Sustainable Tourism – Eryri National Park Authority

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Summary report

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What we reviewed and why

1   Wales' three National Parks are well known tourism destinations, and their status provides a strong brand image which extends beyond their boundaries. With visitor numbers growing, each of the National Park Authorities has seen an increase in the demands to conserve the special qualities of their Parks.

2   The Welsh Government's priorities for National Parks have long included a focus on growing tourism and outdoor recreation in a sustainable manner, and proactive engagement with tourism providers to identify how they can contribute to achieving the sustainability of the area[1].

3   In a wider policy context also lies the Welsh Government's ambition for the visitor economy to 'grow tourism for the good of Wales'[2]. The strategic remit letter issued by the Welsh Government's Minister for Environment, Energy and Rural Affairs in March 2021 reaffirms the National Park Authorities' important role in developing sustainable tourism and outdoor recreation.

Exhibit 1: the United Nations World Tourism Organisation definition of Sustainable Tourism

'Tourism that takes full account of its current and future economic, social and environmental impacts, addressing the needs of visitors, the industry, the environment and host communities.'

Source: unwto.org/sustainable-development

4   Managing access, tourism and its impact can be a challenge for National Park Authorities. Proportionally, they own very little land within the National Parks, and they do not directly control national or regional tourism and destination management strategies. The delicate balance between the two statutory purposes

[1] Valued and Resilient: The Welsh Government's Priorities for Areas of outstanding Natural Beauty and National Parks, July 2018.
[2] Welcome to Wales: Priorities for the Visitor Economy 2020-2025.

and duty of National Park Authorities[3] was highlighted when visitors flocked to the Parks in unprecedented numbers during their re-opening in 2020.

5   Consequently, COVID-19 has highlighted the important role of National Park Authorities in promoting the concept of sustainability in managing tourism. The local economy of each Park depends heavily on tourism, but it needs to be managed sustainably to ensure the natural landscape, biodiversity and local communities are not overwhelmed and left, on balance, worse off as a result.

6   Our review sought to answer the question: **Is the Authority doing all it can to effectively manage sustainable tourism in the National Park?**

What we found

7   We undertook the review during the period October 2021 to February 2022. Overall, we found that: **the Authority has well established partnerships to address sustainable tourism, but its vision is not yet clearly defined which makes it difficult to demonstrate impact**.

8   We reached this conclusion because:

- Cynllun Eryri sets out a broad ambition to address sustainable tourism, but this is yet to be translated into a clear vision with tangible outcomes that partners are fully signed up to deliver;

- the Authority uses strategic partnerships to drive its work on sustainable tourism but needs to better demonstrate the impact of its work; and

- the Authority is focused on developing a shared understanding of a sustainable visitor economy but cannot yet demonstrate its ability to influence and manage the impact of tourism.

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[3] Environment Act 1995

Recommendations

Exhibit 2: recommendations

The table below sets out the recommendations that we have identified following this review.

Recommendations
Given the limited clarity of key outcomes defined around sustainable tourism, and the consequent weaknesses in its ability to demonstrate impact, we recommend that the Authority: R1   Build on the positive collaboration with Gwynedd Council to establish clear outcomes and specific, measurable, achievable, relevant, and time-bound (SMART) objectives to shape its work on sustainable tourism.   R2   Review its current suite of performance indicators across key partnership activity related to sustainable tourism and establishes meaningful, outcome-focused measures to better demonstrate impact.
Given the important role of the Authority in addressing the impact of tourism on the natural environment and the need to influence behaviour, we recommend that the Authority: R3   Work with tourist businesses to promote the concept of sustainable tourism and identifies what and how they can contribute to help deliver the Authority's ambitions.

Detailed report

The Authority has well established partnerships to address sustainable tourism, but its vision is not yet clearly defined which makes it difficult to demonstrate impact

Cynllun Eryri sets out a broad ambition to address sustainable tourism, but this is yet to be translated into a clear vision with tangible outcomes that partners are fully signed up to deliver

9   Cynllun Eryri (the Plan) is the statutory management plan for Eryri National Park. Alongside the Local Development Plan, it is a key document which provides the strategic policy framework for Eryri National Park Authority (the Authority) and its partners over its five-year lifecycle (2020-25). In 2020 we reported that the Authority had established an effective partnership-led approach in developing the Plan and was well-placed to build on this foundation in future.[4] Formally adopted in autumn 2020, it details one of the Authority's key outcomes – to achieve "sustainable tourism principles" by 2025. This is one of seven long-term outcomes set out in the Plan and a challenge that, if not tackled effectively, could lead to an adverse impact on the special qualities[5] of the National Park.

