



Eryri National Park Authority's Welsh Language Standards: 2025/26 Monitoring Report

1. Introduction

- 1.1 On the 30th of September 2015, the Welsh Language Commissioner issued the Authority with a Compliance Notice in accordance with section 44 of the Welsh Language (Wales) Measure 2011, which confirmed the Welsh Language Standards that the Authority is subject to.
- 1.2 As is required on an annual basis, this Monitoring Report looks back over the financial year 2025-26, and reports on how the Authority has complied with, and performed against each of the 162 Standards given to it.
- 1.3 This Annual Report is presented for approval to the Annual General Meeting of the Authority in June each year, before being published on the Authority's website. Publicity is given to the Annual Report via the Authority's social media channels.
- 1.4 The Head of Administration and Customer Care has the day-to-day responsibility over implementing the standards, and contact should be made by sending an e-mail to parc@eryri.llyw.cymru or by telephoning 01766 772530 to discuss any matter relating to this report.

2. Executive Summary

- 2.1 During 2025-26, 40 new or vacant posts were advertised during the year, which were all classed as Welsh essential. Upon being appointed all but one person had the required Welsh language skill levels for their respective roles. For the individual who did not reach the required level, they had been able to do so by the end of their probationary period.
- 2.2 On the 31st of March 2026, the Authority had 139 staff, of which 132 were able to undertake the duties of their post bilingually, which is 95%.

- 2.3 We continue to work proactively in ensuring we maintain the required skill levels within our workforce, whether directly through graduate trainee jobs or through direct work, with particular emphasis on the younger generation, to promote the value of developing and using their Welsh language skills.
- 2.4 This year, as an active member of the Welsh Language sub-group of the Public Service Board North Region, we commenced work on a Myth Busting project.
- 2.5 The project collected the myths and assumptions that exist about working through the medium of Welsh, whether in public institutions or in the wider community. Following the collection of people's experiences of using Welsh in the workplace, creative and accessible resources were created which show the true experiences of people who use the Welsh language in their day to day work.
- 2.6 Often people feel that their Welsh is not "good enough" to work in a Welsh environment, to apply for a job that requires the Welsh language, or that there is no real value in using the language professionally. Through a series of workshops, interviews and focus groups, *Herio Mythau* gives local voices a platform to share their experiences and challenge those perceptions.
- 2.7 The project will be officially launched at the Eisteddfod yr Urdd in Anglesey on Monday, 25th of May 2026, following which the Authority can use the promotional materials alongside our future recruitment campaigns.
- 2.8 The work on safeguarding and promoting the use of Welsh names by standardising Eryri place names has continued this year. Over 6,000 landscape names have been collected to date through various sources including public sessions. An art exhibition was commissioned to interpret the significance of the names, which will travel throughout North Wales from January 2026 onwards.
- 2.9 As part of the public and stakeholder engagement work, a workshop was held on the 26th of January 2026 on Belonging, in which it was heartening to see that the Welsh language featured prominently. It was identified as one of the key areas that connects people with their community, and which fosters a sense of belonging and identity. This work will feed into the review of Cynllun Eryri and the Authority's Well-being Objectives which will take place during 2026/27.
- 2.10 As part of this work, we will also take into consideration the Welsh Language Commissioner's Report entitled 'Our Time to Act: The position of the Welsh Language 2021-25' and in particular how we can incorporate the three main opportunities identified in the report.
- 2.11 Apart from the few selected highlights outlined above which gives a taste of the range of work undertaken by the Authority in promoting the Welsh language, the Authority continues to fully embrace and implement the requirements of the Welsh language standards.

2.12 The Welsh language has been embedded into the culture and fabric of the Authority since its inception. The staff take pride in being able to work everyday through the Welsh language and are always supportive of its promotion and development within Eryri.

3. Service Delivery Standards

3.1 Correspondence (Standards 1-7): The Authority sends out correspondence in the language of choice of the recipient, or in cases when this is not known a bilingual version of the correspondence is sent.

3.2 When bilingual correspondence is sent out, the Welsh and English language is treated equally by appearing side by side (where this is possible), with the same font and size used in both languages. On rare occasions when separate Welsh and English correspondence is produced, both versions are identical in terms of font and size, including contact details, signatures etc.

