 250 Number of Volunteer Days: 500
Support the Warden service in their use of volunteers.	Number of volunteer days by department/ project and geographic location	Report on hours from SignUp	Volunteer and Wellbeing Officer	Number of Volunteer days: Snowdon : 285 Cader Idris : 110 <i>Collaborating with the Warden service to host footpath maintenance days as part of the Caru Eryri scheme this season. Will include 1 path maintenance day each month.</i>	Number of Volunteer days: Yr Wyddfa : 272 (1600+ volunteer hours) Cader Idris: 35 (220 volunteer hours)	Continue to support the Warden service in their use of volunteers by scheduling regular footpath maintenance days as well as assisting with other projects as needed. Wardens given training on Better Impact and Volunteer Wardens shifts advertised on the software.
Voluntary Wardens undertaking more than one role, possibly assisting with engagement activities such as leading or back marking NP guided walks when new programmes are in place	Number of volunteers by department	Report from SignUp	Volunteer and Wellbeing Officer	Number of Yr Wyddfa Volunteer Wardens: 45 Number of Cader Idris Volunteer Wardens: 10 Volunteer Wardens are becoming group leaders for the Caru Eryri volunteers.	Number of Volunteer Wardens leading Caru Eryri volunteer groups: 3 Number of Yr Wyddfa Volunteer Wardens: 35 Number of Cader Idris Volunteer Wardens: 11	By merging Volunteer Wardens to Better Impact it will encourage them to participate in all other opportunities.
Assist long service volunteers in their personal development such as to achieve elements for National Standards Qualifications.	Number of training events and number trained	Report from Better Impact	Volunteer and Wellbeing Officer	Number of volunteers completing the Caru Eryri Training: 80 Number of volunteers completing REC First Aid: ALL Volunteers There is not enough budget left to offer ML Training to volunteers this season.	Number of volunteers completed Caru Eryri Training: 24 Number of volunteers completed REC First Aid: 20 ML Training not offered in 2022	Keep in regular contact with long service volunteers to see how we can support personal development. Number of volunteers completing REC First Aid: 30

Use effective recruitment methods to ensure that we reach a wide range of people. We will continue to work closely with Mantell Gwynedd, Conwy Voluntary Action Council and other special interest groups.	Number of volunteers	Report from Better Impact	Volunteer and Wellbeing Officer	Number of Volunteers Signed up on Better Impact: 450 Number of direct Volunteers: 50	Number of Volunteers registered on Better Impact: 599 All new volunteers now directly register through Better Impact.	Encourage all registered volunteers actively participate in the volunteering opportunities available.
Develop a robust recruitment and induction process. This will cover an introduction pack covering all aspects of volunteering as well as enrolment in the Ambassador Scheme.	Induction pack has been developed. All new and existing volunteers have received induction pack.	Report from Better Impact	Volunteer and Wellbeing Officer	<i>On the National Park's new website, new volunteers will be signposted straight away to Better Impact. There will also be a direct enquiry box for individuals, schools and colleges, corporate groups.</i>	<i>Straightforward volunteer enquiry box available on the website. New volunteers are signposted to sign up to volunteer workdays on Better Impact. Information packs are sent to volunteers with specific roles.</i>	<i>Encourage all volunteers to work towards Gold level Eryri Ambassador.</i>
Market our volunteering opportunities by using the following methods; listing available opportunities on the Volunteering Cymru website and in local Volunteering Centres; taking advantage of public events in order to draw public attention to the volunteering opportunities; establishing a 'contact us' page on the Authority's new website, giving information on volunteering with the Authority; sharing images of volunteering activities through social media together with information on how to take part.	Number of volunteers and volunteer days. Volunteer pages have been established on new website.		Volunteer and Wellbeing Officer	Continue to use the same recruitment methods.	Staff presence at career fairs to recruit more young volunteers. Regularly attended Mantell Gwynedd volunteering fairs to promote the opportunities to volunteer in the National Park. The achievements of our volunteer's work commended on our social media platforms.	Continue to use the same recruitment methods.
Continue to include regular updates and information on volunteering in supplements / articles in publications and reports, press releases, articles celebrating and thanking volunteers, adverts, and printed matter in the Visitor Centres etc.	Number of volunteers and volunteer days for specific target groups		Volunteer and Wellbeing Officer	Continue to celebrate our amazing volunteers.	Appreciation of volunteers shown by hosting thank you events at the end of the season, and in publications.	Nominate 7 volunteers to take part in National Volunteers Week in June.

<p>We currently use Sign Up to coordinate volunteering opportunities for the Yr Wyddfa Volunteer Wardens. We have introduced a new online volunteer management system called Better Impact to our Caru Eryri volunteers. If this works successfully throughout the season we'll look at using this software to coordinate volunteering opportunities for all National Park volunteering projects.</p>	<p>New volunteer management system has been established.</p> <p>Volunteer management system is utilised for measuring and reporting on KPI's.</p>	<p>Report from Better Impact software and Sign Up system</p>	<p>Volunteer and Wellbeing Officer</p>	<p>Continue to use current Volunteer Management Software</p>	<p>Volunteer Wardens continued to use SignUp in 2022.</p> <p>All other volunteering events are coordinated through Better Impact.</p>	<p>Volunteer Wardens merging to Better Impact in 2023.</p>
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5 – What's to come in 2023

- Volunteer Wardens merge to Better Impact
- Caru Eryri kicking off with Spring Clean Cymru and ending with the Real 3 Peaks challenge
- Conservation work across the National Park with the Snowdonia Society
- Supporting Cwmni Nod Glas to set up volunteer group in Dinas Mawddwy
- Guided Mindful Walks on the 1st Saturday of every month
- Outdoor yoga twice a month in summer
- Forest School outside of term time
- Active Woods sessions with Coed Lleol in National Park woodlands
- Walking and Weaving
- Wardens Walk of the Month
- Gwynedd Youth groups monthly volunteering sessions
- Monthly guided walks with Pobl i Bobl

Teithiau Cerdded Meddwlgarwch Guided Mindful Walks

Ymunwch gyda ni ar ein teithiau cerdded meddwlgarwch o gwmpas Parc Cenedlaethol Eryri gyda'r arweinydd Davy Greenough. Wrth fwynhau taith gerdded gymhedrol, byddwn yn cerdded fel grŵp gan fwynhau'r amgylchedd naturiol a bydd amser am seibiant rheolaidd gyda chyfnodau myfyrdod byr.

Join our guided mindful walk around Snowdonia National Park with qualified guide Davy Greenough. Enjoying a moderate walk, we walk as a group enjoying the natural environment and there will be regular stops with short, guided meditations along the way.



Archebwch i
drwy sganio'r QR
To book your
place scan the QR

Dydd Sadwrn
cyntaf pob mis
First Saturday of
every month



AWGURDDO PARC CENEDLAETHOL ERYRI
ERYRI NATIONAL PARK AUTHORITY

eryri.llyw.cymru


Ymunwch â ni y tymor hwn i
BLANNU COED
ym Mharc Cenedlaethol Eryri

Join us this season to
PLANT TREES
in Eryri National Park



COFRESTRWCH HEDDIW / SIGN UP TODAY








Mae Awdurdod Parc Cenedlaethol yn eich gwahodd i

Gerdded a Gwehyddu

The Eryri National Park Authority invites you to

Walking and Weaving

 AWDURDOD PARC CENEDLAETHOL ERYRI
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Taith Gerdded y Mis gyda Warden Warden's Walk of the Month

Ionawr 28 / January 28
De / South

Chwefror 11 / February 11
Gogledd / North

Mawrth 18 / March 18
De / South

Ebrill 14 / April 14
Gogledd / North

Mai 20 / May 20
De / South

Mehefin 7 / June 7
Gogledd / North

Gorffennaf 21 / July 21
De / South

Awst 9 / August 9
Gogledd / North

Medi 16 / September 16
De / South

Hydref 21 / October 21
Gogledd / North

Tachwedd / November 16
De / South

Rhagfyr 2 / December 2
Gogledd / North



 Archebwch eich lle ar ein wefan
Reserve your place on our website

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YMUNWCH Â'R TÎM

i helpu warchod
Eryri haf yma

JOIN THE TEAM

to help care for
Snowdonia this summer

- Diwrnodau hel sbwriel cyson pob Dydd Gwener, Sadwrn a Sul
- Gwaith cynnal a chadw llwybro
- Arolygon sbwriel
- Hyfforddiant awyr agored gyda Mike Raine
- Teithiau cerdded gyda arweinydd mynydd
- Regular litter picks every Friday, Saturday and Sunday
- Footpath maintenance days
- Litter surveys
- Outdoor training with Mike Raine
- Mountain walks with mountain leaders

COFRESTRWCH HEDDIW / SIGN UP TODAY



Adroddiadau
Llywodraeth Cymru
Funded by
Welsh Government



YMUNWCH A'R TÎM

I HELPU I OFALU AM LWYBRAU
CERDDED DINAS MAWDDWY

JOIN THE TEAM

TO HELP CARE FOR FOOTPATHS
AT DINAS MAWDDWY



- Diwrnodau gwirfoddoli Cadwraeth a chynnal a chadw llwybrau
- Cyfarfod ffrindiau newydd, ymarfer corff a boddhad o wybod eich bod yn gwneud rhywbeth i helpu.
- Footpath Maintenance and Conservation volunteer days
- Meeting new friends, exercise and the satisfaction of knowing that you're doing something to help.

COFRESTRWCH HEDDIW / SIGN UP TODAY




Ioga Awyr Agored Outdoor Yoga



Ymunwch â ni ar draeth Harlech a Llyn Mair, am sesiwn 2 awr yoga gyda Tracey Jocelyn. Bydd y sesiwn yma'n addas ar gyfer dechreuwyr a rhai mwy profiadol. Os yw'r tywydd yn braf, beth am orffen y sesiwn wrth nofio?

Join us on the beautifully scenic Harlech Beach and Llyn Mair, for a 2 hour yoga session with Tracey Jocelyn. This session is suitable for beginners and experienced yogis alike. If the weather is fine, why not follow it with a swim?