10   The Authority uses the United Nations World Tourism Organisation's definition of sustainable tourism (see **Exhibit 1**). Officers and Members demonstrated a clear and consistent understanding of this definition, in particular the importance of ensuring that the visitor economy benefits the well-being of the people, environment, language and culture of the local area. This broad understanding of sustainable tourism is reflected in the views of tourism businesses we surveyed. **Exhibit 3** suggests that tourism businesses strongly value the role of a sustainable visitor economy in helping to support their business.

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[4] Review of involvement – Eryri National Park Authority, February 2020

[5] All of the National Parks in Wales, Scotland and England have a clearly defined list of 'Special Qualities'. They set out what makes the area special and unique. The combination of these Special Qualities are at the core of the area's designation as a National Park. The nine qualities that make Eryri special are listed in Cynllun Eryri (page 26).

Exhibit 3: tourism businesses in Eryri demonstrate a good appreciation of the benefits of a sustainable visitor economy
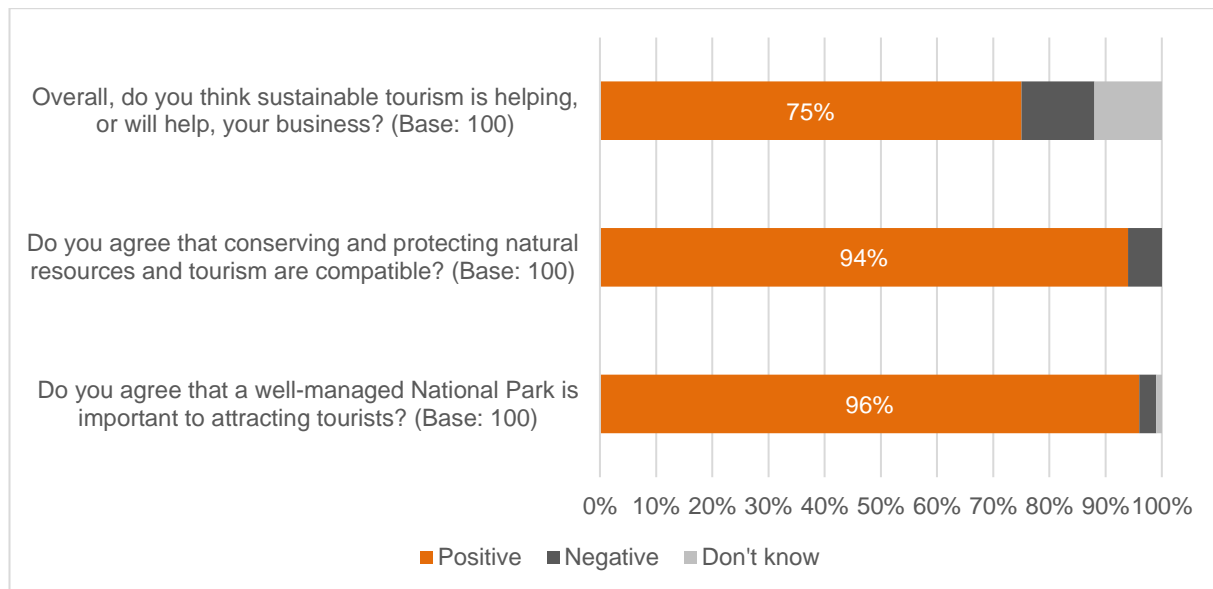
Source: Audit Wales survey of tourism businesses, February 2022

11   Despite an agreed definition of sustainable tourism, we found weaknesses in the Authority's plans to improve the sustainability of the visitor economy, and the measures to be used to judge and evaluate its work. Translating its broad ambition into a clear vision, underpinned by an action plan, therefore remains a work in progress for the Authority.

12   Senior leaders also acknowledge the Authority needs to refine and clarify its own ambitions in light of the pressures experienced during the pandemic. Progressing this is important to ensure officers focus on making the best contribution towards achieving meaningful outcomes and for Members' ability to monitor performance and demonstrate value for money. This is not helped by some significant operational challenges facing the Authority.

13   For example, officers described some significant infrastructure improvements needed to better manage the impact of visitors travelling by car, especially around the most popular attractions within the National Park and during the peak seasons. As the local Planning Authority, the Local Development Plan and adopted supplementary planning guidance, such as developing Visitor Accommodation, provide a framework to inform decisions on developments which support sustainable tourism.

14   More broadly, however, the Authority has neither the power nor capacity to directly control or solely deliver the significant infrastructure changes needed to help achieve sustainable tourism. Yet, through the Environment Act 1995, it is charged with conserving and enhancing the natural beauty, wildlife and cultural heritage of

the National Park[6], so doing nothing is not an option. This challenge is not unique to Eryri. **Appendix 2** sets out the common national messages highlighted through our reviews across all three National Park Authorities.