3.3 Telephone Calls (Standards 8-22): All staff who work at the Authority's main receptions and Information Centres are fully bilingual and accordingly are able to deal with all enquiries through the medium of Welsh at the first point of contact.

3.4 The Authority has an automated menu on the main contact number, which gives a choice to proceed in Welsh or English. Menu choices are then given in the language chosen. The pre-recorded message for out of hours is bilingual with the message in Welsh being transmitted first.

3.5 When contact is made through a direct line telephone number, staff are instructed to greet the caller with a bilingual greeting (with the Welsh first) or with a neutral greeting, ensuring that the Welsh language is not treated less favourably than the English language.

3.6 When contact is made through a direct line telephone number, staff are instructed to set a bilingual message on their voice mail, with the Welsh message playing first. For those who have not set a voicemail message, a standard Welsh greeting, recorded by one of the reception staff, asking the caller to leave a message is played instead.

3.7 As the majority of the Authority staff are bilingual, any calls from Welsh speakers are dealt with at the first point of contact. For the staff that are not fully able to carry out a full conversation in Welsh confidently, they will transfer the call to a colleague without any delay.

- 3.8 Meetings (Standards 23-38): All meetings arranged with an individual have and will continue to be conducted in the language of choice of the individual. For meetings that have been arranged for a group of individuals, they will be conducted in Welsh with simultaneous translation being arranged for any non-Welsh speakers in attendance (unless none of the invited individuals are able to communicate in Welsh, in which case the meeting will be conducted in English).
- 3.9 All public meetings of the Authority have and will continue to be conducted in Welsh with simultaneous translation available for those who cannot communicate through the Welsh language.
- 3.10 The Authority's committees are all hybrid, giving Members and staff the choice of whether to attend in person or online. For members of the public, they also now have the choice of observing these committees in person or through the live webcast for the Authority and Planning and Access Committee or later through the YouTube channel.
- 3.11 All publicity, written materials and any documentation produced by the Authority and handed out at public events or meetings are fully bilingual, with the Welsh and English languages treated equally.
- 3.12 Public Documentation (Standards 40-51): All the Authority's public documents, including forms are either bilingual with the Welsh appearing first or on the left hand side of the document or are two separate Welsh and English documents. The Welsh and English languages are treated equally, with the same font and size of text used for both languages. The Welsh and English language versions are usually in a separate document when they are published on the website, and a sentence is included on the English version, stating that a Welsh version is available.
- 3.13 Website, Apps and Social Media (Standards 52-59): The Authority's website and apps are fully bilingual with the user being able to choose their preferred language on the home page. Every single page of the website has a toggle button which can be used to access the other language. All pages correspond fully between both languages.
- 3.14 The Authority no longer has corresponding Welsh and English versions of its social media accounts, but rather one bilingual account for each social media platform. All posts are bilingual or are replicated identically in the Welsh and English versions. Any messages received in Welsh through social media are always answered in Welsh.
- 3.15 Self-service Machines (Standard 60): All the Authority's pay and display machines in the car parks are able to provide the service in Welsh and English. The default language on display is always Welsh with a button on the machine to change to English.

- 3.16 Signs (Standards 61-63): All signs erected by the Authority are fully bilingual, with the Welsh appearing first or on the left hand side. The Welsh and English languages are treated equally, with the same font and size of text used for both languages.
- 3.17 Reception Services (Standards 64-68): As previously stated all staff who work at the main reception areas or at Information Centres are bilingual. Each reception has the 'Iaith Gwaith' logo on display to indicate that a Welsh service is available and all reception staff have been given 'Iaith Gwaith' badges.
- 3.18 Official Notices (Standards 69-70): When the Authority publishes or displays an Official Notice they are always fully bilingual, with the Welsh appearing first or on the left hand side. The Welsh and English languages are treated equally, with the same font and size of text used for both languages.
- 3.19 Grant Schemes (Standards 71-75): The Authority has bought several grant schemes together under the collective banner of Eryri Community Funds, with the primary purpose of supporting vibrant and resilient communities in Eryri. There are 3 tiers to the funds:
- Tier 1: Local events, wellbeing activities and small community initiatives;
 - Tier 2: Infrastructure projects and medium scale community development, including projects that respond to the impact of tourism; and
 - Tier 3: Major capital projects that support the strategic priorities of Eryri's communities.
- 3.20 For each of the grant schemes, all documentation including application forms and guidance notes are fully bilingual, and correspondence is carried out in the language of choice of the applicant or bilingually.
- 3.21 In addition, for those grants which are for community based projects, events and activities; conditions are set upon the grant to ensure that all activities and documentation funded by the grants are fully bilingual. The Authority has a formal Policy in place on Awarding Grants in relation to the Welsh language implications.
- 3.22 Contract Tenders (Safonau 76-80): All Public Notices for Invitations to Tender or to Express an Interest are produced bilingually and usually published on Sell2Wales.
- 3.23 All submissions received in Welsh have been processed and treated in the same way as submission in English, and correspondence is carried out in the language of choice of the applicant or bilingually.