Mawrth / Tuesday - 06/06/23 - Llyn Mair	 <p>Am ragor o wybodaeth sgwrielwch y côd QR gyda chamera eich ffôn clyfar. For more information scan the QR code with your smartphone camera.</p>
Dydd Sul / Sunday - 25/06/23 - Traeth Harlech Beach	
Dydd Mawrth / Tuesday - 04/07/23 - Traeth Harlech Beach	
Dydd Sul / Sunday - 30/07/23 - Llyn Mair	
Dydd Mawrth / Tuesday - 08/08/23 - Llyn Mair	
Dydd Sul / Sunday - 27/08/23 - Traeth Harlech Beach	

Bydd y sesiynau yn dechrau am 10:00 ac yn gorffen am 12:00
The sessions will start at 10:00 and finish at 12:00



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**UN BAG
GWAHANIAETH
MAWR**

**ONE BAG
BIG
DIFFERENCE**

#GwanwynGlânCymru
#SpringCleanCymru



caru
cymru

Ymunwch â Gwanwyn Glân Cymru
17 Mawrth - 2 Ebrill 2023
Join Spring Clean Cymru
17 March - 2 April 2023

Gwanwyn Glân Cymru Spring Clean Cymru

Ymunwch ag ymgyrch Gwanwyn Glân Cymru wrth i ni reoli sbwriel a darparu gwybodaeth ac arweiniad i ymwelwyr.

Join the Spring Clean Cymru campaign as we manage litter levels and provide information and guidance to visitors.

Y bwriad yw casglu sbwriel oddi ar Yr Wyddfa cyn i'r tymor prysur ddechrau. Gan gerdded 4 o'r llwybrau byddwn yn anelu i gyrraedd y copa ar y diwrnod hwn!

The aim is to collect litter off Yr Wyddfa before the busy season starts. Patrolling 4 of the main routes we will be aiming to reach the summit on this day!



Dyddiad / Date:
02/04/2023
Hyd / Duration:
9:00 - 16:00

Lefel ffitrwydd: **Heriol**
Fitness level: **Demanding**



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VOLUNTEER AND WELLBEING ANNUAL REPORT

ITEM NO. 13 - Appendix 3





Volunteer and Wellbeing Annual Report

- 1- Volunteering**
 - 1.1- Caru Eryri
 - 1.2- Corporate Events
 - 1.3- Duke of Edinburgh
 - 1.4- Dark Skies Volunteers

- 2- Wellbeing**
 - 2.1 - Wellness Wednesdays
 - 2.2 - Staff wellness event

- 3- Tramper**
 - 3.1 - organised by SNPA
 - 3.2 - organised by 1085 Adventures

- 4- Annual KPIs**

1- Volunteering

1.1 - Caru Eryri

From August through to the end of September, working with the Snowdonia Society our Caru Eryri volunteering program ran organised litter picks 4 days a week, on Wednesdays, Fridays and over weekends.

Staff from all partner organisations helped with the running of the scheme. But we could not have achieved as much as we did without the help of qualified ML's to assist with leading groups. Feedback from volunteers was that they found they got considerably more out of spending the day with our qualified ML's as they had a lot of interesting local knowledge to share, meaning our volunteers felt that they had learned something new from their experience.

Training: We hosted four Care for Snowdonia training sessions on Zoom. 80 volunteers attended the sessions. 18 Volunteers have attended the REC First Aid Course and 7 volunteers completed the Mountain Leader Training Course.

The image below shows the statistics we have gathered from the scheme.



January 2022

The following events were organised for Caru Eryri volunteers to show our appreciation for their commitment and hard work over the summer:

16/11/21 Nature of Snowdonia with Mike Raine at Cwm Idwal

18/11/21 Off the Beaten Path Navigation Skills with Mike Raine at Cwmystradllyn

20/11/21 Snowdon's Industrial Past walk & talk with Keith Hulse at Pen y Pass

21/11/21 Tour of Yr Ysgwrn

22/11/21 Dinas Emrys guided walk with National Trust Ranger

23/11/21 Dolmelynlyn guided walk with National Trust Ranger

04/12/21 Thank you Afternoon at Plas Tan Y Bwlch with presentation on access in the National Park by Peter Rutherford Access and Well being manager SNP

1.2 - Corporate Events

Our partnership with Sykes Holiday Cottages continued this year, where we were asked to organise volunteering days for their staff. So far we've hosted three events with a mix of activities.

13/10/2021 – Rhododendron clearance at a site in Dwygyfylchi – 29 people

20/10/2021 – Removing conifer saplings at Coed Abergwynant by the Mawddach – 30 people

01/12/2021 – Tree planting at Frongoch, Y Bala – 6 people

09/03/2022 – Tree Planting – decided to host one more tree planting event as many pulled out of the last one because of the weather and workload commitments before Christmas.

We have also been approached by 3 other corporations for volunteering events. Finastra from Bangor have postponed due to high Covid numbers when we had planned our event. Constain Consulting will be coming in March to clear gorse off Moel Faban, and tree planting in the Carneddau. We're working with the Carneddau Landscape Partnership on these events, which means that we are supported by both the National Trust and Snowdonia Society staff to help run the events. Finally, National Grid workers are keen to get involved in volunteering opportunities such as litter picks, footpath maintenance etc, when they are based here (which will be from April onwards for the next 5 years). The aim is to provide opportunities for them with the Caru Eryri scheme.

1.3 - Duke of Edinburgh groups

During the summer, we hosted a couple of volunteering days for Duke of Edinburgh groups through the Field Studies Council (FSC) which are based in Rhyd Y Creua Betws Y Coed . On 29/07/21 a group of 11 students came to help pull Himalayan Balsam at a site near the Glaslyn river in Llanfrothen. Another conservation day was organised on 24/08/21 at Coed Hafod, Llanrwst where we cleared the woodland of young Holly trees, with 22 students present. FSC have expressed an interest to organise more conservation days with us again in the future which is encouraging. With new Young Peoples Officer in place, the hope is that we'll be able to host more conservation volunteering events for groups such as DofE.



1.4 - Dark Skies Volunteers

In September, in collaboration with our Dark Skies Officer - Dani Robertson we launched a new volunteering program to help monitor the nights sky. Over 47 people registered their interest in the new role by completing the application form. However, when we hosted the training sessions, 1 in Betws y Coed TIC and one online over zoom, a total of 21 people came for the training. Since then, we have kept regular contact with the volunteers, providing support and information about windows of opportunity for monitoring through keeping informed about new moon times and when is the best time to take readings. The new volunteering role has proven to be extremely valuable to our Dark Skies Officer who would have struggled to get out to the numerous locations across the National Park to take readings without the support of our Dark Skies Volunteers.

2 - Wellbeing

2.1 - Wellness Wednesdays events

This was a pilot project to offer the general public a chance to explore the wellbeing benefits that activities such as yoga, walking with guided meditations can have when done in the outdoors.

The sessions were available to anyone for free. These events are advertised through social media, and through GP surgeries with our links though the Green Health sub-group organised by BCHB. The only cost of running these activities were to pay the facilitators.

Date	Activity	Location	Attendees
18/08/21	Outdoor Yoga	Llyn Mair	8 people
25/08/21	Guided Mindful Walk	Cwm Idwal	8 people
01/09/21	Outdoor Yoga	Harlech Beach	12 people
08/09/21	Guided Mindful Walk	Cwm Idwal	10 people



2.2 - Wellness events for staff

A guided mindful walk was organised especially for the Tourist Information Centre (TIC`s) staff for their end of season gathering. This included a walk to Tomen y Mur and lunch was provided by Caffi Prysor. The staff were very grateful, and all seemed to enjoy the experience. If there is any interest from staff I would be more than happy to organise another guided mindful walk.



3 -Tramper Disabilities vehicle

3.1 - The table below shows tramper hire that was organised by SNPA

Date	Location	User	Staff member
16/04/2021	Rhyd Ddu Lôn Gwyrfai	Cwmni Da	Alun Jones
01/06/2021	Pen y Pass Llyn Llydaw	Gillian Phillips	Alun Jones
01/06/2021	Llwybr Mawddach	Sarah Farmer	Gethin Corps
21/06/2021	Lôn Gwyrfai	Kristine Jenkins	Alun Jones
06/07/2021	Llwybr Mawddach	Alastair Henderson	Gethin Corps
16/08/2021	Aber Falls	Kristine Jenkins	Alun Jones
16/08/2021	Llwybr Mawddach	Chris Stone	Gethin Corps
19/08/2021	Llwybr Mawddach	Dawn Woodhouse	Gethin Corps
09/09/2021	Llwybr Mawddach	Neil Morris	Gethin Corps
23/10/2021	Pen y Pass Llyn Llydaw	Steve Potter	Alun Jones

3.2 - Our agreement with 1085 Adventures

The tramper has been hired out a total of 18 times since 1085 Adventures have had it on site at Beddgelert Forest under our agreement. The 1085 Adventures team have reported that the feedback has been very positive and there have been some return visitors. The agreement with 1085 Adventures will continue throughout 2022 with the addition of the Davinci Terrain Rider once the promoting materials for the website have been completed.

4. Annual KPIs

Action	Metric	How will we measure	Who will collect the data and how will it be reported?	2021 Baseline	2022 Target
Outcome 1 - A diverse range of stimulating volunteering opportunities for people of all abilities					
Create opportunities and support initiatives that enable young, disabled, socially excluded and underrepresented people to volunteer.	Number of volunteers (including specific figures for target groups)	Better Impacts system and report from projects	Volunteer and Wellbeing Officer	We currently do not collect data on these categories, except for ages of volunteers. Volunteer age demographic: - Under 18 : 4 - 18-30: 88 - 30-50: 119 - 50+: 163	<i>Adjust volunteer application form to include questionnaire on these categories.</i> Number of volunteers Young people : 10 Disabled people: 10 Socially excluded and underrepresented people : 10
Appoint volunteers with specific roles and provide with training as well as volunteering events for people unable to commit to regular activities.	Number of one-off and repeat volunteers	Report on Caru Eryri volunteering shifts from Better Impact	Volunteer and Wellbeing Officer	Number of Caru Eryri Volunteers : 73 Number of Snowdon Volunteer Wardens: 32	Number of Caru Eryri Volunteers: 80 Number of Snowdon Volunteer Wardens: 35