The Authority uses strategic partnerships to drive its work on sustainable tourism but needs to better demonstrate the impact of its work

15   Given the limitations in its remit and resources to directly manage tourism, it is not surprising to find the Authority building on its strong culture of partnership working to shape and deliver its ambitions around sustainable tourism. Gwynedd Council is the lead Destination Management Organisation locally and its destination brand 'Eryri: Mynyddoedd a Môr'[7] extends into the Conwy valley to cover the entirety of the National Park. The Authority is considered a key partner in the process of reviewing and developing a new Destination Management Plan for the area. Its involvement is underpinned by a memorandum of understanding (MoU) between the Authority and Gwynedd Council, adopted by both parties in November 2021. Partners such as Gwynedd Council and Conwy County Borough Council are also statutorily obliged to have regard to the Authority's purposes in all their work in the National Park[8].

16   Officers we interviewed describe positive collaboration through this partnership framework. The formalised structure with Gwynedd Council – the Sustainable Visitor Economy Partnership – has three key strands:

- Strategic Board – involving Elected Members and senior officers;
- Steering Group – provides oversight and direction to the implementation group, and reports on performance to the strategic board;
- Implementation Group – currently focused on research, governance and engagement activities.

17   Through this partnership a number of engagement events have taken place to jointly agree new principles for a sustainable visitor economy. Much of the activity undertaken by the Authority and its partners through the Implementation Group (prior to the MoU being formalised) remains at the 'exploring and informing' stage. Examples include:

- making the landscape more accessible to non-car-based visitors and enabling those arriving by car to access the area and its attractions by alternative means. This involves learning from and building on the online booking pilot for car parking at Pen y Pass, where officers note a reduction in visitors driving up to the car park. It also involves engagement with key

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[6] Environment Act 1995

[7] Eryri: Mynyddoedd a Môr – Visit Snowdonia website

[8] Environment Act 1995 – Section 62

gateway communities to ascertain their appetite to see more infrastructure being put in place to reduce visitors' dependency on cars.

- gathering data and research on the socio-economic impact of tourism on the area and how it compares to other areas across the region, including developing metrics based on STEAM[9] data.

- surveying residents and visitors to understand different views on the National Park as a destination.

18   Despite this positive activity, weaknesses in the Authority's collaborative performance monitoring arrangements limit its ability to demonstrate impact. Whilst it has established shared platforms for partners to report on actions completed in line with certain commitments within partnership structures such as Fforwm Eryri, accountability arrangements would be improved by establishing meaningful outcomes, SMART objectives and performance indicators.

19   Without a clearly defined 'end goal', the Authority cannot effectively demonstrate how it is influencing partners to deliver against its purposes and key outcomes. At present, we conclude that the Authority is too focused on actions and outputs, rather than demonstrating how its actions contribute to a bigger picture. The Authority needs to address this or risks perceiving new partnerships as outcomes in their own right.

The Authority is focused on developing a shared understanding of a sustainable visitor economy but cannot yet demonstrate its ability to influence and manage the impact of tourism

20   Influencing people's behaviours is not easy. Officers and Members we interviewed described the first lockdown in 2020 as the first time in many years that local communities and the natural environment experienced a much-needed fire break without tourists. The pressures seen during the re-opening periods in the summers of 2020 and 2021 were felt to be even starker as a result, despite visitor numbers having been increasing prior to the pandemic (for example, increasing by 15% between 2015 and 2020[10]).

21   The UNWTO's definition of sustainable tourism (**Exhibit 1**) focuses on four key elements, highlighting the importance of addressing the needs of visitors, the tourism industry, the environment and host communities. Addressing all four is a delicate balancing act, with too much focus on any single element likely to be at the expense of others. Whilst our survey suggests the Authority has more to do to

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[9] STEAM stands for Scarborough Tourism Economic Activity Monitor. It is a tourism economic modelling tool that provides destinations with annual tourism data on areas such as visitor numbers, spending, overnight stays, numbers employed in the tourism sector and the economic impact of tourism.

[10] STEAM data – Visitor Numbers – Eryri National Park Authority

engage the local tourism industry, we found it to be on a stronger footing in understanding the needs of local communities. We found positive examples of the Authority seeking to engage local communities, through its consultation to inform its recovery planning during the reopening period in 2020.

The Authority is exploring how to prevent problems from escalating whilst reacting to short-term issues

22   The Authority's current use of resources to address sustainable tourism is focused on a mix of preventative and reactive measures. It has invested in posts to explore ways of addressing the root causes of what it considers to be an increasingly unsustainable visitor economy. Meanwhile, it must also continue to mitigate and respond to the short-term impacts of growing visitor pressures.