- 3.24 Corporate Identity and Promoting Services (Standards 81-83): The Authority's corporate identity is Welsh since November 2024 when a new logo was introduced. Electronic assets have been updated to reflect the rebranding. Being mindful of the need to make good use of public money, the Authority's physical assets will be updated with the new logo as they become due for renewal over the next few years.
- 3.25 The Authority does not provide the same services separately in Welsh and English, but rather offers a bilingual service with one point of contact. The promotion of any services is therefore done bilingually, unless using some social media channels which have replicated posts in both languages, ensuring that the Welsh and English language is treated on the basis of equality.
- 3.26 Education Courses (Standards 84-86): The Authority no longer runs its own public education courses at Plas Tan y Bwlch. This standard is therefore no longer applicable to the Authority.
- 3.27 Public Address System (Standard 87): The Authority currently does not have any public address systems in place across its buildings.
- 3.28 Complaints relating to Complying with the Service Delivery Standards
During the year no complaints were received relating to the way in which the Authority complied with the Service Delivery Standards.

4. Policy Making Standards

- 4.1 Policy Formulation and Associated Consultation (Standards 88-93): With every new strategic policy* that is developed (or if a present policy is revised and updated), now a standalone Welsh Language Impact Assessment is conducted in full at the start of the policy forming process. This impact assessment then forms part of the public consultation process on the policy.
- 4.2 It is then further revised if consultation responses highlight further impacts and their effects. As has always been the case, Members of the Authority will also have an opportunity to scrutinise the proposed policy at various points through this process. If any negative impacts are identified, further work is done to identify mitigating measures. Members would have full involvement on the decision of whether the mitigation measures are likely to be sufficient and to decide whether to proceed with the policy.

**Policy is defined in its wider context to include plans and strategies*

- 4.3 A Guidance Document for staff is in place outlining the requirement to ask specific questions regarding the impact (either positive or negative) of any proposal on the Welsh language, opportunities to use the Welsh language and opportunities to promote the language, which goes out with a copy of the impact assessment. The document also includes examples of appropriate wording to use in different consultation documents, which has been circulated to all services within the Authority.
- 4.4 Awarding Grants and Commissioning Research and Projects (Standards 94-97): The requirement to take into consideration the effect (both positive or negative) on the Welsh language has been fully integrated into Eryri Community Funds. Additional conditions on the use and the promotion of Welsh, and to ensure equality for the Welsh language will continue to be part of the fund's requirements.
- 4.5 Complaints relating to Complying with the Policy Making Standards
During the year no complaints were received relating to the way in which the Authority complied with the Policy Making Standards

5. Operational Standards

- 5.1 On the 31st of March 2026, the Authority employed 139 staff of which 132 are considered bilingual and can fulfil the language requirements of their role, representing 95%.
- 5.2 Using Welsh internally (Standard 98): Since its inception, the Authority has established through custom and practice that the main language of internal communications is Welsh, with English being used as required. A policy is now in place on the use of Welsh internally. This formalises the custom and practice and to assist new staff of operational expectations.
- 5.3 Staff Documentation (Standards 99-104): The Authority has a fully bilingual policy in place for all human resources matters. In practice, this means that all documentation relating to the employment of an individual is produced in Welsh as standard and given to all staff members. Staff can request an English version of any document if they wish. Any correspondence that is sent out periodically from the human resources service to individual staff members is also usually produced in Welsh only and occasionally bilingually.
- 5.4 Human Resources Policies (Standards 105-111): All human resources policies are produced bilingually as standard.
- 5.5 Grievance and Disciplinary Procedures (Standards 112-119): Staff are welcome to correspond in the language of their choice. Both Welsh and English are treated equally and there would be no delay in responding to correspondence received in either language. Disciplinary or appeal hearings are all conducted in the language of choice of the staff member, as well as all related documentation and correspondence.

