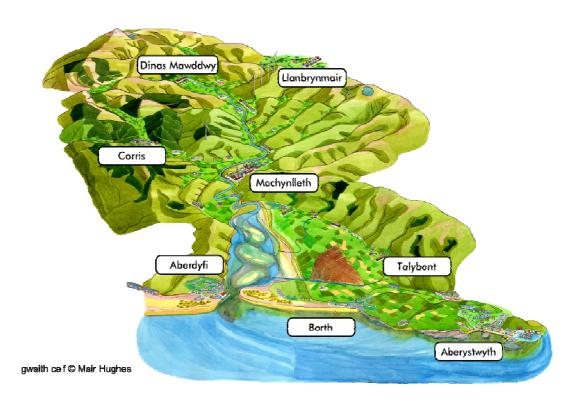


### **Tourism Plan** 2014 – 2017



# The goal of this Plan is for the area to become a world class sustainable destination by 2017

Version 3 – 14 February 2014, to replace 13/12/2013 version

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#### Introduction and purpose

Visit Wales and the Mid Wales regional Tourism Strategy have identified a number of geographical areas where focussed and coordinated attention can expand the tourism economy. Increasingly, public sector support for tourism will be directed through these "destinations", IF they have realistic development, management and marketing plans that are overseen by an engaged partnership of private and public sector interests.

In Mid Wales, Snowdonia/Gwynedd, Ceredigion, the Brecon Beacons, the Dyfi Biosphere and the Cambrian Mountains all have been designated as "destinations". In addition, connections within mid and northern Powys are being strengthened, aiming to improve the tourism product and connect smaller clusters of businesses.

The Dyfi Biosphere consists of the Dyfi valley and Aberystwyth, and is well placed to link in to the higher profile neighbouring and overlapping tourism brands. Its international accolade (a UNESCO 'Biosphere Reserve' – the first in Wales) – recognises the area's internationally important habitats, its bilingual heritage, and its people's efforts to make a positive contribution to a more sustainable world.

Places and institutions inspiring an appreciation of heritage and environment include Ynyslas (Dyfi National Nature Reserve), the RSPB reserve at Ynys-hir, the Dyfi Osprey Project at Cors Dyfi, Dyfi Furnace, the Centre for Alternative Technology, the National Library of Wales, Ceredigion Museum, Machynlleth as the ancient capital of Wales and its links to Owain Glyndŵr and a good Rights of Way network.

The destination plan helps identify the needs of visitors and ways of meeting them, and provides a list of projects to focus on. Also, it can be used as supporting evidence in funding applications.

#### **Coordination**

This plan forms an important part of the broader 2014-2019 Coordination Plan of the Dyfi Biosphere Partnership. It is managed by a working group of the Partnership called Destination Dyfi Biosphere. This brings together representatives of the trade (through the Dyfi Biosphere Tourism Association) and the public sector support bodies. The terms of reference are in Appendix 1. Ecodyfi coordinates this group and develops some of the activities, although the funding that permits this is not secure beyond 31 March 2014.

The plan includes key activities being led by the Dyfi Biosphere Tourism Association and has regard to the plans of smaller scale community groupings. As described in Appendix 2, it helps deliver the tourism strategies and plans at local authority, Mid Wales and Wales levels, especially *Partnership for Growth* – the Welsh Government's 2013-2020 tourism strategy. Collaboration with adjacent destinations is strengthening, facilitated by Tourism Partnership Mid Wales.

#### Situation analysis

The 2013 *Powys Visitor Survey* found that "the Dyfi Valley attracts a very high proportion of older, repeat visitors, who are important for the stability of the local tourism economy. However, this sub-area appears not to be attracting new visitors compared to the other sub-regions of Powys, so this may be an area to address." The report shows some very striking differences to the rest of Powys, but the small sample size (44) limits confidence in its conclusions. For example, "The vast majority (93%) of visitors to the Dyfi Valley are repeat visitors, which is extremely high compared to the average for the rest of Powys (57%)." The interviews were carried out in Machynlleth, so are unlikely to reflect the situation in the coastal towns and villages.