23   The Future Generations Commissioner for Wales (the Commissioner) defines prevention as 'working in partnership to co-produce the best outcomes possible, utilising the strengths and assets people and places have to contribute'. The Commissioner has broken down preventative activities into four different levels:

- **Primary prevention**: building resilience: creating the conditions in which problems do not arise in the future. A universal approach.

- **Secondary prevention**: targeting action towards areas where there is a high risk of a problem occurring. A targeted approach, which cements the principles of progressive universalism (a determination to provide support for all, giving everyone and everything a voice and vested interest, but which recognises more support will be required by those people or areas with greater needs).

- **Tertiary prevention**: intervening once there is a problem, to stop it getting worse and prevent it reoccurring in the future. An intervention approach.

- **Acute spending**: spending which acts to manage the impact of a strongly negative situation but does little or nothing to prevent problems occurring in the future[11].

24   Using the Commissioner's criteria, we have categorised the proactive work undertaken by the Sustainable Tourism Manager, Sustainable Tourism Officer and the wider engagement team as broadly focusing on secondary prevention. For example:

- Llysgennad Eryri and wider business and public engagement initiatives to increase awareness of how to behave in the National Park;

- undertaking research and analysing data to better understand the socio-economic impact of tourism on the special qualities of the National Park, and

- nurturing and servicing new and existing partnerships with key stakeholders.

[11] Budget process and preventative spend, Future Generations Commissioner for Wales website

25   Tertiary prevention examples in the context of sustainable tourism include the positive work being undertaken through the Wyddfa Partnership place plan, including initiatives such as the Wyddfa Di-blastig project and the Pen y Pass car parking pilot.

Despite a clear focus on prevention, this is not making a significant contribution to changing visitor behaviour and the work of tourist businesses

26   Given the Authority's limited enforcement powers, it relies heavily on 'softer tools' such as communication, engagement and involvement to influence behaviours. Officers we interviewed demonstrated a good understanding of the need to engage visitors as early as possible to have the best chance of succeeding in ensuring they behave respectfully when visiting the area. During the pandemic, examples of communication campaigns such as **#CynllunioCanfodCaru** promoted messages of respect for the National Park and its host communities. Through its social media channels, the Authority sought to target audiences in areas such as the northwest of England to encourage better planning ahead of visiting. By aligning its messaging with key partners such as Gwynedd Council, other National Park Authorities in Wales, the National Trust and Natural Resources Wales, we found this to be a good example of a co-ordinated campaign to extend reach and ensure consistent communications.

27   National Park Authorities experienced a new audience and a different challenge during the pandemic. Traditionally, many of those visiting a National Park may have been repeat visitors and people who chose to visit the area because of its designation and special qualities. Conversely, during the pandemic, many of those who visited Wales' National Parks did so because they could not holiday abroad. Officers describe a lack of experience and understanding amongst visitors of what it means to visit a National Park, but that people visited in big numbers. This offered a lifeline for many local tourism businesses who struggled as a result of COVID-19.

28   For the Authority, however, it made the delicate balancing act between its two statutory purposes and duty even trickier. **Exhibit 4** suggests the Authority has more to do to effectively communicate to manage the impact of tourism given the low levels of satisfaction expressed by tourist businesses.

Exhibit 4: tourism businesses' views on the Authority's approach to promoting sustainable tourism