- 5.6 Computer Software (Standard 120): Every staff computer and laptop has Cysgliad installed for checking spelling and grammar in Welsh, as standard.
- 5.7 Staff Intranet (Standards 121-126): All policies and documents uploaded to the Authority's intranet are bilingual or have separate Welsh and English versions.
- 5.8 Skills Assessment (Standard 127): Data from the staff skills assessment is set out in Appendix 1.
- 5.9 Training (Standards 128-133): General training courses are always provided in Welsh where possible. During 2025-26, 42 members of staff attended course entirely through Welsh.
- 5.10 Employees who cannot fully communicate in Welsh or who need to improve their skills in order to meet the post requirements are given assistance to attend Welsh language courses and training, which can be undertaken in work time. One member of staff undertook online training during the year.
- 5.11 E-mail Signatures and Contact Details (Standards 134-135): The Authority uses the 'Iaith Gwaith' badge for Welsh language speakers and learners to place within their e-mail signature. All contact details provided as part of an e-mail signature are fully bilingual, as required in the Authority's 'Clear Communications' booklet, the guide for staff on customer service standards and house style.
- 5.12 Vacant Posts and Recruitment (Standards 136-140): During 2025-26, 39 vacant posts were advertised. Of these, all were classed as Welsh essential, although the exact skill level for each of the four requirements (speaking, listening, reading and writing) differs for each role.
- 5.13 The Authority has a Welsh language skills framework, which classifies the required skill level for each post from 0 to 5+ in four categories, namely listening, speaking, reading and writing. Each Head of Service now scores each new or vacant post using a comprehensive template which is accompanied by a guidance document. The scoring is then moderated by the Head of Administration and Customer Care, before receiving final approval from the Leadership Team. Applicants are now aware before applying, the exact skill level required for the position.
- 5.14 All recruitment advertisements are promoted on different social media channels and recruitment sites such as Lleol.Cymru. Depending on the channel, the posts are either in Welsh or bilingual. The Authority uses Webrecruit to accept and process applications, which allows applicants to submit their applications online. All documentation is available bilingually e.g. application form, job description, person specification and equality monitoring form. Job interviews are conducted in Welsh.

- 5.15 The Webrecruit system sends out an e-mail to job applicants if they have been unsuccessful in their application and have not been selected for interview. This e-mail is in Welsh and English. Letters or e-mails sent to job applicants informing them of the outcome of their interview are sent out in Welsh only or bilingually.
- 5.16 Internal Signage and Announcements (Standards 141-144): All signs erected by the Authority are fully bilingual, with the Welsh appearing first or on the left hand side. The Welsh and English languages are treated equally, with the same font and size of text used for both languages. The Authority doesn't currently have an internal address system.
- 5.17 Complaints relating to Complying with the Operational Standards
During the year no complaints were received relating to the way in which the Authority complied with the Operational Standards.

6. Promotion Standards

- 6.1 Promoting the Welsh Language (Standards 145-146): On the 22nd of March 2023 the Authority's Performance and Resources Committee adopted a new Strategy for Promoting the Welsh Language for the next five year period.
- 6.2 The strategy includes a target to "at least maintain the current number of Welsh speakers in Eryri, and to work with our public sector partners on increasing the numbers over the next 5 years".
- 6.3 As our previous Strategy demonstrated, although we cannot link the effect of our Welsh language promotion activities directly on the number of Welsh speakers in Eryri, there is still plenty of positive work we can undertake to influence the overall number. With this in mind, we have also set a second target of increasing the number of opportunities to use the Welsh language in Eryri. This target is both meaningful and measurable and within the control of the Authority.
- 6.4 The Strategy aligns with both Cynllun Eryri (the National Park Management Plan) and the Authority's Well-being Objectives which recognises that promoting and actively supporting the Welsh language is an essential element of ensuring resilient communities within Eryri.