Appendix 3 compares some of these recent results with the face to face research (see Appendix 4) carried out in Machynlleth, Corris, Aberdyfi and Dinas Mawddwy in 2006.

The 2013 *Powys Visitor Survey* identifies the South East of England as a target for growth, which accords with *Partnership for Growth:* "The GB domestic market is the primary market for Wales and will remain the main focus for marketing activity during this strategic period. It accounts for 92% of all staying visitor trips and 84% of staying visitor spend. ...we appear to have significant scope to grow [our] share of holiday visitors from London and the South-East and the East Midlands." However, the traditional core market should not be ignored; approximately one third of staying visitors are from the West Midlands.

The survey finds that the "Dyfi Valley attracts a notably high proportion of 'Older Cultural Explorer Couples' (25% of its UK staying profile) compared to the rest of Powys (9%)." Despite the area's pride in its mountain biking and walking options, "only 16% of those visiting Dyfi Valley say they are there to take part in outdoor activities."

The largest number of bed spaces is in self-catering accommodation, particularly in caravan/holiday home parks. These are clustered mostly in Ynyslas/Borth/Clarach, in Derwenlas/Machynlleth/Penegoes and in Aberdyfi, with others in the upper Dyfi valley. Aberystwyth University drives a considerable volume of overnight and conference business.

The 2013 *Powys Visitor Survey* says that visitors to the Dyfi Valley rate Wales overall as a place to visit especially highly, awarding an average of 9.8 out of 10, which fits with the high proportion of repeat visitors.

The area is very fortunate in having the Cambrian Lines, providing both rail access from Shrewsbury and delightful railway journeys along the coast in both directions from Machynlleth. Bus services can be treated as ways to see the countryside as well. Provision is good on the Aberystwyth-Dolgellau corridor, but less frequent on East-West routes. While the future seems bright for rail service provision locally, bus operators face big challenges as public expenditure cuts bite. Direct tourism expenditure in the Dyfi Biosphere has been estimated crudely at around  $\pounds76.7M$  during 2012, consisting of  $\pounds29.2M$  from 1.03M day visits and  $\pounds47.5M$  from 287,000 staying visits (see Appendices 5, 6 and 7). For comparison, using a different methodology, Land Use Consultants estimated that the total value of tourism to the Cambrian Mountains economy in 2006 was  $\pounds32.6M$ , as reported in the Cambrian Mountains Destination Partnership's Action Plan for 2014 – 2017.

#### **Positioning and markets**

We want to position the area as a beacon amongst Wales' destinations; a relatively small area focussing on progress towards sustainability, and with an international accolade unique in Wales. This is our aspiration, but our marketing messages should use different words, focussing on the great assets and selling the experience - with how we approach it coming across more subtly. We will emphasise the unique and memorable experiences visitors get from the quality and authenticity of their visit - the places they stay and visit, the things they do, see, hear, smell, eat and drink, and the people they meet. So the Goal in this plan is "internal" to the local tourism industry.

Arwel Jones' 2006 Ecotourism Tourism Plan for the Dyfi Valley recommended "....the gradual development of a particularly responsible type of lifestyle tourism, with an emphasis on such aspects as good living and eating, sustainable transport and the encouragement of local purchasing and social enterprise. [Those] operators achieving exceptional and world standard levels of environmental excellence .....would provide both inspiration and guidance for the ongoing 'greening' of tourism businesses in the area, [and] confirm the Dyfi Valley's commitment to environmental living and associated tourism."

The main theme for the Dyfi Biosphere should be green and rural cultural tourism, with eco holidays as its premier product. That core offer includes sensitive enjoyment of the countryside (including walking, cycling and nature watching), our cultural heritage and some specific product elements such as the Centre for Alternative Technology and sustainable travel options - maybe even staying in a tree house or tipi or getting involved in activities related to sustainability or learning - but there is a host of compatible elements that need to be developed and promoted alongside these, including mountain biking, other outdoor and artistic activities, faith and genealogical tourism, Owain Glyndŵr and King Arthur.