Few tourist businesses believe the Authority is effectively promoting and communicating the importance of sustainable tourism.
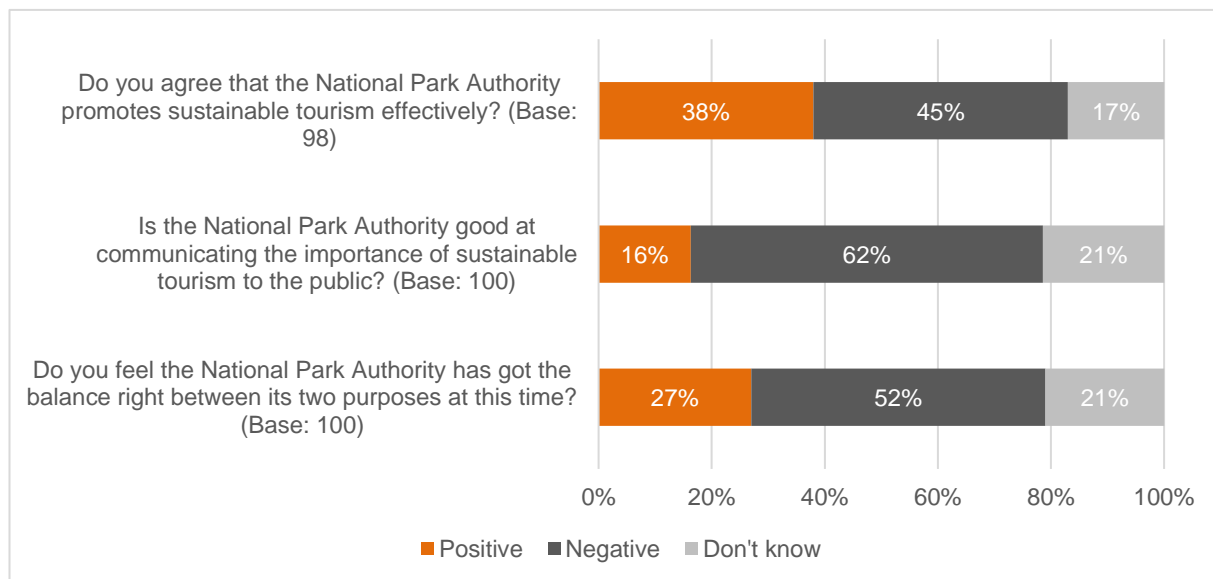
Source: Audit Wales survey of tourism businesses, February 2022

29   We found that the Authority had good structures in place to capture feedback from front line staff dealing with visitors, for instance wardens and visitor centre staff, during the pandemic. Officers described the benefit of closer working relationships with colleagues across the organisation through regular internal meetings, which helped to ensure staff remained abreast of key communication messages. The additional seasonal wardens, funded through Welsh Government grants, also bolstered the Authority's capacity to react to issues on the ground during the pandemic.

30   Volunteers play an important role in managing tourism and the Authority has good links to support access to volunteering opportunities through organisations such as Cymdeithas Eryri. The Authority has also launched Llysgennad Eryri – an Ambassadors Scheme which helps to deliver against the Welsh Government's ambition for National Park Authorities to proactively engage with tourism providers[12].

31   Llysgennad Eryri has been developed for the local tourism industry but offers training to anyone wishing to learn more about the National Park[13]. The online
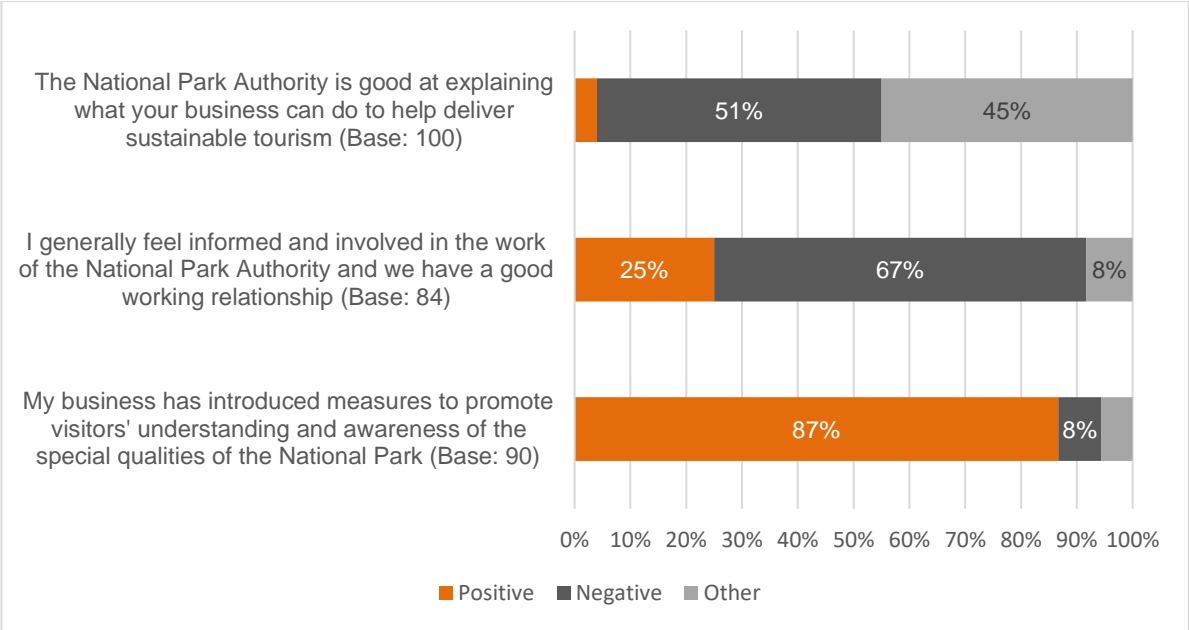
[12] Valued and Resilient: The Welsh Government's Priorities for Areas of outstanding Natural Beauty and National Parks, July 2018.