<p>Establish new volunteering roles in other areas within the NP apart from the Snowdon area e.g. Southern area Volunteer Wardens. Recruitment will start in 2021.</p>	<p>Number of volunteer days and volunteers by broad geographic location</p>	<p>Volunteer Wardens recruited and given training before the 2022 season commences</p>	<p>Volunteer and Wellbeing Officer & Head Wardens</p>	<p><i>Number of volunteer days: 8 Caru Eryri shifts on Cader Idris 4 Caru Eryri shifts at Llyn Tegid Volunteer Wardens in the South not yet recruited in 2021.</i></p>	<p>Number of volunteer days: Cader Idris – every weekend and bank holiday from April to Sept Number of applications for South Volunteer Warden 2022: 10 <i>Successful volunteer retention with all Snowdon Volunteer Wardens returning from last season.</i></p>
<p>To develop more in-house volunteer groups for: Biodiversity, Dark Skies, Conservation Projects (LIFE, Carneddau) and other future projects</p>	<p>Number of volunteer days by department/project</p>	<p>Better Impacts system and report from projects</p>	<p>Volunteering and Wellbeing Officer & project staff</p>	<p>Number of Dark Skies Volunteers: 36 Number of Biodiversity and Woodland Volunteering days: Number of Carneddau Project Volunteering Days: Number of Project LIFE Volunteering Days:</p>	<p>New target : Monthly gardening sessions at Plas Tan y Bwlch with regular team of 6-10 volunteers. Number of Dark Skies Volunteers: 40 Number of Biodiversity and Woodland Volunteering days: Number of Carneddau Project Volunteering Days: Number of Project LIFE Volunteering Days:</p>
<p>Projects such as Yr Ysgwrn will double the number of volunteers from 15 to 30 by hosting volunteer fairs and coffee mornings at the site to spread the word, and also by advertising roles on Volunteering Wales website and in local papers</p>	<p>Number of volunteer days by department/project</p>	<p>Report from Yr Ysgwrn staff</p>	<p>Volunteer and Wellbeing Officer & Cultural Heritage Manager</p>	<p>Number of Yr Ysgwrn Volunteers: 6 <i>Using a number of different methods to advertise the various volunteering roles in Yr Ysgwrn to recruit local and reliable volunteers. Including: National Park Website and social media accounts, Volunteering Wales website, adverts in local newspapers, posters around Trawsfynydd village.</i></p>	<p>Number of Yr Ysgwrn Volunteers: 10-12 <i>Hosting a volunteering fair at Yr Ysgwrn on the 9th April before the season commences to aid recruitment.</i></p>

<p>Continue to offer the Young Ranger Scheme to young people ages 14-16 and provide support and advice across the organisation to enable officers to organise and manage volunteering opportunities.</p>	<p>Number of volunteers and volunteer days for specific target groups</p>	<p>Report from Area Warden</p>	<p>Volunteer and Wellbeing Officer, Area Warden, Youth Officer</p>	<p>Awaiting Youth Officer to restart the scheme.</p>	<p>Youth Officer will be in place. 12 Young Rangers will be offered the opportunity to take part in the scheme.</p>
<p>To promote volunteering by staff and members we will schedule two volunteering days for staff and members each year. Each staff will have the right to volunteer up to 15 hours per year for other departments within the Authority.</p>	<p>Number of staff volunteer days</p>	<p>Report from number of staff volunteer days</p>	<p>Volunteer and Wellbeing Officer</p>	<p>No staff volunteering days were completed this year due to covid.</p>	<p>Arrange two volunteering events especially for National Park staff and members to partake in. Offer the opportunity for staff to volunteer on the Caru Eryri scheme.</p>

Outcome 2 - Expand partnership working through volunteering both cross-departmentally and externally with partners

<p>Develop and encourage working with corporate sponsored groups on mutually beneficial projects. Corporate volunteering is an area with potential for considerable growth for volunteering and for income generation. The funds will allow us to reinvest into volunteering as we'll be in a better position to supply PPE and uniform for volunteers.</p>	<p>No. of volunteers participating in corporate volunteer days</p>	<p>Report from number of corporate volunteer days</p>	<p>Volunteer and Wellbeing Officer</p>	<p>Number of corporate volunteers: 65</p>	<p>Number of corporate volunteers: 80</p>
<p>Continue to work with the Snowdonia Society, the Outdoor Partnership, and others to encourage more volunteering in support of National Park purposes (and other partners as appropriate).</p>	<p>Narrative report on achieving this as part of annual report.</p>		<p>Volunteer and Wellbeing Officer</p>	<p><i>Our relationship with the Snowdonia Society, Outdoor Partnership and the National Trust has gone from strength the strength not only from working together to achieve the same aims through the Caru Eryri scheme, but also through working hand in hand in providing a wide range of conservation volunteering days for volunteers.</i></p>	<p><i>Continue to work closely with our partners to provide volunteering opportunities across the whole of the National Park.</i></p>

Ensure at least two volunteer workdays with Snowdonia Society each month.	Number of volunteer days	Report from Snowdonia Society		Completed. Caru Eryri: Total Days: 134 Total Vols: 70 Total Hours: 1653 Other: Total Days: 5 Total Vols: 38 Total Vol Hours: 168.5	<i>Aim for at least 6 volunteering days with Snowdonia Society each month.</i>
Collaborate with the Outdoor Partnership on volunteering events with school groups, young families, Adra groups, the Duke of Edinburgh Awards scheme, community payback schemes, return to work schemes, Gysda youth service, Mind Cymru.	Number of volunteer days		Volunteer and Wellbeing Officer	Number of volunteer days with DofE groups: 2	Number of volunteer days with DofE groups will increase this year with the assistance of Youth Officer. Potential to work with Justice group of youth offenders on Carneddau Project. Working with Gorwel on the Camau Mawr wellbeing project, signposting to volunteering opportunities.
We will collaborate strategically with other organisations who use conservation volunteers in Snowdonia in order to share good practice, training etc.	Number of volunteer days	Report from Snowdonia Society staff	Volunteer and Wellbeing Officer	Number of volunteering days with the Snowdonia Society:	Number of volunteering days with the Snowdonia Society:
Seek opportunities with partners for accredited training days such as species identification and geology to upskill volunteers.	Number of training events and number trained		Volunteer and Wellbeing Officer	Number of training events: 6 Number of volunteers trained: 30	Number of training events: 12 Number of volunteers trained: 60

Outcome 3 - Foster long term commitment from volunteers that helps achieve our core purposes and corporate objectives

<p>We will offer a variety of volunteering opportunities across the National Park area – some for one day only, others requiring commitment over a number of hours each month from volunteers. There will be a diverse range of activities suited for a broad range of volunteers, from active volunteer activities to opportunities suited to those that are less mobile.</p>	<p>Number of volunteers and volunteer days for specific target groups</p>		<p>Volunteer and Wellbeing Officer</p>	<p>Complete. Number of Volunteers: 70 (Caru Eryri) 42 (Volunteer Wardens) Number of Volunteer days: 134 (Caru Eryri) 284 (Volunteer Wardens)</p>	<p>Number of Volunteers: 150 Number of Volunteer days (shifts): 500</p>
<p>Support the Wardens service in their use of volunteers.</p>	<p>Number of volunteer days by department/project and geographic location</p>		<p>Volunteer and Wellbeing Officer</p>	<p>Number of Volunteer days: Snowdon = 284 South (Cader Idris & Llyn Tegid) = 12</p>	<p>Number of Volunteer days: Snowdon = 285 Cader Idris = 110 <i>Collaborating with Wardens service to host footpath maintenance days as part of the Caru Eryri scheme this season. Will include 1 path maintenance day each month.</i></p>
<p>Voluntary Wardens undertaking more than one role, possibly assisting with engagement activities such as leading or back marking NP guided walks when new programmes are in place</p>	<p>Number of volunteers by department</p>		<p>Volunteer and Wellbeing Officer</p>	<p>Number of Snowdon Volunteer Wardens: 42</p>	<p>Number of Snowdon Volunteer Wardens: 45 Number of Cader Idris Volunteer Wardens: 10 Volunteer Wardens are becoming group leaders for the Caru Eryri volunteers.</p>

<p>Assist long service volunteers in their personal development such as to achieve elements for National Standards Qualifications. Offer a range of Core Elms modules on a case by case basis e.g. health and safety, fire safety, first aid, manual handling, National Park induction, and safeguarding</p>	<p>Number of training events and number trained</p>		<p>Volunteer and Wellbeing Officer</p>	<p>Number of volunteers that attended the Caru Eryri training sessions: 80 Number of volunteers completed REC First Aid Course: 18 Number of Volunteers completed ML Course: 7</p>	<p>Number of volunteers completing the Caru Eryri Training: 80 Number of volunteers completing REC First Aid: ALL Volunteers There is not enough budget left to offer ML Training to volunteers this season.</p>
<p>Outcome 4 - Develop appropriate infrastructure for volunteer management</p>					
<p>Use effective recruitment methods to ensure that we reach a wide range of people. We will continue to work closely with Mantell Gwynedd, Conwy Voluntary Action Council and other special interest groups.</p>	<p>Number of volunteers</p>		<p>Volunteer and Wellbeing Officer</p>	<p>Number of Volunteers Signed up on Better Impact : 389 Number of direct Volunteers : 105</p>	<p>Number of Volunteers Signed up on Better Impact: 450 Number of direct Volunteers : 50</p>

<p>Develop a robust recruitment and induction process. This will cover an introduction pack covering all aspects of volunteering as well as (mandatory) enrolment in the Ambassador Scheme and modules.</p>	<p>Induction pack has been developed.</p> <p>All new and existing volunteers have received induction pack.</p>		<p>Volunteer and Wellbeing Officer</p>	<p>Complete</p>	<p><i>On the National Park's new website, new volunteers will be signposted straight away to Better Impact. There will also be a direct enquiry box for individuals, schools and colleges, corporate groups.</i></p>
<p>Market our volunteering opportunities by using the following methods; listing available opportunities on the Volunteering Cymru website and in local Volunteering Centres; taking advantage of public events in order to draw public attention to the volunteering opportunities; establishing a 'contact us' page on the Authority's new website, giving information on volunteering with the Authority; sharing images of volunteering activities through social media together with information on how to take part.</p>	<p>Number of volunteers and volunteer days.</p> <p>Volunteer pages have been established on new website.</p>		<p>Volunteer and Wellbeing Officer</p>	<p>Complete</p>	<p>Continue to use the same recruitment methods.</p>

<p>Continue to include regular updates and information on volunteering in supplements / articles in publications and reports, press releases, articles celebrating and thanking volunteers, adverts and printed matter in the Visitor Centres etc.</p>	<p>Number of volunteers and volunteer days for specific target groups</p>		<p>Volunteer and Wellbeing Officer</p>	<p>Complete Personal Volunteer Stories on new National Park Website by 3 of our regular volunteers. 1 volunteer nominated for Park Protector Awards Caru Eryri scheme nominated for 'Extra Mile Award' in the GO Magazine</p>	<p>Continue to celebrate our amazing volunteers. Nominate 7 volunteers to take part in National Volunteers Week in June.</p>
<p>Also, to ensure that our recruitment process is inclusive we will directly contact organisations which work with disadvantaged groups, people from ethnic minority backgrounds and disabled people. Likewise, we will target schools, colleges and relevant clubs when encouraging young people to volunteer.</p>	<p>Number of volunteers and volunteer days for specific target groups</p>		<p>Volunteer and Wellbeing Officer</p>	<p>At present the majority of groups are inbound enquiries.</p>	<p>When capacity allows we will directly contact these specific organisations.</p>

<p>We currently use Sign Up to coordinate volunteering opportunities for the Snowdon Volunteer Wardens. We have introduced a new online volunteer management system called Better Impact to our Care for Snowdonia volunteers. If this works successfully throughout the season we'll look at using this software to coordinate volunteering opportunities for all National Park volunteering projects.</p>	<p>New volunteer management system has been established.</p> <p>Volunteer management system is utilised for measuring and reporting on KPI's.</p>	<p>Report from Better Impact software and Sign Up system</p>	<p>Volunteer and Wellbeing Officer</p>	<p>Complete Volunteer Wardens continue to use Sign Up system to coordinate volunteering shift. Volunteer Wardens are administrating this themselves. All other volunteering opportunities and Caru Eryri shifts are advertised using Better Impact</p>	<p>Continue to use current Volunteer Management Software</p>
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What's to come in the year ahead...