This approach, the Mid Wales Tourism Strategy and the situation analysis above indicate that attention should be given to the following markets:

- The large, traditional holiday market of a week or more in main season; often families; mostly self-catering (especially caravans); many from the West Midlands;
- Others who tend to know the area, including staying with friends and relatives;

And to the following priority markets for growth:

 Higher spending couples (but not only couples); short stay; over a longer season; including those looking for rural, authentic and responsible holidays with walking, nature watching and a cultural dimension;

- ✓ Activity breaks, including mountain biking;
- Individuals who are looking for something a bit different, including festivals & events, hands-on experiences and "green" breaks.

Residents of London and the South-East and of Wales will be important components of these latter three segments

Most of these people can be described as independent travellers, who will be interested in day trips as well as staying visits, when within reach. The business/conference market is important in Aberystwyth. The education market is relevant as well. The area is not set up very well to service the group travel trade, with the exception of residential study centres and "teastops", so this has the lowest priority in this plan.

#### <u>Goal</u>

### The goal of this Plan is for the area to become a world class sustainable destination by 2017

**Objectives** (delivering the focus of *Partnership for Growth* as shown in brackets)

- 1. To offer more to visitors, having regard to quality and to the core eco offer, including making the most of what the area already has (*Product development*)
- 2. To strengthen the quality and distinctiveness of the public realm and the authenticity of visitor experiences (*People development & Place building*)
- 3. To manage individual businesses and the overall visitor destination more sustainably and cohesively (*People development*)
- 4. To increase the numbers of visitors and their value to the local economy (*Promotion & Profitable performance*)

The term "public realm" means places and facilities that are available for everyone to see and use, including streets, rights of way, publicly accessible open spaces and beaches, views and landmarks. In this document it includes facilities such as benches, litter bins and toilets. This plan aims to increase the 'sense of place' (local distinctiveness) of every aspect of the visitor experience.

#### Action Plan

Many of the activities in the plan work towards more than one Objective. Nevertheless, they have been grouped into Tables, according to the most relevant Objective(s), as follows:

# Table 1: Focus on product development – Objective 1Table 2: Focus on people and place – Objectives 2 and 3Table 3: Focus on promotion – Objective 4

In each Table, the activities are grouped into sections according to the results anticipated, as shown in the summary of outputs, below.

Each section of the table starts by listing activities that are achievable in the short term (2015), have resources committed or are particularly significant. These high priority activities are highlighted, as they are in the Summary table below.

The second part of each section lists activities that are more aspirational. The intention is to move them into high priority status in due course, following work to define who will do what, when and with what resources. They are in smaller text.

|   | Action Plan<br>Table  | Anticipated results/outputs   | Number<br>of outputs<br>from high<br>priority<br>activities | Additional<br>outputs if<br>aspirational<br>activities<br>delivered<br>as well |
|---|-----------------------|---|---|--|
| 1 | Product               | Attractions & accommodation upgraded                                    | 3   | 2  |
|   | development           | New products developed  | 8   | 5  |
|   |                       | Development/research activities carried out                             | 2   | 3  |
|   |                       | Sustainable transport options improved                                  | 0   | 2  |
| 2 | People<br>development | Activities to improve public realm, sense of place and brand visibility | 2   | 3  |
|   | & Place<br>building   | Enhancements to information provision & interpretation                  | 3   | 2  |
|   |                       | Training & awareness schemes or sessions                                | 1   | 1  |
|   |                       | Activities to strengthen destination management                         | 3   | 1  |
|   |                       | Activities to strengthen green credentials                              | 1   | 1  |
| 3 | Promotion             | Improved internet-based resources                                       | 6   | 1  |
|   |                       | Use of print  | 1   | 0  |
|   |                       | Public Relations activities   | 2   | 0  |

#### Summary of outputs anticipated from the activities

#### TABLE 1 - PRODUCT DEVELOPMENT

Mainly aimed at **Objective 1:** To offer more to visitors, having regard to quality and to the core eco offer, including making the most of what the area already has