[13] Llysgennad Eryri, Ambassadors Wales website

training programme includes 12 modules that reflect the National Park's special qualities. It was launched in November 2020 and there are now over 400 ambassadors who have completed the necessary modules to achieve the gold standard. Practically, the Authority cannot possibly reach all visitors directly through their communication platforms, so having over 400 others trained to have a detailed understanding of how to conserve and respect the National Park, and able to relay those messages to visitors, is a powerful tool. Whilst it is difficult to measure the impact of its business engagement on visitor awareness and behaviours, Llysgennad Eryri includes refresher courses to help ensure ambassadors' information is kept up to date, and the Authority can monitor attainment and progression throughout the different training modules.

32   Despite the positive work of Llysgennad Eryri, **Exhibit 5** shows a mixed picture in terms of business views on feeling involved in the work of the Authority and working differently as a result.

Exhibit 5: tourism businesses' views on their sense of involvement in the Authority's work

The National Park Authority is good at explaining what your business can do to help deliver sustainable tourism (Base: 100) — 51% Negative, 45% Other

I generally feel informed and involved in the work of the National Park Authority and we have a good working relationship (Base: 84) — 25% Positive, 67% Negative, 8% Other

My business has introduced measures to promote visitors' understanding and awareness of the special qualities of the National Park (Base: 90) — 87% Positive, 8% Negative

Legend: Positive, Negative, Other

Source: Audit Wales survey of tourism businesses, February 2022

Appendix 1

Methodology

To inform our overall conclusions we explored the following lines of enquiry:

- Does the Authority have the right vision, resources and systems in place to effectively promote and manage sustainable tourism?
- Is the Authority influencing behaviour of key stakeholders to promote and manage the impact of tourism?

We undertook the review during the autumn of 2021. Our methods included:

- Consolidating our cumulative audit knowledge and experience.
- A survey of National Park tourism businesses promoted via Visit Wales. Across Wales, 281 businesses responded to our survey. Of these, 204 were located within, or operate mainly within, the boundaries of a Welsh National Park and 107 were based in Eryri. The data presented in this report focuses on the responses specific to Eryri.
- Reviewing data and key documents.
- Interviewing 11 officers and two Members at the Authority.
- Interviewing key officers in partner organisations including Gwynedd Council and Conwy County Borough Council.
- Keeping in regular contact with the Land, Nature and Forestry Division in Welsh Government.

Appendix 2

A national perspective: sustainable tourism in National Parks across Wales

While people visit the National Parks for many reasons, typically recreational use and admiration of natural beauty, these Parks also house irreplaceable ecosystems and living, breathing communities. Tourism is often therefore described as a problematic contradiction; where tourism attracts visitors, economic benefits, and educates the public, but their presence can pose a risk to the protection of the cultural and natural sites in a National Park. With the growing rate of tourism in National Parks, sustainable tourism – finding ways to encourage tourism growth while still preserving the culture and biodiversity of these areas – has become ever more important.

Through our work, we know that the National Park Authorities collectively possess many years' experience of managing large numbers of visitors. They employ a range of staff who engage with visitors on a day-to-day basis, enhancing visitors' experiences, and helping to promote the importance of people enjoying but not adversely impacting on the natural environment. Despite this positive work, in the course of our reviews of sustainable tourism, we found some issues of concern that are common to all three National Park Authorities.

National Parks in Wales have to balance encouraging tourism with conserving the natural environment

The three National Parks have two statutory purposes and a statutory duty. The purposes and duty form the basis of all the work undertaken by each Authority and are the starting point for the plans and strategies they develop – **Exhibit 6**.

Exhibit 6 – the Statutory Purposes and duty of Welsh National Park Authorities

Statutory Purposes	• To conserve and enhance the natural beauty, wildlife and cultural heritage of the National Park. • To promote opportunities for public enjoyment and understanding of the special qualities of the National Park.
Statutory Duty	• To foster the economic and social wellbeing of communities living within the National Park

Source: 1995 Environment Act

The three National Park Authorities play an important role in managing the environment and encouraging visitors to enjoy the outdoors

It is estimated that the three Welsh National Parks are visited by 12 million people each year. Annually, three quarters of the population of Wales make a visit to a National Park benefiting from the great outdoors.

Recreation and tourism are important for both the local economy and for people's health and wellbeing. In addition, the National Parks also need to balance these requirements with their responsibilities for the preservation of land, animals, and habitats. If there is a conflict between these two purposes, greater weight is given to conservation than recreation.