7. Record Keeping and Supplementary Standards

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

- 7.2 The Authority has kept records of how it complies with the Standards in accordance with the requirements of the Welsh Language Commissioner.
- 7.3 The Authority always responds promptly to all requests from the Welsh Language Commissioner's Office for evidence when compliance audits are undertaken.

APPENDIX 1

1. Staff Skill Levels - Overview

The number and % of staff within the Authority's services which are able to speak Welsh according to directorate			
	No. of Staff	No. of Welsh Speakers	%
Corporate	56	54	96%
Planning and Partnerships	28	25	89%
Land Management	55	53	96%

The number and % of staff within the Authority's services which are able to speak Welsh according to post grade			
	No. of Staff	No. of Welsh Speakers	%
Leadership Team	4	4	100%
Heads of Service	12	12	100%
Grade 7+	64	58	90%
Up to Grade 6	59	58	98%

The number and % of staff within the Authority's services which are able to speak Welsh according to workplace			
	No. of Staff	No. of Welsh Speakers	%
Head Office	111	105	95%
Information Centres	7	7	100%
External Staff	17	17	100%
Plas Tan y Bwlch	4	3	75%

2. Staff Skill Levels by Service

Corporate Directorate

The number and % of staff within the directorate which are able to speak Welsh by service			
Section	No. of Staff	No. of Welsh Speakers	%
Leadership Team	3	3	100%
Finance	4	4	100%
Human Resources	4	4	100%
Administration & Customer Care	11	11	100%
Information Systems	5	4	80%
Property	8	8	100%
Legal	1	1	100%
Communication	9	9	100%
Information Centres	7	7	100%
Plas Tan y Bwlch	4	3	75%

Number and % of staff within the directorate, by post grades, which are able to speak Welsh			
Section	No. of Staff	No. of Welsh Speakers	%
Chief Executive	1	1	100%
Director	1	1	100%
Heads of Service	6	6	100%
Grade 7+	21	20	95%
Up to Grade 6	27	26	96%

The number and % of staff within the directorate which are able to speak Welsh according to workplace			
	No. of Staff	No. of Welsh Speakers	%
Head Office	45	44	98%
Information Centres	7	7	100%
Plas Tan y Bwlch	4	3	75%

Planning and Partnerships Directorate

The number and % of staff within the directorate which are able to speak Welsh by service			
Section	No. of Staff	No. of Welsh Speakers	%
Director	1	1	100%
Development Management & Compliance	14	11	79%
Planning Policy	6	6	100%
Partnerships	7	7	100%

Number and % of staff within the directorate, by post grades, which are able to speak Welsh			
Section	No. of Staff	No. of Welsh Speakers	%
Director	1	1	100%
Heads of Service	3	3	100%
Grade 7+	17	14	82%
Up to Grade 6	7	7	100%

The number and % of staff within the directorate which are able to speak Welsh according to workplace			
	No. of Staff	No. of Welsh Speakers	%
Head Office	28	25	89%

Land Management Directorate

The number and % of staff within the directorate which are able to speak Welsh by service			
Section	No. of Staff	No. of Welsh Speakers	%
Director	1	1	100%
Cultural Heritage	8	8	100%
Wardens	24	24	100%
Conservation, Trees and Agriculture	22	20	91%

Number and % of staff within the directorate, by post grades, which are able to speak Welsh			
Section	No. of Staff	No. of Welsh Speakers	%
Director	1	1	100%
Heads of Service	3	3	100%
Grade 7+	26	24	92%
Up to Grade 6	25	25	100%

The number and % of staff within the directorate which are able to speak Welsh according to workplace			
	No. of Staff	No. of Welsh Speakers	%
Head Office	38	36	95%
External	17	17	100%

3. Staff Skill Levels – Reception

The number and % of posts in the main reception areas that have been designated 'Welsh essential' and that were filled by bilingual staff.			
Section	No. of Staff	No. of Welsh Speakers	%
Head Office	6	6	100%
Plas Tan y Bwlch	2	2	100%
Information Centres	7	7	100%