#### Attractions & accommodation upgraded:

| Refer-<br>ence | Activity  | Desired outcomes  | Lead & other delivery<br>partners    | Status; timing; resources  |
|----------------|---|---|--------------------------------------|--|
| 1a             | Complete 360 Observatory<br>and interpretation at Cors<br>Dyfi / Dyfi Osprey Project                    | Enhanced experience; more<br>visitors; higher awareness of<br>Biosphere as well as of Cors Dyfi | Montgomeryshire Wildlife<br>Trust    | Underway; Easter 2014; Heritage<br>Lottery Fund, Communities and<br>Nature through ERDF            |
| 1b             | Upgrade visitor centre<br>attraction at CAT; initial<br>action - Zero Carbon Britain<br>Discovery Trail | Enhanced experience; visitor<br>numbers rising  | Centre for Alternative<br>Technology | Fundraising; 2015 target (40 <sup>th</sup><br>birthday of visitor centre)<br>Easter 2014 for Trail |
| 1c             | Farm Open Days with<br>interpretation & owl webcam  | Expanded client base; extend season   | Dyfi Donkeys                         | Underway; from April 2014  |
| 1d             | Introduce play facilities by Dyfi<br>Furnace car park   | Enhanced experience   | Ysgubor-y-Coed<br>Community Council  | Fundraising; 2014/15   |
| 1e             | Extend Corris Railway to Tan-y-<br>Coed   | More use, of longer railway   | Corris Railway Society               | Planning & fundraising; uncertain  |

| Refer-<br>ence | Activity  | Desired outcomes  | Lead & other delivery<br>partners           | Status; timing; resources  |
|----------------|---|---|---|--|
| 1f             | Develop smartphone-based<br>activities, citizen science &<br>"games"  | Visitors feel involved by uploading<br>& viewing environmental<br>information | COBWEB consortium                           | Planning; demonstrator phase 2015; EC research grant   |
| 1g             | Create faith interpretation trail<br>in north Ceredigion &<br>'Peaceful Places' hub at<br>Llandre Church                                    | Churches & chapels open more;<br>new product                                  | Llandre Heritage                            | Underway; 2014; Heritage Lottery<br>Fund, ERDF & donors  |
| 1h             | Package network of sites with<br>Biosphere information and<br>Faces (see 2k), as<br>'Biosphere Ways' linked by<br>public & active transport | More people finding out what the<br>Biosphere is, and exploring it            | DBTA  | Planning; late 2014; start with<br>website; progress depends on<br>coordination funds – see 2m |
| 1i             | Coordinate & promote an events programme, especially wildlife-related   | Enhanced awareness of wildlife;<br>more event participants                    | DBTA with Natural Mid<br>Wales              | Under discussion; 2014; depends<br>on coordination funds – see 2m                              |
| 1j             | Promote rail journeys & Borth<br>Museum as attractions  | More travellers   | Cambrian Railways<br>Partnership            | On-going   |
| 1k             | Enhancement, interpretation<br>& promotion of specific paths  | Better countryside access & appreciation                                      | Natural Resources<br>Wales (Darganfod Dyfi) | Underway; 2014; Communities ar<br>Nature through ERDF  |