- The Caru Eryri scheme is on track to restart by Easter. We don't believe that recruiting volunteers will be an issue this year as we have over 300 people signed up on Better Impact. This year, in addition to conservation days and footpath maintenance. Project LIFE Celtic Rainforests have offered a wide range of other conservation activities, including rhododendron mapping and removal, American Skunk cabbage removal, as well as Himalayan Balsam. By embedding these opportunities into the Caru Eryri rota, it will not only offer an interesting range of opportunities for our volunteers, but also help project LIFE to reach one of their KPI's to recruit and train over 100 volunteers to monitor sites for IAS regrowth.
- Wellness Wednesdays events will return in April, with a Guided Mindful Walk organised in different areas across the whole of the National Park on the first Wednesday of each month through to October. Outdoor Yoga sessions will return intermittently at Llyn Mair and Harlech Beach on the last Wednesday of each month. We will also arrange some wild swimming after the yoga session – it is optional!
- Working in partnership with the Carneddau team to organise as many corporate volunteering events as possible. Upcoming corporate events mentioned above (1.2).
- A new women's walking group called 'Camau Mawr' will begin in March 2022. We will be working with Gorwel, to offer survivors of domestic violence living in refuges the opportunity to take part in monthly walks in the outdoors, to improve mountain skills, inspire self-confidence and wellbeing. We are also fortunate to have the support of the Outdoor Partnership on this project. This project is funded by the Wellbeing Routes fund.
- We will be recruiting for a new volunteering role in March for Cader Idris Volunteer Wardens. Working closely with the area Wardens to train up volunteers to patrol routes in South Snowdonia, and to teach and encourage basic maintenance skills on access furniture such as stiles and gates and drains.
- Launching our new Davinci Terrain Rider to the public and preparing promotional materials for our new website.

Etta Trumper – Volunteer and Wellbeing Officer SNPA - January 2022

VOLUNTEERING STRATEGY

2021-2026

ITEM NO. 13 - Appendix 4



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Covid 19:

This strategy has been written during the time of the Covid 19 pandemic which has influenced some aspects of the strategy. As the benefits of volunteering within National Parks has become increasingly important to Welsh communities during these times, we will endeavour to be flexible and responsive to emerging needs as appropriate by adhering to Welsh Government policies and guidelines.

It's also realistic to expect that there may be some disruption to progress and activities due to Covid restrictions.

1. Background

The communities of Snowdonia have developed a strong tradition of volunteering which is so deep rooted that many do not realise that they really are volunteers. For example, each year the number of Eisteddfodau held is as high as 17; in the area there are 29 branches of Merched y Wawr and 11 branches of the Women's Institute; 14 Nursery Groups; 10 Aelwyd / Senior Section of Yr Urdd and 14 Young Farmers' Clubs. Twelve Rural Shows are held each year and there are 9 Community Newspapers; 5 Mountain Rescue Teams, 3 Royal National Lifeboat Institution stations (RNLI), 2 branches of Ramblers Cymru and 70 Outdoor Sports Clubs within Snowdonia National Park – every single club or association relying on the work carried out by these volunteers.

In addition, there are a number of national charities operating in Snowdonia - on the conservation and heritage front, the National Trust has a noticeable presence; there are also a number of other conservation and institutions such as the Snowdonia Society, Coed Cadw (Woodland Trust); RSPB; North Wales Wildlife Trust etc. Again, there are other movements and institutions such as Women's Aid, the Red Cross, St Johns Ambulance, Carers' Support, Hafal, Alzheimer's Society, Age Cymru etc, all dependent on significant contributions from volunteers to fulfil their aims and objectives.

Unlike several other National Parks, Snowdonia National Park Authority did not have a strong tradition of working directly with volunteers. Until recent years our main relationship was with Cymdeithas Eryri-Snowdonia Society – and the NPA appreciates and values this strong and co-operative relationship. Currently most of the staff who work with volunteers are associated with the Warden Service, and Yr Ysgwrn where volunteers are relied upon to help run the site. The aim is to involve and extend the use of volunteers to all other departments within the Authority. To this end, discussions will need to be held and resources allocated to enable this.

Developing and promoting volunteering is at the heart of the Well-being of Future Generations (Wales) Act which came into force in 2015. Public Health Wales' (PHW) 5 ways to wellbeing is linked to volunteering as it gives people the opportunity to connect with people in the

community, be active, learn something new, give time to help others and take notice. This shows the importance of the benefits that volunteering can have on mental health.

The Environment Act (2016) also came into force, which reflects the values expressed in the Well-being Act and offers guidance on managing our natural resources in a more sustainable way. This Act also underlines the importance of inter-related working which ensures positive results for the environment, the economy, and our local communities. The Welsh Government have confirmed that the Socio-Economic Duty comes into force March 2021. The aim of the Duty is to encourage fairer decision making, ensuring the strategy has equal outcomes for those who experience inequalities as a result of socio-economic disadvantage.

In implementing the volunteering strategy, we will work in accordance with the above legislation and the purposes of the National Park. Voluntary activity is essential to progressing many elements identified in Cynllun Eryri (the statutory National Park Management Plan 2020-25). The Strategy is aligned with outcomes *A5 and *B1 of Cynllun Eryri.

*Outcome A5: Communities, businesses and visitors play an active role in caring for the National Park's landscape, habitats, wildlife, and cultural heritage.

*Outcome B1: The National Park having a positive impact on health and wellbeing.

2. Benefits of Volunteering

- Volunteering can provide a wide range of benefits including increased employability, improved health and wellbeing and encouraging social interaction.
- Volunteers can be a major asset to any organisation. They contribute time, energy, talents, and they can also generate enthusiasm, provide and bring new skills and improve community engagement, and can be effective ambassadors for the Authority.
- Volunteering can give Welsh language learners more opportunities to learn and use the language. The Snowdon Wardens project already ensures that Welsh learners are paired with Welsh speakers as they carry out their volunteering roles.
- Volunteering for the Authority improves the understanding of the National Park and its purposes and can be a good way of getting better acquainted with Snowdonia and finding new ways of enjoying its Special Qualities.
- Volunteering is an opportunity to develop links with local communities, which allows us to be able to offer support to the local communities where need be.

The Authority's reasons for involving volunteers, in its work are:

- to provide individuals and groups of people with opportunities to make a difference, through their personal skills, interests and enthusiasm, to the long-term conservation and enhancement of the Special Qualities of the National Park and to their understanding and enjoyment by the public.
- to offer a new perspective, a new means of accessing the National Park, so that people who have long cherished this national asset may put something back, while those who have not yet discovered it may find new ways of experiencing its special qualities.
- to enable / encourage volunteers to:
 - ◆ develop skills, knowledge or interests and build confidence to play a more active part in their own community.
 - ◆ develop and pursue initiatives for themselves and their communities, where these would achieve National Park purposes, adding to their own quality of life.
 - ◆ cascade their better environmental understanding to a wider audience.
 - ◆ enjoy safe, accessible, and rewarding activities.
 - ◆ and to encourage and support their citizenship and personal development.

3. Our Principles

The involvement of volunteers is underpinned by the following principles.

A positive and supportive environment for volunteers.

The Authority is committed to treat volunteers fairly and to ensure that appropriate resources are available to facilitate our work, such as paying travelling costs and providing staff time and support etc. The Authority will ensure the safety of volunteers as far as possible by ensuring that adequate measures such as risk assessments are in place and that volunteers and staff follow the Authority's health and safety policies as set out in **Appendix 1**. We will ensure that our volunteers are given suitable support and supervision. Voluntary activity is a positive form of recreation; the Authority will help volunteers to gain satisfaction, enjoyment, and personal development, providing the training and PPE to enable them to work safely and effectively.

Staff and volunteers are comfortable and confident working alongside one another.

Volunteers should complement and support NP staff and should not be used to replace paid staff or to undermine their pay or their service conditions. In order to mainstream volunteering within the work of the Authority, the Authority will add working with volunteers to the job description of all staff where this is appropriate. Volunteers are integrated into the Authority's mainstream organisational structure and mechanisms are put in place for them to contribute to its work. The Authority will publicly recognise its appreciation of the contribution made by volunteers e.g. by sharing volunteer journey stories and arranging an annual event to celebrate their contribution.

Diverse roles for diverse people.

The Authority will be committed to using fair and inclusive methods of attracting volunteers and ensuring that our volunteers reflect the wider community. We will strive to develop a wide variety of volunteering opportunities to enable people from the local communities and from other groups and communities who have not taken part in Authority voluntary work before to do so. Volunteers will be able to contribute to every aspect of our work- there is no limit to the skills and expertise that a volunteer can bring. Encouragement will be given to people from local communities and from groups and communities which have not, previously, been involved in voluntary activity with the Authority.

4. The Strategy for Volunteer Development

4.1 Our Vision

To provide a wide range of stimulating and rewarding volunteering roles and opportunities to a diverse mix of people that can work alongside Authority staff in delivering our purposes.

The Authority's statutory purposes are:

- to conserve and enhance the natural beauty, wildlife and cultural heritage of the National Park.
- to promote opportunities for the understanding and enjoyment of the Special Qualities of the area by the public.

In pursuing these two purposes, the Authority must seek to foster the economic and social wellbeing of local communities within the National Park.

4.2 Outcomes

Outcome 1 - To provide a diverse range of volunteering opportunities for people of all abilities

Outcome 2 - Expand partnership working through volunteering both cross-departmentally and externally with partners

Outcome 3 - Foster long term commitment from volunteers that helps achieve our core purposes and corporate objectives

Outcome 4 - Develop appropriate infrastructure for volunteer management

5. Actions

A baseline for Key Performance Indicators (KPI's) will be established in 2021 and targets then set subsequently.