All three Authorities recognised that COVID-19 and COP26 have brought the nature crisis into sharp focus – National Parks are now visited more than they ever have been in the past, but increased visitor numbers damage the biodiversity and unique environments of National Parks. Intrinsically, balancing the needs of the two purposes is difficult and all National Park Authorities told us they struggle with this.

Respondents to our survey of tourism businesses located within Welsh National Parks told us that Authorities' have some clear strengths. These include conserving and protecting the natural environment; promoting the 'national – Welsh' role of Parks; and promoting activities and options when visiting the National Park area such as walking routes.

Tourist businesses mostly value the work of the National Parks but do not think they have got the balance right between their two statutory purposes

Tourism businesses we surveyed were also positive about the work of the National Park Authorities. For instance:

- 95% of those who responded to our survey agree or strongly agree that a well-managed National Park is important to attracting tourists;

- 92% of businesses also agree or strongly agree that conserving and protecting natural resources and tourism are compatible; and

- 72% of businesses think sustainable tourism is helping, or will help, their business.

However, only 29% of survey respondents agree that their local National Park Authority has got the balance right between protecting the natural environment and promoting enjoyment of the National Park at this time.

Our survey of tourism businesses indicates there is room for improvement in how National Park Authorities engage with the private sector (**Exhibit 7**). Just 31% of businesses responding to our survey stated that their local National Park Authority sought their views specifically to help shape their strategy for sustainable tourism. Around a third of businesses feel informed and involved in the work of the National Park and have a good working relationship with their local National Park Authority.

In addition, roughly half of businesses do not think that their local National Park Authority is good at explaining what businesses can do to help deliver sustainable tourism. Only 43% agree or strongly agree that their local National Park Authority promotes sustainable tourism effectively. Just 18% believe that their local National Park Authority is good at communicating the importance of sustainable tourism to the public – **Exhibit 7**.

Exhibit 7: tourism businesses' views on the National Park Authorities' approach to sustainable tourism
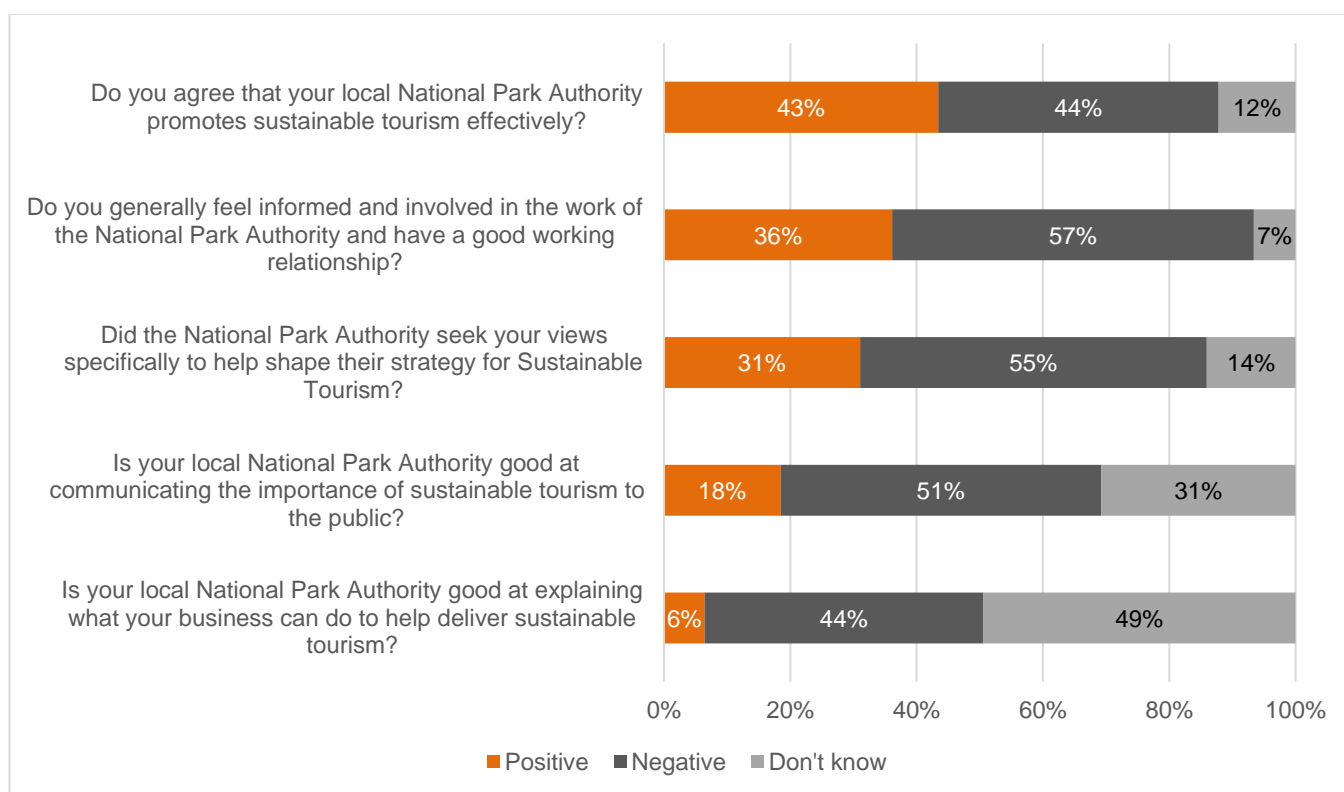
Source: Audit Wales Survey of Welsh Tourist Businesses, February 2022[14]