| 11 | Develop led walks<br>programme; publish walks<br>from visitor sites & bus/train<br>stops  | More use of reliable Rights of<br>Way  | Ecodyfi, Cambrian<br>Railways Partnership,<br>Ramblers Association,<br>Local Authorities, SNPA   | Aspects underway; 2014; extent<br>depends on coordination funds<br>(see 2m) and resources to<br>implement Local Authority Rights of<br>Way Improvement Plans |
|----|---|--|--|--|
| 1m | Guided Donkey Treks   | Capture new client base; unique visitor experience   | Dyfi Donkeys   | Planning; Pilot on 29 September<br>2014  |
| 1n | Define & promote a "Taste Dyfi<br>Biosphere" group of businesses  | Profile for local food & drink offer;<br>more business, including for<br>Aberystwyth Farmers' Market | ecodyfi  | Planning; 2014/15; depends on coordination funds – see 2m  |
| 10 | Identify, develop & jointly<br>promote learning breaks: Welsh<br>language, conservation,<br>heritage, crafts, wildlife<br>watching, genealogy | Accommodation & activity providers<br>collaborating; packages branded as<br>Dyfi Biosphere           | DBTA, CAT, Machynlleth<br>Tabernacle Trust,<br>Montgomeryshire Wildlife<br>Trust, Ceredigion Museum,<br>National Library of Wales,<br>Aberystwyth University | Develop 2014, promote 2015; depends<br>on coordination funds – see 2m  |
| 1р | Develop visitor aspects of<br>Cambrian Wildwood   | Hands-on experiences; income stream  | Wales Wildland Foundation  | Long term  |
| 1q | Incorporate geo-caching into Dyfi Biosphere experiences   | Visits by enthusiasts  | Ecodyfi for Biosphere<br>website   | Under discussion; late 2014; depends<br>on coordination funds – see 2m   |
| 1r | Explore feasibility of improving & promoting access to ancient heritage e.g. wells, cairns  | Accessible standing stones etc.<br>better protected & mapped & visited<br>more                       | Ecodyfi with volunteers  | Under discussion; late 2014; depends<br>on coordination funds – see 2m   |

| Refer-<br>ence | Activity  | Desired outcomes  | Lead & other delivery<br>partners  | Status; timing; resources   |
|----------------|---|---|--|---|
| 1s             | Explore appetite for Walkers<br>are Welcome status, walks<br>festival and directory of<br>facilities near Glyndŵr's Way<br>and Wales Coast Path | Recognition of Machynlleth as<br>walking hub connecting Glyndŵr's<br>Way and Wales Coast Path; more<br>walkers using the area | DBTA, Natural<br>Resources Wales,<br>Aberystwyth University,<br>Ramblers Association         | Under discussion; start 4 <sup>th</sup> March<br>2014; progress depends on<br>coordination funds – see 2m |
| 1t             | Visitor satisfaction/profile<br>research  | Better understanding of market & visitor response to area   | Aberystwyth University,<br>DBTA  | Funding dependent; 2014 if possible   |
| 1u             | Develop database & foster<br>collaboration - outdoor activities   | Outdoor activity providers<br>collaborating with other providers to<br>bring more custom                                      | DBTA with Dyfi Mountain<br>Biking, Singletrack<br>Adventures, Outward<br>Bound & Dyfi Active | Under discussion; 2014; depends on coordination funds – see 2m  |
| 1v             | Develop database & foster<br>collaboration – festivals &<br>events  | Cross marketing   | DBTA with Aberystwyth<br>University, Dyfi Enduro &<br>Comedy Festival                        | Under discussion; 2014; depends on coordination funds – see 2m  |
| 1w             | Develop database & foster<br>collaboration – arts tourism,<br>including Ceredigion Art Trail  | Arts residencies, improved access to art  | DBTA, CAT, Machynlleth<br>Tabernacle Trust,<br>Aberystwyth Arts Centre,<br>LlanD             | Under discussion; 2014; depends on coordination funds – see 2m  |

| Refer-<br>ence | Activity  | Desired outcomes                      | Lead & other delivery<br>partners | Status; timing; resources             |
|----------------|---|---------------------------------------|-----------------------------------|---------------------------------------|
| 1x             | Secure hourly rail service                              | Increased rail use                    | Welsh Government                  | Implementation Group established 2013 |
| 1y             | Bus pull-in at Morben Isaf to serve Cors Dyfi / Ospreys | Increase in public transport visitors | TraCC with Local<br>Authorities   | Lobbying required; uncertain          |

#### TABLE 2 – PEOPLE AND PLACE

Mainly aimed at
Objective 2: To strengthen the quality and distinctiveness of the public realm and the authenticity of visitor experiences
Objective 3: To manage individual businesses and the overall visitor destination more sustainably and cohesively

| Activit | Activities to improve public realm, sense of place and brand visibility:                                  |   |  |   |  |
|---------|---|---|--|---|--|
| Refer-  | Activity  | Desired outcomes  | Lead & other delivery                                  | Status; timing; resources   |  |
| ence    |   |   | partners   |   |  |
| 2a      | Create action plan to improve<br>public realm, starting with<br>Machynlleth, drawing on<br>student audits | Better signage, appearance & facilities; better orientation and impression; sufficient public toilets | Ecodyfi, Town,<br>Community & County<br>Councils, SNPA | Planning; target first measures for<br>Easter 2014; implementation<br>funding not secured |  |

| 2b             | Install flags at businesses   | Enhanced brand awareness  | DBTA   | Underway; Easter 2014; members to purchase  |
|----------------|---|---|--|---|
| 2c             | 'Welcome to' & 'This is'<br>Biosphere signage                                       | Enhanced brand awareness  | Communications Group                                       | Under discussion; funds not identified  |
| 2d             | Encourage more use of Welsh<br>language e.g. signs & customer<br>greetings in shops | Enhanced sense of place   | DBTA, Cered, Menter<br>Maldwyn, businesses                 | On-going  |
| 2e             | Participate in proposed Cariad<br>Cambria & Gwynedd visitor<br>gifting schemes      | Income stream to specific activities;<br>stronger visitor connections | DBTA, Cambrian<br>Mountains Initiative,<br>Gwynedd Council | Planning; Gwynedd/Snowdonia<br>fundraising to set up administration<br>structure; 2014/15 |
| Enhan          | cements to information  | provision & interpretation  | :  |   |
| Refer-<br>ence | Activity  | Desired outcomes  | Lead & other delivery<br>partners                          | Status; timing; resources   |
| 2f             | Install community-level<br>signage/interpretation<br>outdoor panels, based          | Enhanced brand awareness, sense of place & stay-time                  | Ecodyfi for Powys & N.<br>Ceredigion                       | Underway; 2014; in hand (Cronfa<br>Eleri)   |
|                | around Dyfi Biosphere<br>interpretive map   |   | Cwmni Nod Glas &<br>Corris Marketing Gp.                   | Underway for Dinas Mawddwy &<br>Corris; 2014; in hand (RDP)                               |
| 2g             | Install Biosphere information<br>inside businesses &<br>community spaces            | Enhanced brand awareness,<br>sense of place & stay-time               | Ecodyfi with DBTA  | Underway; Easter 2014; funds in hand  |
| 2h             | Update information promptly at bus stops  | Increased confidence & use of buses                                   | Local Authorities  | On-going  |
| 2i             | Install Biosphere interpretation at Aberdyfi TIC                                    | Enhanced brand awareness, sense of place & stay-time                  | SNPA, Aberdyfi Community<br>Council                        | Under discussion; interim presence<br>Easter 2014; rest is funding dependent              |

| 2j             | Publish Biosphere travel guide  | Easier access to public transport information; increased use                                  | Ecodyfi, TraCC, operators  | Under discussion; needs £1200 per edition   |
|----------------|---|---|--|---|
| Trainir        | ng & awareness scheme   | es or sessions:   |  |   |
| Refer-<br>ence | Activity  | Desired outcomes  | Lead & other delivery<br>partners  | Status; timing; resources   |
| 2k             | Recruit/induct more<br>enthusiast/ambassador<br>Faces of the Biosphere – see<br>Appendix 6 - and create | Network of people communicating<br>brand to visitors; better visitor<br>information provision | DBTA, shops, ecodyfi,<br>Powys County Council,<br>Aberystwyth University | Faces underway; 2 more sessions<br>by summer 2014; Medrwn/TPMW                          |
|                | Information Points at<br>businesses   |   |  | Information Points under<br>discussion; priority for Machynlleth;<br>Powys CC to assist |
| 21             | Customise & use a customer<br>care training programme   | Better visitor interactions; more repeat business   | DBTA   | Under discussion  |
| Activit        | ies to strengthen destin  | ation management:   |  |   |
| Refer-<br>ence | Activity  | Desired outcomes  | Lead & other delivery<br>partners  | Status; timing; resources   |
| 2m             | Secure funds for coordination<br>& development of the<br>destination                                    | Named organisation with capacity to coordinate plan development                               | Destination Dyfi<br>Biosphere  | Fundraising; funds secure only until 31 March 2014                                      |

| 2n             | Recruit more members to<br>Tourism Association &<br>strengthen connections with<br>community clusters, activity<br>providers & institutions | Stronger association leading to<br>more effective collaborative<br>activity                              | DBTA                              | On-going; use AGM event 4 <sup>th</sup><br>March 2014 |
|----------------|---|--|-----------------------------------|---|
| 20             | Establish procedures to<br>monitor progress on activities<br>– see section following these<br>Tables  | Shared understanding of progress<br>towards the goal of this plan; peer<br>pressure to motivate partners | All delivery partners             | On-going  |
| 2р             | Establish system to use<br>attractions' visitor statistics for<br>monitoring  | Increased understanding of performance of local visitor economy  | DBTA                              | Under discussion                                      |
| ACTIVIT        | ies to strengthen green   | credentials:   |                                   |   |
| Refer-<br>ence | Activity  | Desired outcomes   | Lead & other delivery<br>partners | Status; timing; resources                             |
| 2q             | Encourage sign up to Green<br>Tourism Business Scheme   | Visitors assured of credentials  | DBTA                              | On-going  |
| 2r             | Establish Awards for good sustainable practice  | Profile for winners and the area; incentive to improve   | Destination Dyfi Biosphere        | Under discussion                                      |

#### TABLE 3 - PROMOTION

## Mainly aimed atObjective 4: To increase the numbers of visitors and their value to the local economyImproved internet-based resources:

| Refer- | Activity  | Desired outcomes                          | Lead & other delivery  | Status; timing; resources                                  |
|--------|---|---|--|--|
|        | Activity  | Desired outcomes                          |  | Status, tinning, resources                                 |
| ence   |   |   | partners   |  |
| 3a     | Improve Biosphere website<br>for visitors; make better use<br>of Green Traveller; Visit Mid<br>Wales (tagged features &<br>itineraries); Explore Mid<br>Wales & County websites;<br>feature walks & free places to<br>go e.g. Llandre Poetry Trail,<br>Penglais Nature Park | Enhanced information; more web<br>traffic | Ecodyfi, COBWEB<br>partners, Mid Wales<br>Tourism, local authorities | Underway; 'destination' on<br>Visitmidwales by Easter 2014 |
| 3b     | Reciprocal promotion<br>between Charter signatories<br>& Biosphere  | More web traffic                          | DBTA, ecodyfi  | On-going   |
| Зс     | Use social media more   | Higher profile                            | Ecodyfi, all   | On-going   |
| 3d     | Use sense of place palette derived from Faces sessions  | Specific & story-centred messaging        | DBTA/ecodyfi   | Planning; 2014/15  |
| 3e     | Put non-car options first in<br>How to get Here information   | Normalisation and use of public transport | Businesses   | On-going; no cost  |

| 3f             | Develop the Train Stay Save initiative                                     | More use of train to reach<br>destination; short breaks from<br>Midlands | Arriva Trains Wales                | Underway; April 2014; in hand                                   |
|----------------|--|--|------------------------------------|---|
| 3g             | Create marketing resource for education market                             | More business  | Biosphere Education<br>Group?      | Under discussion  |
| Use of         | print:   |  |                                    |   |
| Refer-<br>ence | Activity   | Desired outcomes   | Lead & other delivery<br>partners  | Status; timing; resources                                       |
| 3h             | Evaluate the need for a visitor facing leaflet and a post-arrival brochure |  | DBTA, DB Communic-<br>ations Group | Under discussion; decision by<br>Summer 2014; money not secured |
| Public         | Relations activities:  | 1  | 1                                  |   |
| Refer-<br>ence | Activity   | Desired outcomes   | Lead & other delivery partners     | Status; timing; resources                                       |
| 3i             | Regular contact with destination PR contractors                            | Higher profile; more visitors  | DBTA                               | On-going  |
| Зј             | Make more use of<br>familiarisation trips for<br>journalists               | More media coverage; higher profile                                      | DBTA with Mid Wales<br>Tourism     | On-going  |

#### Progress, indicators, monitoring and review

- a. The coordinating group, Destination Dyfi Biosphere, will ask the delivery partners named in the Tables to report succinctly on progress from time to time, so that the column called 'Status, timing & resources' can be updated. This mechanism implies the need for:
  - A. Willingness by delivery partners to be open, collaborative and communicative, truly taking responsibility for relevant activities in this plan;
  - B. Capacity in Destination Dyfi Biosphere to request and process information. The group will consider setting up a monitoring spreadsheet along the lines of the one used in the Brecon Beacons.
- b. We have been unable to identify quantitative performance indicators for the visitor economy as a whole, at the scale of the Dyfi Biosphere, although an attempt is made in Appendix 5, and activity 2p above proposes using attractions' visitor statistics as a proxy for visitor numbers. Destination Dyfi Biosphere will consider adapting the methodology used by Land Use Consultants in trying to measure the visitor economy in the Cambrian Mountains.
- c. We expect to review the plan at the end of 2015 against the outputs of each activity and against following criteria, which are derived from the 2006 'Ecotourism Development Plan for the Dyfi Valley':

|   | Objective  | Qualitative indicator (narrative)  |  |
|---|--|--|--|
| 1 | To offer more to visitors, having<br>regard to quality and to the core<br>eco offer, including making the<br>most of what the area already | Product development & delivery, with<br>Strong & distinctive branding, supported<br>by   |  |
| 2 | has<br>To strengthen the quality and<br>distinctiveness of the public<br>realm and the authenticity of<br>visitor experiences              | On-the-ground infrastructure and information/interpretation provision,   |  |
| 3 | To manage individual businesses<br>and the overall visitor destination<br>more sustainably and cohesively                                  | A degree of accreditation & quality control,<br>Enthusiastic buy-in by the tourist trade,<br>Working in true partnership with the public<br>sector, in<br>A responsive co-ordination & management<br>system, backed by |  |
| 4 | To increase the numbers of visitors and their value to the local economy   | Effective, and cost-effective, promotion.  |  |

#### Glossary

- Cadw The official guardian of the built heritage of Wales
- CAT Centre for Alternative Technology
- Cambrian Mountains Initiative a partnership aiming to help sustain traditional Welsh upland farms and rural communities
- ✤ CC County Council
- Cered the Ceredigion Welsh language initiative
- Corris Marketing Group a regeneration initiative accessing Gwynedd RDP funding
- Cronfa Eleri a fund to promote indigenous community, educational and cultural life in the area surrounding Mynydd Gorddu
- COBWEB Citizen Observatory Web a European research project concerning citizen science, with the Dyfi Biosphere as its first pilot area
- Cwmni Nod Glas regeneration company for Mawddwy area, not distributing profits
- DB Communications Group a working group of the Dyfi Biosphere Partnership
- DBEG Dyfi Biosphere Education Group
- DBTA Dyfi Biosphere Tourism Association a trade membership body
- ERDF European Regional Development Fund
- LlanD Living Landscapes Dyfi the arts network for the Dyfi Biosphere
- Machynlleth Business Forum a facebook group formed to promote and enhance life in Machynlleth
- Menter Maldwyn the Montgomeryshire Welsh language initiative
- Natural Mid Wales a new forum for promoting wildlife and nature tourism in Mid Wales
- Natural Resources Wales successor body to Countryside Council for Wales, Forestry Commission Wales and Environment Agency Wales, from April 2013
- RDP Rural Development Plan a European funding instrument, managed through the Welsh Government
- RSPB Royal Society for the Protection of Birds
- SNPA Snowdonia National Park Authority
- TIC Tourist Information Centre
- TPMW Tourism Partnership Mid Wales
- TraCC Trafnidiaeth Canolbarth Cymru brings together the highways and public transport functions of the three local authorities to provide specific regional solutions to local integrated transport issues

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