Anticipated Outcome	Actions	Target/KPI's
O1 - A diverse range of stimulating volunteering opportunities for people of all abilities	Create opportunities and support initiatives that enable young, disabled, socially excluded and underrepresented people to volunteer.	Number of volunteers (including specific figures for target groups)
	Appoint volunteers with specific roles and provide with training as well as volunteering events for people unable to commit to regular activities.	Number of one-off and repeat volunteers
	Establish new volunteering roles in other areas within the NP apart from the Snowdon area e.g. Southern area Volunteer Wardens. Recruitment will start in 2021.	Number of volunteer days and volunteers by broad geographic location
	To develop more in-house volunteer groups for: Biodiversity, Dark Skies, Conservation Projects (LIFE, Carneddau) and other future projects	Number of volunteer days by department/project
	Projects such as Yr Ysgwrn will double the number of volunteers from 15 to 30 by hosting volunteer fairs and coffee mornings at the site to spread the word, and also by advertising roles on Volunteering Wales website and in local papers	Number of volunteer days by department/project
	Continue to offer the Young Ranger Scheme to young people ages 14-16 and provide support and advice across the organisation to enable officers to organise and manage volunteering opportunities.	Number of volunteers and volunteer days for specific target groups

	To promote volunteering by staff and members we will schedule two volunteering days for staff and members each year. Each staff will have the right to volunteer up to 15 hours per year for other departments within the Authority.	Number of staff volunteer days
O2 - Expand partnership working through volunteering both cross-departmentally and externally with partners	Develop a structure system and process for cross-departmental use of volunteers and volunteer projects e.g. supporting the Conservation and Agriculture department.	Structure and processes have been established and well promoted internally.
	Develop and encourage working with corporate sponsored groups on mutually beneficial projects. Corporate volunteering is an area with potential for considerable growth for volunteering and for income generation. The funds will allow us to reinvest into volunteering as we'll be in a better position to supply PPE and uniform for volunteers.	No. of volunteers participating in corporate volunteer days
	Continue to work with the Snowdonia Society, the Outdoor Partnership, and others to encourage more volunteering in support of National Park purposes (and other partners as appropriate).	Narrative report on achieving this as part of annual report.
	Ensure at least two volunteer workdays with Snowdonia Society each month.	Number of volunteer days
	Collaborate with the Outdoor Partnership on volunteering events with school groups, young families, Adra groups, the Duke of Edinburgh Awards scheme, community payback schemes, return to work schemes, Gisda youth service, Mind Cymru.	Number of volunteer days
	We will collaborate strategically with other organisations who use conservation volunteers in Snowdonia in order to share good practice, training etc.	Number of volunteer days
	Seek opportunities with partners for accredited training days such as species identification and geology to upskill volunteers.	Number of training events and number trained

O3 - Foster long term commitment from volunteers that helps achieve our core purposes and corporate objectives	We will offer a variety of volunteering opportunities across the National Park area – some for one day only, others requiring commitment over a number of hours each month from volunteers. There will be a diverse range of activities suited for a broad range of volunteers, from active volunteer activities to opportunities suited to those that are less mobile.	Number of volunteers and volunteer days for specific target groups
	Support the Wardens service in their use of volunteers. The Warden Service has been key to volunteering, managing the Snowdon Voluntary Wardens and arranging and managing work tasks. The way in which this service is administered and supported is essential to successfully ensuring continuity for the volunteer service. The recruitment of more members of staff for example within the Wardens service will mean there is likely to be increased capacity for volunteering within SNPA going forward.	Number of volunteer days by department/project and geographic location
	Voluntary Wardens undertaking more than one role, possibly assisting with engagement activities such as leading or back marking NP guided walks when new programmes are in place	Number of volunteers by department
	Assist long service volunteers in their personal development such as to achieve elements for National Standards Qualifications. Offer a range of Core Elms modules on a case by case basis e.g. health and safety, fire safety, first aid, manual handling, National Park induction, and safeguarding	Number of training events and number trained
O4- Develop appropriate infrastructure for volunteer management	Use effective recruitment methods to ensure that we reach a wide range of people. We will continue to work closely with Mantell Gwynedd, Conwy Voluntary Action Council and other special interest groups.	Number of volunteers and volunteer days for specific target groups
	Develop a robust recruitment and induction process. This will cover an introduction pack covering all aspects of volunteering as well as (mandatory) enrolment in the Ambassador Scheme and modules.	Induction pack has been developed.

		All new and existing volunteers have received induction pack.
	Market our volunteering opportunities by using the following methods; listing available opportunities on the Volunteering Cymru website and in local Volunteering Centres; taking advantage of public events in order to draw public attention to the volunteering opportunities; establishing a 'contact us' page on the Authority's new website, giving information on volunteering with the Authority; sharing images of volunteering activities through social media together with information on how to take part.	Number of volunteers and volunteer days. Volunteer pages have been established on new website.
	Continue to include regular updates and information on volunteering in supplements / articles in publications and reports, press releases, articles celebrating and thanking volunteers, adverts and printed matter in the Visitor Centres etc.	Number of volunteers and volunteer days for specific target groups
	Also, to ensure that our recruitment process is inclusive we will directly contact organisations which work with disadvantaged groups, people from ethnic minority backgrounds and disabled people. Likewise, we will target schools, colleges and relevant clubs when encouraging young people to volunteer.	Number of volunteers and volunteer days for specific target groups
	We currently use Sign Up to coordinate volunteering opportunities for the Snowdon Volunteer Wardens. We have introduced a new online volunteer management system called Better Impact to our new Care for Snowdonia volunteers. If this works successfully throughout the season we'll look at using this software to coordinate volunteering opportunities for all National Park volunteering projects.	New volunteer management system has been established. Volunteer management system is utilised for measuring and reporting on KPI's.

6. Reviewing and Updating

The Authority will review the effectiveness of the Strategy every 3 years.

How will we know that we have succeeded?

- A baseline will be set in 2021-22 for the KPI's set out in section 5, and subsequently reported on annually.

Appendices

Appendix 1: Relevant Policies and Procedures

PRACTICE for working with volunteers

The following notes deal with key aspects of the involvement of volunteers.

Promotion of volunteering

The following opportunities may be taken to promote voluntary activity for Snowdonia, when desirable and appropriate

- features in Authority publications and reports, the Authority's website, showing general and specific opportunities and with an on-line facility to express interest
- notices and printed material in T.I.C.s and other local focal points
- media releases and features celebrating voluntary service and achievement
- 'A'-boards at work-sites and at public events where the Authority is represented
- 'word of mouth' from established volunteers who are well-motivated
- contact and co-operate with user organisations and special interest groups
- local volunteer centres
- other, volunteer-promoting websites and agencies.

Recruitment

The recruitment process will usually be:

1. receipt of general expression of interest by letter, phone-call, or e-mail
2. dispatch of further information about the National Park, the work of the Authority and current / prospective volunteering opportunities

3. receipt of a completed application form
4. meeting with a member of SNPA staff – discussions to be consistently structured and aimed at agreeing how candidate volunteers can best apply their experience, expertise or time to help the Authority, their community or other appropriate body, while realising their own potential.
5. Induction process and pack including communications and health and safety.

Equal Opportunities

In order to move towards equality of opportunity for all, in volunteering, the Authority will:

- make opportunities available for young people – particularly for local young people and those involved in schemes promoting good citizenship and self-development,
- set no upper age limit but, instead, use the volunteer's own judgement to determine the activities in which he or she participates
- suitable volunteering opportunities will be made available for all irrespective of language, ethnicity or culture
- work with representative organisations and individuals to encourage participation by disabled people to support the work of the Authority and to serve their community
- provide staff and relevant volunteers with equality awareness training
- work with representative organisations and individuals to encourage and enable people from minority ethnic communities to support the work of the Authority and, where appropriate, to serve their communities, at the same time
- endeavour to make more voluntary activities accessible by public transport
- ensure that volunteering for the Authority never jeopardises a volunteer's eligibility for statutory benefits or allowances
- promote joint working between its own volunteers and people from local communities
- endeavour to enable people to volunteer for Snowdonia, even when the time they are able to give is restricted by personal circumstances

Induction and training

All whose offer of voluntary support is accepted will be provided with either induction and training or briefing and helpful supervision, as appropriate to the duration of the voluntary period and the demands of the activity. These processes are intended to:

- give an understanding of the Authority's objectives, the reason for the volunteers' work and how it fits into the Authority's overall programme
- enable volunteers to participate safely and effectively
- support personal development, enjoyment of the activity and motivation to continue volunteering

Volunteer Agreements

The Authority will furnish each volunteer with an informal Volunteer Agreement, by form of email or letter, setting out what each may expect of the other, including, where appropriate, an outline of the specific work the volunteer will be undertaking.

Support and problem-solving

Each volunteer will have a named staff member to provide support and advice and to help deal with any potential problems before they develop. Different people may fulfil this mentoring role at different stages of a volunteer's involvement with the Authority.

Any complaint against a member of the NP staff will be considered through the Authority's Complaints Procedure. Any complaint against a volunteer will be considered by the relevant Head of Service and the Head of Personnel, who will collect relevant 'evidence', then interview the person against whom the complaint was made (with a companion, if they wish) and conclude whether and what action is necessary.

In terms of HR policies volunteers will be treated the same way that staff are.

Health and Safety

The Authority's Health and Safety Policy and the accompanying codes of safe working practice have been written for NP staff, volunteers, and students on work placements (including "children and young people"). They are all available for inspection at each of the Authority's permanent establishments.

Each volunteer

- will receive a briefing on health and safety issues at an appropriate level of detail, as part of his or her induction / briefing/daily tasks and activity.
- Groups of volunteers will be provided with a first aid kit appropriate to the day's activity.

All tasks and worksites will have been subject to risk assessment. All who supervise volunteers will have received training in carrying out such assessments. Personal protective equipment is provided, for situations where a volunteer's own normal outdoor clothing either needs supplementing or might become soiled or damaged through use.

Insurance

Volunteers will be covered by the Authority's Personal Accident insurance while carrying out tasks for which they have received training.

There is no Personal Accident Insurance in place for informal or casual volunteers. However, the Authority's Employer's Liability Insurance would cover it against any claim for negligence, where appropriate procedures are followed.

Anyone driving on Authority business must ensure that they hold appropriate (business) insurance cover. In such cases documentation should be supplied to the Authority beforehand.

Expenses

The cost of volunteer travel will be re-imbursed:

- at an annually determined rate, for car travel, with an enhancement where additional working volunteers are carried.
- in full where public transport is used.

Volunteers will be reimbursed for relevant mileage costs incurred within the National Park Boundary unless agreed beforehand by the Head of the relevant service.

SNPA will reimburse other reasonable out of pocket expenses where it has been agreed with the relevant staff member.

Staff / Volunteer Relations

The induction for all new staff will include a briefing, on current and prospective voluntary support for the work of the Authority, with a discussion on opportunities for voluntary support for the work of the new officer, except where it is agreed to be inappropriate. Members of staff will be encouraged to regard volunteers as work colleagues.

Training in working with, supervising or supporting volunteers will be given to members of staff and volunteers, together, as necessary.

National Park Authority Identity

Established Volunteers and others who work for the National Park Authority for any appreciable period are provided with a polo-shirt, logo'd fleece, name badge and identity card, or part of this ensemble, as appropriate. Other clothing should be appropriate for representing the Authority, as influenced by working conditions and common sense. Clothing regarded as personal protective equipment will be provided, for situations where a volunteer's own normal outdoor clothing either needs supplementing or might become soiled or damaged through use.

The Welsh Language

Volunteers who assist in the provision of front-line services for the Authority will need to either be fluent Welsh speakers or accompanied by a fluent Welsh speaker. We will encourage non-Welsh speaking people to volunteer and provide opportunities to learn the language by hosting language sessions.

Child Protection

Where the Authority's Child Protection Policy and the appropriate risk assessment indicate, volunteers are required to complete an application for Disclosure (Criminal Records Bureau), which will then be submitted by the Head of Personnel.

Conduct and confidentiality

In general, people working voluntarily for the Authority will encounter sensitive information less frequently than will their NP colleagues. However, volunteers should not find any difficulty with the expectation that they treat information that they are given with appropriate confidentiality.

Data Protection

Volunteers' personal data will be protected, as described in the Authority's Data Protection Policy. The Snowdonia National Park Authority is registered as a Data Controller with the Information Commissioner's Office, and complies with all data protection legal requirements as set out in the Data Protection Act 2018 (GDPR). Volunteers have a right to receive a copy of their own personal data by submitting a Subject Access Request.

MEETING	Performance and Resources Committee
DATE	10 th July, 2024
TITLE	CYNLLUN YR WYDDFA SUMMARY REPORT, 2024
REPORT BY	Catrin Glyn, Partneriaeth Yr Wyddfa Officer
PURPOSE	To update Members on the progress achieved by Cynllun Yr Wyddfa since it's launch during 2018, and to inform Members on the process of reviewing the plan.

1. BACKGROUND

1.1 The launch of Cynllun Yr Wyddfa during 2018

Cynllun Yr Wyddfa was developed by Partneriaeth Yr Wyddfa, a group of organisations working closely together on and around Yr Wyddfa. The Eryri National Park (ENP) led on this work and the plan was launched in 2018 following an extensive consultation process with communities, mountain users, partners and local interest groups. The vision below was agreed, with each partner fully committing to working towards it, and implementing the points within the action plan.

Note that while producing a management plan for Yr Wyddfa is not statutory, the high profile of the area and the importance of Yr Wyddfa makes such a partnership plan essential.

1.2 Partneriaeth Yr Wyddfa's vision

We will work together to care for Snowdon's exceptional beauty and heritage, and ensure a healthy and productive ecosystem where integrated services work together for the long-term needs of the local environment, communities, culture and visitor experience.

We will take action to safeguard its unique character, ensuring the involvement of local people, contributing to their benefit and the benefit of the local economy.

Our aim is for all people to respect, enjoy, understand, and care for the mountain and its environment.

1.3 Key Projects

Several projects have resulted from that initial consultation including: Yr Wyddfa Circular, Llwybrau'r Wyddfa App, Eryri Ambassador Programme, Parking and Transport Review for Yr Wyddfa and Ogwen (including a pre-booking system at Pen y Pass), Plastic Free Yr Wyddfa initiative and infrastructure improvements (e.g. upgrading toilets and installing digital information screens in specific places).

2. REPORTING TO MEMBERS

The Partneriaeth Yr Wyddfa Officer and the Partnerships Manager have reported back to Members consistently since the scheme launched in 2018. See list below for details of updates:

- Authority, July 2019 – Cynllun Yr Wyddfa update.
- Members Working Group, September 2020 - Parking and Transport Review.
- Performance and Resources Committee, November 2020 – Cynllun Yr Wyddfa update.
- Members Working Group, April 2021 – Cynllun Yr Wyddfa update.
- Members Working Group, October 2021 - Parking and Transport Strategy update.
- Members Working Group, October 2022 – Parking and Transport Strategy update.

As the Parking and Transport Strategy has taken priority in recent years, and the Partneriaeth Yr Wyddfa Officer was on maternity leave during 2023, there has not been a dedicated update on Cynllun Yr Wyddfa since 2021. However there have been newsletters published throughout the period.

3. PROGRESS

See **Appendix 1: Cynllun Yr Wyddfa Summary Report** for an update on how Partneriaeth Yr Wyddfa have addressed the action points identified in the original plan since its launch in 2018.

4. REVIEW PROCESS

When the plan was launched the aim was to review the current plan on a 5 year basis. To this end the plan will be reviewed this year with the aim of launching a revised version before summer 2025.

The Cynllun Yr Wyddfa Summary Report provides a strong foundation for the review process in terms of recognising what has been achieved, what still needs to be achieved, as well as identifying any gaps and new projects that should be considered with the vision in mind.

This process will be implemented hand in hand with relevant APCE staff, partners, stakeholders, and the communities when appropriate. This work will give full consideration to local, regional and national policies and will contribute towards the review of our main statutory plans such as Cynllun Eryri and the Local Development Plan.

It is intended to review the following:

1. Partneriaeth Yr Wyddfa membership
2. Partneriaeth Yr Wyddfa stakeholders
3. Yr Wyddfa today (data)
4. The challenges
5. Plan themes
6. The action plan
7. How will we keep track of progress
8. Indicators of success
9. Any other relevant issues.

The work has started internally with an initial staff workshop held on the 14th of April, 2024 to discuss the following: does the vision remain suitable, challenges, revised partners/stakeholders and new working relationships.

5. NEXT STEPS

- Hold a workshop with partners and stakeholders to discuss the following: does the vision remain suitable, challenges, revised partners/stakeholders and new working relationships.
- Review the plan with the aim of launching a revised version before summer 2025.

6. RECOMMENDATIONS

1. Accept the Cynllun Yr Wyddfa Summary Report as a progress report on the partnership's work since the launch of Cynllun Yr Wyddfa during 2018.
2. Note that the process of reviewing Cynllun Yr Wyddfa has begun, and that Members will receive full and regular updates.

SUMMARY REPORT

CYNLLUN YR WYDDFA, 2024

Partneriaeth Yr Wyddfa Officer: Catrin Glyn



Analysis

Major achievements

Since the establishment of Cynllun Yr Wyddfa in 2018 the Partnership faced one of the most challenging times in our sector when the pandemic hit in 2020. As a result, the Partnership has delivered the majority of the action points it was committed to and has proven resounding successes. Over the past few years, the Partnership has become an effective forum to share information, identify collaboration opportunities and share resources. The Partnership now has extensive experience of leading on innovative projects, tackling profound challenges and engaging with the public.

When reflecting on the work that has been carried out there are clear successes to celebrate, such as the following: the innovative pilot Rhodd Eryri which contributed towards the maintenance and upkeep of the paths, re-branding and significant improvements to the Sherpa'r Wyddfa network, a pre-booking system at Pen y Pass, the addition of the T10 service in Ogwen, training over a thousand individuals and business owners via the Eryri Ambassador programme, the Llwybrau'r Wyddfa app, the Volunteer Wardens and Caru Eryri schemes and the exciting development of the Plastic Free Yr Wyddfa initiative.

Challenges

The Partnership has faced many challenges since Cynllun Yr Wyddfa was established and continues to constantly experience new challenges. Covid 19 has transformed not only the ways of working and meeting, but there has been a change in the visiting patterns of visitors to Yr Wyddfa and Eryri. The impact of this on the Partnership's work has been extremely influential and has meant diversifying from time to time. An example of this change is that more have discovered locations that were relatively quiet in terms of visitors when the original Plan was launched, which has put some communities in the area around Yr Wyddfa under significant pressure. Although the effects were familiar (litter, wild camping, loose dogs, illegal parking), the high numbers magnified the effects to levels that had never been seen before. This posed some completely new challenges that had not been experienced before the pandemic and these challenges were brought to the forefront, such as campervans staying overnight in various locations across the Park, human waste on Yr Wyddfa, outdoor swimming and the attraction to water e.g. Afon Cwm Llan.

One of the most challenging projects is undoubtedly the parking and transport project. Although this multi-agency work proves very challenging at times, effective partnership working has been developed and nurtured, and improvements have been experienced on the ground in a relatively short time. Because of that, the expectations of partners and communities are high and solving these issues remains a difficult challenge for the Partnership.

In addition to all this, the lack of investment means that the Partnership does not have the resources or the finances to deliver some of the action points in the short term e.g. the parking and transport project or phone connectivity. Therefore, achievements over the past six years should be celebrated and lays a strong foundation for the Partnership to continue this vital work.

Cynllun Yr Wyddfa Summary Report: Yr Wyddfa Partnership Officer

Note that the actions listed in the first column are exactly as they appeared in Cynllun Yr Wyddfa Plan. This table is only a summary of work that has been carried out by ENPA and Partneriaeth Yr Wyddfa since the launch of Cynllun Yr Wyddfa in 2018. For more details on any issues included in this report please contact Catrin Glyn, Partneriaeth Yr Wyddfa Officer: catrin.glyn@eryri.llyw.cymru.

Cynllun Yr Wyddfa - Actions	Status	Further action
Outdoor Activities, Adventures and Education Vision: Respect the mountain, people, communities and culture of the area, and tourism		
1.	Involve the community and stakeholders in the development of the Yr Wyddfa Circular and prioritise the sections for development.	The public footpath from Pen Y Pass down to Nant Gwynant power station has been completed.
→ Review options and further scope the uncompleted parts. → Complete the next section from the Power Station down to Lyn Gwynant and on to the National Trust property at Hafod y Llan. From there, join the already improved section towards Beddgelert. Consultations are currently underway. → Upgrade the Rhyd Ddu path through Ffridd Uchaf farm to relocate the existing bridleway to connect directly to Lon Gwyrfai. → Continue to engage with communities and stakeholders as the project develops.		
2.	Gwynedd Council, Conwy CBC together with ENPA, Natural Resources Wales, and established community groups to work together to improve communication and coordination of events, and develop a central resource for event organizers.	→ A new registration requirement for organized events and a better system of sharing information with the organisers in a central and consistent manner. → A new group has been established due to COVID-19 for sharing statements on behalf of all the relevant partners under the guidance of Gwynedd Council.
Ongoing		

Cynllun Yr Wyddfa Summary Report: Yr Wyddfa Partnership Officer

Note that the actions listed in the first column are exactly as they appeared in Cynllun Yr Wyddfa Plan. This table is only a summary of work that has been carried out by ENPA and Partneriaeth Yr Wyddfa since the launch of Cynllun Yr Wyddfa in 2018. For more details on any issues included in this report please contact Catrin Glyn, Partneriaeth Yr Wyddfa Officer: catrin.glyn@eryri.llyw.cymru.

3.	<p>Develop Volunteer Wardens and Young Rangers Schemes to encourage young wardens and volunteers to develop and share their knowledge of the Countryside Code, mountaineering skills and responsible dog ownership.</p>	<p>Volunteer Wardens: The scheme sits within the Warden Department and has developed significantly since 2014. An information pack and a number of training courses are offered including First Aid, local nature and a session with the Llanberis Rescue Team. There are now 50 regular volunteers and the teams are out 3 times a week between Easter and October half term (Saturday/Sunday/Wednesday and Bank Holidays). As well as patrolling the 6 routes, the volunteers take the information van to the hotspots / popular places (e.g. Nant Gwynant).</p> <p>Caru Eryri: This scheme was developed in response to Covid 19 but is still being implemented. The plan includes training volunteers to become volunteer leaders, and this saves money by not having to pay Mountain Leaders.</p> <p>Fluent Welsh speakers and a non-Welsh speakers / learner are paired together if possible.</p> <p>Volunteer management software 'Better Impact' has been set up to manage all volunteers (Volunteer Wardens and Caru Eryri). There are over 700 individuals on the system. This enables the officers to manage</p>	<p>Voluntary Wardens: The intention is to maintain the service.</p> <p>Caru Eryri: Collaboration continues, with annual amendments following feedback from the volunteers.</p>
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Cynllun Yr Wyddfa Summary Report: Yr Wyddfa Partnership Officer

Note that the actions listed in the first column are exactly as they appeared in Cynllun Yr Wyddfa Plan. This table is only a summary of work that has been carried out by ENPA and Partneriaeth Yr Wyddfa since the launch of Cynllun Yr Wyddfa in 2018. For more details on any issues included in this report please contact Catrin Glyn, Partneriaeth Yr Wyddfa Officer: catrin.glyn@eryri.llyw.cymru.

		<p>the data and record voluntary hours more accurately and in a more effective manner.</p> <p>The Young Rangers Scheme was re-launched in 2022 and they host one event a month which is a combination of half a day of conservation work (e.g. planting trees, clearing invasive species, litter picking etc.), or educational work (e.g. visiting important locations such as Yr Ysgwrn / the Slate Museum), and half a day of outdoor activities (e.g. gorge walking, climbing etc. A residential visit was held in Rhyd Ddu and 2 got to visit Denmark via the Eurocamp International Young Rangers Scheme.</p> <p>There are 35 on the list with 27 individuals taking part regularly in the activities. The majority come from the north of the Park (Bethesda, Dinas, Caernarfon, Bangor, Blaenau Ffestiniog), around 3 from the south of the Park (Bala, Dolgellau, Tywyn), and 5 from outside the Park boundaries (Llandudno/Conwy/St Asaph).</p> <p>Their backgrounds vary and include: being involved as part of the <i>Duke of Edinburgh Award</i>, Young Farmers, college or boarding school students, some from outside the education system entirely (e.g. referred by Barnardos), and some with additional</p>	
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		mental health needs with a mixture of Welsh speakers and learners.	
4.	Developing health and wellbeing opportunities through the "Let's Get Moving North Wales" group.	<ul style="list-style-type: none"> → A series of mindfulness/wellness events e.g. yoga, forest school, walks / mindfulness. → Tendency to avoid Yr Wyddfa due to the need for quiet / peaceful locations. → The Volunteering and Wellbeing Officer represents the Authority on the <i>Nature and Wellbeing Community of Interest group</i> and updates the group on aspects of well-being and the opportunities available in Eryri. The purpose of the meeting is to update the Health Officers and share the information with their clients and communities. 	Continue with this work.
5.	As required, repair and improve upland paths to a good quality and in accordance with sensitive landscape standards.	<p>The Warden Department is responsible for the ongoing maintenance of the paths. This work on Yr Wyddfa might include: making paths in steep places safer by undertaking pitching work over rocks to improve the direction of the path, drainage work and specialist stone laying work (<i>stone pitching</i>).</p> <p>Working in partnership with Snowdonia Society, the National Trust and the Outdoor Partnership on voluntary opportunities to maintain paths e.g. clearing drains (Caru Eryri).</p>	This work is continuous ongoing work but is an example of work in progress is: discussions about significant work at Bwlch y Moch to try to divert walkers from following the path towards Crib Goch, and improvements to the Watkin Path (at the top of the path).

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6.	<p>Increase the number of Welsh speakers and learners who work in the outdoor and voluntary sectors, and encourage and support the use and celebration of the Welsh language.</p>	<p>Stone pitching training was held in order to increase the number of individuals with the specialist skills to undertake the work. This training had been organized jointly between the National Trust and ENPA and was attended by 10 individuals including local people and Welsh speakers.</p> <p>Encourage Caru Eryri volunteers to carry out the Eryri Ambassador training which includes information about the Welsh language and the importance of the language in the area.</p> <p>A number of Caru Eryri volunteers have completed the Eryri Ambassador training:</p> <p>Bronze: 51 Silver: 2 Gold: 68</p>	
7.	<p>Recycling points near all access points and encouraging the use of reusable containers, together with an incentive scheme to remove rubbish from the mountain through the Eryri Lân group.</p>	<ul style="list-style-type: none"> → Following a report by Share Impact and Travel Without Plastic, this action point has been reviewed and integrated into the Plastic Free Yr Wyddfa initiative. → The Plastic Free Yr Wyddfa Officer has been appointed on a 2 year contract. → Working alongside businesses, communities and schools to ensure that a strong message is delivered based on a clear understanding. 	<ul style="list-style-type: none"> → Plastic Free Officer's Role has been extended. → Copa 1 Conference at the summit with local young people. → Ideas development initiated by Copa 1. → Com-B campaign with Bangor University. → Succession planning for the project. → Swap Shop.

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		<ul style="list-style-type: none"> → Planning the Plastic Free designation → Support businesses in the area to achieve plastic-free status. → Engagement work with the agricultural sector. → Improve data collection and create a project monitoring system e.g. collaboration with Bangor University's School of Behavioral Change. → The Mabinogi Campaign. → Bananacam – raising awareness about organic litter. → Undertake an experiment where all bins are removed from Cwellyn car park. → Installation of refilling water wells at Pen y Pass, Rhyd Ddu and Pont Bethania. 	
<p>Infrastructure and Visitor Services Vision: Excellent infrastructure and interlinked services</p>			
8.	<p>ENPA and Gwynedd Council coordinating a survey of consumer needs with tourism businesses presenting information about transport and parking. Use results to review and improve the Sherpa service.</p>	<p>A full Parking and Transport Review was commissioned for Yr Wyddfa and Ogwen areas.</p> <p>The recommendations were presented to partners, communities and organizations ensuring support in principle for the long-term vision.</p> <p>Support was secured from Transport Wales and a wide community consultation was carried out and some of the initial recommendations implemented</p>	<p>The officer and Partnerships Manager continue to work together with key partners to ensure that there are tangible improvements on the ground. Although this multi-agency work is challenging and extremely varied, effective working partnerships are fostered by the officer and the Partnerships Manager.</p> <p>ENPA's internal parking and transport group meets regularly.</p> <p>The Partneriaeth Yr Wyddfa Officer also sits on the UK National Parks Transport Group – a</p>

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		<p>The type of improvements that have been implemented so far are: a pre-booking system at Pen y Pass, a park and ride system in Ogwen, better parking management on the A5 in Ogwen and in Nantgwynant, the introduction of the regular T10 service through the Ogwen Valley, rebranding and improvements to Yr Wyddfa's Sherpa service, and sustainable travel messages on ENPA social media websites.</p>	<p>forum to share learning and learn about transport related initiatives in other national parks.</p> <p>In addition to the above, an Action Group was established to deal with strategic issues relating to parking and transport which includes the key partners (Gwynedd Council, Conwy County Borough Council and ENPA). This group has met regularly since its establishment during 2022 and discusses strategic details e.g. the inclusion of possible locations for parking and transport in the 3 LDPs.</p>
9.	Businesses to encourage visitors to use the Sherpa.	There is a module on sustainable tourism (including full details on transport in and around the Park) within the Eryri Ambassador programme.	Update the Eryri Ambassador plan annually / as required to include the latest information about the bus network – by using the latest figures by Transport for Wales.
10.	Work more closely with taxi companies to deliver a service that aligns with accompany the Sherpa service.	<p>The taxi companies were consulted during the process of writing the parking and transport report.</p> <p>Coinciding with the pre-booking system going live in 2021 an official system was put in place for taxis at the Pen y Pass and Nant Peris sites. Signs were placed in both locations indicating that only 2 taxis were allowed to stay at a time at Pen y Pass, and 5 at a time at Nant Peris. Initial feedback was received from Gwynfor Coaches bus drivers expressing concerns about the taxis</p>	This arrangement continues and works well.

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		attracting customers who would otherwise have used the bus service, however, this opinion changed as the season progressed and the service offered by the taxis became more prominent and appreciated.	
11.	ENPA and Gwynedd and Conwy Councils work together and ensure there are sufficient parking spaces which are well coordinated and advertised.	See point 8. Infrastructure and Visitor Services.	See point 8. Infrastructure and Visitor Services.
14.	Study to improve visitor facilities at Pen y Pass.	This work was postponed giving priority to the parking and transport review and implementing the recommendations arising from the review. It was decided to review the need for such a study at Pen y Pass, hand in hand with the parking and transport work.	No plans at the moment
15.	Working with the Welsh Government on using new technology to improve phone / wi-fi connectivity.	A scoping review was commissioned to explore options for improving the wi-fi connectivity on the mountain. The review concluded that developing a wi-fi connection across the entire mountain would be costly and challenging given the resources available. Therefore, it was decided to release the remaining budget to be used on relevant projects e.g. digital projects arising from the parking and transport review.	Following an initial report on a possible project collating all the available data in order to create a digital offer for visitors (in the form of an app), continue discussions with Arloesi Gwynedd Wledig to gauge how we can further develop this project. Works ongoing in the area by others – e.g. instalment of mats in various locations.
<p>The Rural Economy and the Area's Communities Vision: A healthy and thriving local economy that serves local residents and visitors alike</p>			

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16.	Partnership Officer to help, lead on bilingual projects and to communicate with people in the area on behalf of the Partnership.	Beddgelert Garden – Clearing work and planting wildflowers undertaken. Voluntary days have been held e.g. corporate days by companies such as Tesco and with the local schools.	This project continues in collaboration with the local Councillor.
17.	Employ a Partnership Officer.	A Partnership Officer was appointed. The job was funded for three years with contributions from the partners but now the money comes from ENPA's central budget. The role is now a permanent position within the Partnerships department.	Y swydd yn esblygu wrth edrych ymlaen.
18.	The Partnership Officer to extend the work with landowners, land managers and businesses in the area.	This work is being implemented under the Plastic Free Yr Wyddfa initiative - see point 7.	The work continues via the Plastic Free Yr Wyddfa initiative.
19.	Working with partners to develop local branding and encourage the use of and promote local produce.	As above.	As above.
20.	Support and promote opportunities for high quality bilingual jobs in the service sector.	See point 32.	See point 32.
<p>Caring for Yr Wyddfa Vision: A healthy and prosperous environment</p>			
21.	Implementation of the Visitor Gifting Scheme and promote it further and include links with outdoor events, local businesses and attractions.	<ul style="list-style-type: none"> → The Rhodd Eryri pilot scheme was implemented in July 2016, and by March 2018, 53 businesses had registered. → During the first 6 months, £3,250 was given. → During the 2017/18 financial year, an additional £10,500 was raised, with ENPA providing funding on a pound for 	The report has been submitted to a national consultation process on a proposed levy system - awaiting a decision from the Welsh Government.

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		<p>pound basis for improving the Cwellyn footpath.</p> <p>→ An options evaluation review was commissioned by Gwynedd Council to analyse future visitor donation plans.</p>	
22.	Develop arrangements for the local community to be part of decision making on how to allocate money raised via donations from visitors.	As above.	<p>As above.</p> <p>This work is being developed by the Gwynedd and Eryri Visitor Economy Partnership.</p>
23.	Install better information boards (in suitable places), interactive screens, develop a website and develop products and other means of communication, such as leaflets, letters and e-mails to improve the knowledge about the natural environment of Yr Wyddfa, engagement with the environment and understanding it.	<p>Temporary interpretation panels have been installed until a panel policy and guidelines have been created by ENPA.</p> <p>Website, newsletters, information booklets, podcasts, posters, videos, posters behind toilet doors have been designed and shared over the course of the plan.</p>	Once the policy is operational, a survey of the condition of panels will be carried out prioritizing which to complete first based on condition.
24.	Discuss, develop, support and promote innovative and effective conservation and dark-sky projects, and joint research opportunities using volunteers to expand capacity.	<p>Collaboration with the Dark Sky Officer on several occasions e.g. the Dark Sky event at Plas Tan y Bwlch as part of the annual celebration of the Eryri Ambassador programme.</p> <p>Via the LIFE Celtic Forests project 547.83ha. of Rhododendron Ponticum treatment work has been undertaken since August 2018, within the Eryri Special Conservation Area in the Nantgwynant area.</p>	<p>Extension to the LIFE project until 2027.</p> <p>The Department of Agriculture continues to support farmers via the department's core grant which contributes towards various restoration work such as dry stone walls, planting / hedge laying/ trimming hedges and fencing.</p>

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	<p>Removal of Rhododendron Ponticum and Laurel by stem spraying, leaf spraying and cutting and grubbing - approximately 1280m²/0.128h - funded through core funding from the Department of Agriculture.</p> <p>Coed yr Eryr - ongoing work since 2016 has received its third phase funding during 2024. The whole site is 60ha and more work needs to be undertaken on site.</p> <p>Since Cynllun Yr Wyddfa was launched the following grants have been awarded in the Yr Wyddfa area:</p> <ul style="list-style-type: none"> → 262m of fences/17m of slate fencing. → 1634m of fences/755m of fencing to fill Llyn Cwellyn. → Bee Hive "Byzz Eryri". → Jump fence along sections of the boundary wall in Coed Victoria, Llanberis - 380m - funding via the <i>Ancient Woodland grant</i>. → Fencing to create grazing blocks on the slopes of Yr Wyddfa to facilitate grazing with cows - 1600m - funding via the Places for Nature project. → Restoration of a dry stone wall in the Betws Garmon area - 110m² - funding via the SLSP programme Traditional Boundaries of Eryri 	
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		→ Biodiversity Project 2021/22 - Nant Peris Car Park - Double fence and tree planting and the creation of wild flower meadows.	
25.	Facilitate and support any landowners who want to pilot ecosystem services schemes on Yr Wyddfa.	Instability in the sector following Brexit has led to delays with aforementioned plans.	The Agriculture Department continues to support farmers through the department's core grant which contributes towards various restoration work such as dry stone walls, planting / hedge-laying/ trimming hedges and fencing. The department is open to supporting any such new projects at the request of the farmers if the budget allows.
26.	Ensure that mechanisms are in place to collect data for the plas's 'Success Indicators'.	<ul style="list-style-type: none"> → Yr Wyddfa Survey has been undertaken in 2013, 2015, 2017. → A survey across the Park carried out in 2021. → Significant public consultations have been held as part of the parking and transport works → Data has been collected through a variety of reports such as: communication plan, <i>Share Impact report</i> and <i>Travel Without Plastic</i>, Yr Wyddfa Plastic Free initiative. → Receive data from partners e.g. litter data from Cymdeithas Eryri / Snowdonia Society and from the Llanberis Mountain Rescue Team. 	A comprehensive survey will be carried out on Yr Wyddfa between August and September 2024 to assist the Partnership to draw up elements of the work programme based on evidence.

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Information for Visitors			
Vision: A world-class sustainable experience for visitors			
27.	Develop a toolkit to combine our messages about respect, safety, wild camping, language, culture and heritage. Integration across websites, local information and social media, including a mobile information van to be placed in strategic places in the area.	A wide variety of communication materials for visitors has been developed e.g. wild camping brochures, Nant Gwynant brochures, reels, regular miscellaneous mail, wallet size cards containing Adventure Smart's details.	2 pieces of significant engagement work underway as part of the Gwynedd and Eryri Visit Economy Plan.
28.	Create a web page specifically for Yr Wyddfa, one information resource shared consistently everywhere by all partners. The central information point will be a point of contact for the Tourist Information Centres and information points and there will be a wide variety of people are encouraged to use it.	To be reviewed.	Subscription with <i>Wordpress</i> expires in August 2024. Need to carry out a joint review with the communications team to see what is the best way forward in terms of including details about the work of the partnership. This is due to happen before August 2024.
29.	Explore the viability of developing a high quality Yr Wyddfa app and promote it widely.	App developed since 2020 and updated annually with the latest information and messages from the Park. 20.3K downloaded on Apple devices since June 2020 (figure up to June 2024) 11,206K downloaded on Android devices since June 2020 (Figure up to June 2024) Net income (minus fees/commission) per financial year:	Continue to update the app at least once a year and ensure that the app complies with any new policies/rules that arise.

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		<p>2020 1,711.98 2021 6,698.34 2022 11,601.07 2023 8,962.47 2024 121.16 (so far)</p>	
30.	<p>Prepare a communication plan on for Yr Wyddfa Partners.</p>	<p>Carried out by the Spencer David company at the beginning of the Plan's life and the recommendations have been implemented and have guided the direction of the Partnership in the early days.</p>	<p>Continue to collaborate on various communication campaigns with the Communications Department and the various partners e.g. collaboration with Snowdonia Active on raising awareness of Adventure Smart messages among visitors to Llanberis.</p> <p>Support the communication work for the 2024 visitor season jointly with Gwynedd Council.</p>
31.	<p>Working with the Conwy and Gwynedd Destination Management Groups on a year-round Tourism strategy e.g. referring to the 'summer and winter season' rather than the quiet season, and promoting and supporting events that are held in the extended season.</p>	<p>This work has evolved as part of the work of the Sustainable Visiting Economy of Eryri and Gwynedd.</p> <p>In November 2021, Gwynedd Council and ENPA established an innovative partnership to protect and protect the sustainable future of Gwynedd and Eryri.</p> <p>In November 2021, Gwynedd Council and ENPA signed a 'Memorandum of Understanding' which sets out how we will work together with other partners to develop action and measurement plans,</p>	<p>The Partnership is responsible for implementing the Strategic Plan over the next 10 years and beyond.</p>

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		<p>share good practice and agree on a Sustainable Visiting Economy Plan.</p> <p>Extensive consultation has taken place with the following: the visiting economy sector, Gwynedd Destination Management Partnership, Gwynedd Council Members and Eryri National Park, public organisations, community councils and individuals.</p> <p>The Strategic Plan has now been achieved.</p> <p>The new structure includes:</p> <ul style="list-style-type: none"> → Gwynedd Sustainable Visiting Economy Partnership and → Gwynedd and Eryri Sustainable Visiting Economy Steering Board → Steering Board 	
32.	Support the creation of a 'winter walking centre', food festivals, fairs, markets Christmas, walking holidays.	<p>In a report published in 2019 by the company Blue Chip & RJS Associate, the following were identified as possible objectives for the future in terms of the Visiting Economy:</p> <ul style="list-style-type: none"> → Extend the tourist season → Increase visitor spend per visit → Improve the quality of the visitor experience → Managing tourism for the benefit of Gwynedd's communities and environment. 	As above.

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		<ul style="list-style-type: none"> → Promote responsible, sustainable practice amongst the sector and its customers → Developing a sense of place in Gwynedd (including its culture, heritage and the Welsh language) 	
34.	Working with partners such as Tourism Associations, Plas y Brenin, CESS events. Encourage and support events and activities to run bilingually.	Ongoing.	Ongoing.
35.	Encourage and support events and bilingual organized activities.	<p>ENPA has sponsored the children's Ras Yr Wyddfa for several years and supports the main race with the resources available.</p> <p>Encouragement for event organizers to register their events with the Council / ENPA where they can be advised on ensuring respect for the Welsh language.</p> <p>In October '23 a group of business owners, event organisers, mountain leaders and key voices from the Outdoor sector joined ENPA in an interactive workshop to produce the first draft of an audit framework for the outdoor events sector. By harmonizing the plastic-free messages with local providers in the area, as well as scrutinizing the use of single-use plastic at events and races, ENPA can increase the impact and increase the reach of the Plastic-Free Yr Wyddfa initiative.</p>	Continue.

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36.	Develop an ambassador scheme.	<p>The Eryri Ambassador programme has been established and develops annually.</p> <p>Various face-to-face events organized to coincide with adult teaching week,</p> <p>We regularly share key information with our Ambassadors, and they were invited to receive the Eryri Ambassador's Communication Pack on the theme of sustainable tourism during 2023.</p> <p>To date, over 270 Gold Ambassadors have re-qualified in 2024 since the new re-qualification module was released in early January 2024.</p>	Continue to maintain the service by updating the content annually (or as needed) and developing new content.
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