Most tourist businesses seek to work sustainably and recognise the value of sustainable tourism

As well as promoting sustainable tourism, it is important that businesses also work in a sustainable way. Today's tourists are more aware of their actions and the environmental and social impacts they can have. So, they want to see more businesses actively doing something. Sustainable practices will also save money in the long run. Our survey found that:

[14] We received 281 responses to our survey. In respect of these specific questions, 280 responded to the first; 224 the second; 277 the third; 276 the fourth; and 279 the fifth.

Over 80% of the businesses we surveyed promote visitors' understanding and awareness of the special qualities of the National Park

Roughly 70% of businesses we surveyed promote local culture and heritage – eg encouraging use of the Welsh language
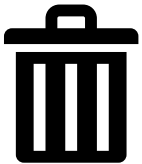
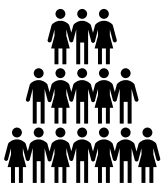Over 80% of tourist businesses we surveyed seek to reduce landfill waste and increase recycling

Just under 80% of tourist businesses we surveyed seek to reduce energy use

Just under 60% of tourist businesses we surveyed seek to reduce or conserve use of water

Just over 30% of tourist businesses we surveyed generate their own green energy

82% of tourist businesses we surveyed hire mainly (50%) local people (By local, we mean people who live within 15 miles of the business)

60% of tourist businesses we surveyed source the majority (75%) of their supplies from local producers (By local we mean within 30 miles of the business)

National Park Authorities do not have the resources or powers to control or influence the numbers visiting, nor their behaviour and impact

Historically, National Park Authorities have not had a direct role in promoting tourism and marketing their destinations. And proportionally, they own very little land. They are one of many players within their area that have a role in tourism and protecting the environment. Too many of the strategic levers for sustainable tourism are vested in organisations and bodies who do not share the same vision or responsibilities for protecting the environment of the National Parks.

For instance, the funding and remit of National Park Authorities does not cover the direct marketing of tourism within National Parks and only Brecon Beacons National Park Authority is a destination management organisation. Both Pembrokeshire Coast and Eryri work with the local bodies who lead on this agenda: Visit Pembrokeshire and Gwynedd Council respectively. To be successful therefore, the Authorities primarily focus on influencing what others do, but this is not easy and often not straightforward.

After two years of lockdowns and restrictions, tourist businesses are naturally keen to encourage visitors and benefit economically from an increase in tourism. This can however stress local infrastructure and create unintended problems of fly tipping, irresponsible car parking on verges, an increased risk of accidents, growing anti-social behaviour and a negative impact on local communities in each of the National Parks.

Our reports on sustainable tourism in all three National Park Authorities in Wales emphasise the importance of each Authority communicating responsible use of the Parks to the public. To be most effective, this should be supported at a national level by the Welsh Government and relevant organisations such as National Resources Wales working together with the three National Park Authorities.

All three National Parks highlighted ongoing and long-standing problems with the local infrastructure in their areas, especially public transport, car parking, integrated active travel routes and responding to anti-social behaviour. Many of the statutory responsibilities for responding in these matters are however vested in partners, most notably local authorities and/or the Police, or private landowners, and there is often little that Authorities themselves can directly do.

However, other public bodies are often unable to respond effectively and consistently due to resource and other pressures. And many private landowners focus as much, if not more, on generating income rather than managing the impact of tourism on the local environment. The limitations in the statutory responsibilities of National Park Authorities mean that these matters often go unchecked and continue to cause problems, particularly in local communities. With year-on-year growth in tourism it is clear that this problem will be exacerbated.

All three National Park Authorities told us that the Welsh Government's annual funding cycle does not allow for long-term planning of, and investment into, infrastructure which supports sustainable tourism.

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We welcome correspondence and telephone calls in Welsh and English. Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg.