



**Cyfoeth
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Wales

Welsh Language

Annual Monitoring Report 2016-2017

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Natural Resources Wales

Executive Summary – Welsh Language Annual Monitoring Report 2016/17

Welcome to the summary of our Welsh Language Annual Monitoring Report for 2016/17. This is the fourth report prepared by Natural Resources Wales to demonstrate the progress made implementing our Welsh Language Scheme and the new Welsh Language Standards during financial year 2016/2017. The report also identifies our Welsh language work priorities for the year ahead.

The Welsh Language Standards became operational in our organisation on 25 January 2017 and reflect the commitment made in our previous Welsh Language Scheme. We embrace the Standards and opportunities they bring to increase the provision of Welsh-medium services to the public and our own staff.

Our vision for the Welsh language is to:-

- Work towards establishing ourselves as a naturally bilingual organisation in all our workplaces, when providing services to the public, when working with partners and in our internal administration.
- Encourage our workforce to take pride both in the Welsh language and our commitment to establishing Natural Resources Wales as a bilingual organisation.
- Steadily increase the proportion of staff at all levels who have the ability and confidence to speak and write Welsh, in order to fulfil the measures of the Standards.
- Increase the number of Welsh speaking specialists and the use of Welsh in the environmental and scientific areas relating to our work.
- Seek opportunities to promote and develop the use of Welsh proactively by working with partners and individuals across the environment sector and beyond, and encouraging good bilingual practice.

Over the last twelve months the organisation has been preparing for the Standards, reminding staff of the requirements and ensuring support is in place for our staff to work bilingually.

Both public facing and internal ICT systems have been audited for Welsh language requirements and an action plan has been created in line with business priorities. A number of our ICT systems have moved onto our central Customer Records Management system, which includes the functionality to capture the language choice of our customers. This functionality helps our organisation to provide a service in the preferred language of our customers. More of our systems will continue to move onto this system over the coming months.

Our website has been redesigned so that all content pages are available in both Welsh and English, with a choice of which language on each page.

This year our Welsh Language Training programme has supported 315 of our staff to develop their language skills at various levels. 54 members of staff successfully sat and passed their Welsh exams. We are very proud of our learners and with the support of our Mentoring Scheme, they can practice their newly acquired skills informally with another Welsh speaker. The Mentoring Scheme helps build confidence in using those skills in the workplace.

We won 'Welsh in the Workplace' Client of the Year from Mid-Wales Welsh for Adults for the support and time we allow staff to develop their language skills during work time. This is the second year we have won this award. Last year we were awarded the same honour by Cardiff Welsh for Adults.

Lyn Williams

Welsh Language Policy Advisor

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Introduction

Under the Welsh Language Act 1993 public organisations have a statutory duty to prepare and present an Annual Report to the Welsh Language Commissioner on the progress made implementing and complying with the Welsh Language Scheme.

The Welsh Language (Wales) Measure 2011 established a legal framework to impose a duty on public organisations to comply with standards of conduct in the Welsh language. These standards became operational for our organisation on 25 January 2017 and displaced the Welsh Language Scheme.

This will be the fourth Annual Report prepared by Natural Resources Wales to demonstrate the progress we have made implementing the Scheme during the financial year 2016/2017. The report also identifies our priorities for the year ahead regarding the Welsh language.

Implementing Welsh Language Scheme 2016/2017

Over the last year we have continued to implement the Scheme in all our workplaces, whilst at the same time ensuring that our organisation was ready for the Standards to become operational on 25 January 2017.

This year continued to be a period of internal change with the Senior Management Review and Business Area Reviews. Both reviews considered the place of the Welsh language in the decision making process, to ensure none of the proposed changes affected the services we provide to the public or our staff.

To ensure the Standards became operational, we focused our efforts on reminding staff of our duties within the Scheme, discussing any amendments or additions required to move from a Welsh Language Scheme to Welsh Language Standards to ensure all were in place by 25 January 2017.

Work carried out in implementing the Scheme is outlined below:-

ICT

- An audit was carried out on the bilingual capability of all our systems, which included public facing and internal systems. The audit was carried out in accordance to the Welsh Language Requirements in ICT guidance currently in place. This guidance includes a scoring matrix to ensure public facing and internal systems, where information is made available to the public, and internal systems used by all staff, or a high number of staff, are given priority in ensuring bilingual ability. This same scoring matrix is used when procuring new, or developing existing, systems. An ICT action plan has been created in line with business priorities.
- A central Customer Records Management (CRM) system is in place, which includes the functionality to capture the language choice of customers. A number of our ICT systems already use this central system and over the last year, work has been completed to move more of our systems onto CRM. This will enable us to capture the language choice of customers. The work of moving more systems onto CRM will continue.
- People Finder, a searchable staff directory available to all staff, was launched. Staff can indicate their Welsh language preference and level of ability in this directory

and is a useful tool for all staff when communicating with Welsh speaking customers, Welsh medium telephone calls and visitors. The ICT Grŵp Pencampwyr member was instrumental in ensuring this system included the Welsh language functionality.

Translation

- The Translation Team and Welsh Language Policy Advisor carried out a number of training sessions in using the Bing/Word translation tool kit, along with the support of Cysill/Cysgeir in place. The training was aimed at fluent Welsh speakers to support them in their work through the medium of Welsh and to increase the use of Welsh internally. This toolkit was welcomed and has proved to be very useful to a number of staff, helping them increase their confidence in using their Welsh language skills at work. The Translation Team is happy to support and proof read work as required.
- To ensure consistency in work being sent to external translators, the team has ensured that all external translators use Edward Llwyd Names and Terminology publications. This is to ensure the correct, recognised and standard, Welsh names are used when naming plants, animals and trees in Welsh.
- The Welsh Language Policy Advisor and Translation team work closely together to ensure that publications are translated in line with the requirements of our Welsh Language Scheme and Standards in place.
- The new Translation Guidance and checklist is in place for the launch of Standards.

Facilities Team

- Dedicated notice boards have been put up in each of our offices to advertise Welsh courses, the Mentoring Scheme, word of the week and new information to highlight the Standards.
- A Skype meeting was organised for the Facilities Team to ensure they were aware of the requirements of the Welsh Language Scheme and the forthcoming Standards. This information was then passed to other Facility Team members working in reception areas and engaging with the public.
- Posters with essential Guidance on the Welsh Language Standards have been put up in each of our offices to remind staff of our Welsh language duties.

Recruitment

- Each new or vacant post has continued to have the Welsh language level assessed by the Recruiting Manager, in agreement with the Welsh Language Policy Advisor, before it is advertised. This follows our Staffing and Recruitment guidance and takes into account the requirements and nature of the role as well as the number of Welsh speakers within the team.
- The majority of the vacancies were advertised internally. For some vacant posts where Welsh language capacity exists in the team, but it was judged the role or team would benefit from additional Welsh language skills, a role has been advertised offering development to a specified Welsh language level as a condition of appointment. The level is developed through our Welsh Language Training programme.

252 roles were advertised during the year as follows:-

- Level 4 (Fluent Welsh speaker) = 35
- Level 4 with willingness to learn (Fluent Welsh speaker) = 3
- Level 3 (Ability to speak with confidence on work related matters) = 11

- Level 3 with willingness to learn (Ability to speak with confidence on work related matters) = 26
- Level 1 (ability to use basic Welsh conversational phrases and to pronounce Welsh place names correctly) = 177

Due to change programmes taking place across the organisation and maternity cover, 117 of the above posts were advertised as Fixed Term Appointments of less than two years contracts.

Grŵp Pencampwyr

- The Grŵp Pencampwyr has had four meetings over the year to discuss the forthcoming Standards. Three have been via Skype and one face to face. The Skype facility has enabled members to participate in all the discussions.
- We have had a couple of new members to the group over the last few months and meetings have been held between the new members and the Welsh Language Policy Advisor to ensure understanding of the work of the group and also the legislation in place.

Examples can be found below of work carried out by the Pencampwyr:-

- Pencampwyr for the Communication Directorate, along with colleagues from the team, designed a poster for all staff which is based on our Essential Guidance document. The posters are a quick guide to inform staff of what they need to consider with regard to Welsh language in their work on a daily basis. The poster can be printed by staff and copies have been put up on the Welsh language notice boards at our offices.
- 'Word of the day' is sent by one of the Pencampwyr to our Welsh Language Training Co-ordinator to distribute to all learners.
- At our Llanymddyfri Office, all meetings start and finish bilingually and all emails sent to staff within the office are bilingual.
- Pencampwyr help staff within their Directorates and offices with bilingual out-of-office and answerphone messages.
- ICT are looking at improving their bilingual service to staff through their service desk by ensuring a Welsh call is dealt with entirely in Welsh.
- ICT update People Finder on a regular basis to ensure our Welsh speaker records, including level and Office location, are up to date.
- Pencampwyr for our Customer Care Centre has ensured that all Senior Advisor roles within the centre are carried out by bilingual staff, with some of the advisors acting as Mentors to learners at our Tŷ Cambria Office.

Preparation and Launch of Welsh Language Standards

The Welsh Language Standards became operational for our organisation on 25 January 2017 and replaced the Welsh Language Scheme which had been in operation since April 2013. Our Welsh Language Scheme was written with the Standards in mind, thus ensuring the transition from operating a Scheme, to operating Standards, was fairly straightforward with only minor amendments and additions required.

In March 2016, we received our draft Compliance Notice from the Welsh Language Commissioner and an audit was carried out to ensure that we could comply with the Standards identified in the draft notice.

An analysis was carried out on work required to attain each of the Standards in the draft Compliance Notice to ascertain if the requirement was deemed as reasonable and achievable. Results from the analysis highlighted that Standard 36 was deemed unreasonable. Standard 36 required us to publish all documents made available to the public in Welsh. As we publish a high number of technical reports and documents aimed at a limited specialist audience, it was decided to challenge Standard 36 with evidence in place to justify our challenge. The Welsh Language Commissioner accepted our challenge and our final Compliance Notice reflected this. As such, our organisation can publish such reports in English only, having given consideration to the expectations of the audience. As an organisation, we have decided to include a bilingual summary for our more public facing documents in this category.

A number of face to face, Skype and team meetings across the organisation took place with the Welsh Language Policy Advisor to explain the move and business impact of moving from our Welsh Language Scheme to the Welsh Language Standards. The meetings were aimed at areas of the business affected by any changes, and to raise awareness of the requirements of the Standards to ensure compliance.

Meetings or awareness sessions were held with ICT, Procurement, Translations, Visitor Centre Managers, Business Support Team, Digital and Communications Team, Recruitment Team, Facilities, Funding Team, ODPM, Grŵp Pencampwyr and Trade Unions.

Work has been carried out to ensure that the central HR MyNRW system can record and report on the Welsh language skills of staff. To date, 89% of our staff have self-assessed and recorded their Welsh language skills within the system. This has helped our organisation to produce more accurate statistics on the Welsh language skills of our staff.

The Standards were presented to the Management Board in May 2016 and minor changes, additions and potential areas of risk were highlighted. The Board were given an update in January 2017 on the ongoing work to ensure NRW are operating within the Standards.

A new Welsh Language Standards Policy was written explaining clearly which Standards our organisation is expected to comply with, and how we intend to comply with each of the Standards individually. The policy is published on our intranet and website.

Staff guidance, already in place for the Scheme, was updated to reflect any amendments or additions required for the Standards. The guidance is published on the intranet for staff.

A poster was produced by the Communications Team, which is based on the Essential Guide to the Welsh Language Standards. This poster outlines what each member of staff needs to consider, on a daily basis, in their work, regarding the Welsh language. Staff are able to print this poster out as a daily reminder. Further, more detailed posters will soon be produced for each of the Essential Guidance points and staff will again be able to print these.

A two minute video was also produced by the Communications Team explaining what each member of staff should consider, regarding the Welsh Language, everyday, as part of their role. The video also explains the support in place for staff who are unable to speak Welsh.

The Standards were launched on 25 January 2017, with the policy, guidance, posters and a video in place. Our corporate branding templates, available on the intranet, have been updated to reflect the changes required for the Standards.

Annual Monitoring Report 2016-2017

The Welsh Language Commissioner has asked that we report back on a number of targets and provide information as detailed below:-

1. Compliance with Welsh Language Scheme/Standards

a) Report against targets set in the Welsh Language Action Plan

Please find attached (**Annex 1**) our Action Plan for 2016/2017, together with a narrative on what has been achieved to date.

b) Front Line Services - data and information regarding language skills and provision at reception desks and contact centre.

We have eight offices with a public reception area and a number of other offices across Wales with no dedicated reception areas. Iaith Gwaith office signs are in place to inform visitors that we offer a bilingual service.

Details of each office and availability/language skills of reception staff are outlined below:-

Aberystwyth Office – Welsh Government Reception Staff – Bilingual

(Natural Resources Wales are tenants at the office, there are a number of fluent Welsh speakers who work at the Aberystwyth office who would be able to discuss matters in Welsh with a visiting member of the public)

Maes y Ffynnon Office, Bangor – Two members of staff, both fluent Welsh speakers

Llwyn Brain Office, Bangor – Two members of staff, both fluent Welsh speakers (this office was closed during 2016, all staff have relocated to Maes y Ffynnon)

Buckley Office – Two members of staff, both fluent Welsh speakers

Tŷ Cambria, Cardiff – Two members of staff, both fluent Welsh speakers

Plas yr Afon, Cardiff – Two members of staff, both Level 1

Llys Afon, Haverfordwest – Two members of staff, both Level 1

Maes Newydd, Llandarcy – Two members of staff, one Level 1, one fluent Welsh speaker

Customer Contact Centre – Seven members of staff are fluent Welsh speakers in a team of 11.

Each member of staff at our reception desks who are unable to speak Welsh have attended a one day “Cyfarch” course and are able to meet and greet visitors bilingually.

In each of our offices we have Welsh speakers able to discuss matters in Welsh with a visiting member of the public. With our Welsh Language Training Programme in place, our number of Welsh speakers will increase over the coming years in each of our workplaces.

Ynys Las Visitor Centre – Centre open from Easter to September and two members of staff are fluent Welsh speakers

Garwnant Visitor Centre – One member of staff who is learning Welsh

Bwlch Nant yr Arian Visitor Centre – Two fluent Welsh speakers and two learners

Coed y Brenin Visitor Centre – Eleven members of staff working at Visitor Centre all fluent speakers.

2. Control and administration of Scheme/Standards

- a) Report on the requirement to use the Welsh language in agreements and explain any arrangements to revise, or improve, understanding given to the Welsh language:-

Procurement

The development of a new procurement process, under the Procurement Governance Framework continues, and progress remains on track. We continue to ensure that our procurement processes are aligned with the Welsh Procurement Policy Statement (issued June 2015) and the European Public Contract Regulations 2015.

Whilst we are still using some legacy templates, progress has been made in aligning our key procurement processes and procedures.

During 2016/17 we have:

1. Adopted the Market Approach Plan (MAP) and Tender Report (TR) for every purchase over £25k in value.

The MAP sets out the procurement strategy for each individual purchase and requires staff to consider Welsh language requirements where the contract involves the provision of services to the general public or to staff. Welsh language considerations are therefore incorporated, as appropriate, into contract specifications. The tender documents are assessed, using the translation checklist, to determine if they need to be provided bilingually.

The Tender Report is the pre-contract award report which asks staff to confirm that any relevant Welsh language objectives, identified in the MAP, will be addressed under the proposed new contract. Further, what management requirements need to be put in place to ensure these are delivered by the successful supplier(s).

2. Launched ‘How to Buy’ guidance for staff via the intranet for purchases under £25k. This guidance asks staff to consider Welsh language requirements where the contract involves the provision of services to the general public or to staff, and to seek the advice of the Welsh Language Advisor where assistance is required.

3. Continued to use the Sell2Wales website to advertise all contract opportunities in line with other Public Sector bodies in Wales. We have adopted the new Welsh Language standard that all notices under EU threshold must be published in both Welsh and English via the Sell2Wales portal.
4. Our Procurement Rules have been approved and adopted. The rules state that when carrying out procurement activity on behalf of Natural Resources Wales, staff must comply with all appropriate policies and legislation (this includes our Welsh Language Scheme/standards).
5. Developed and adopted standard Pre-qualification Questionnaire and Invitation-to-Tender templates that state that:
 - we welcome correspondence in both Welsh and English;
 - tenders may be submitted in Welsh or English;
 - contractors must comply with our Welsh language standards when providing services to the general public or to staff on our behalf.

Tender timescales are the same regardless of whether they are submitted in Welsh or English, and all bidders are informed of the decision at the same time.

- b) Evidence that a robust and detailed internal governance process is in place for Welsh Language Scheme:-

Internal Governance

Our Business Plan for 2016/17 sets out what we plan to achieve over the coming year and is linked to our Corporate Plan for 2014-17.

Our Welsh Language Scheme/Standards targets are included in our Business Plan for the year explaining how the organisation encourages staff to develop their language skills. The Corporate Plan explains how the Business Plan links to our Corporate Plan 2014-2017 and details what we will achieve to help strengthen our bilingual capacity, improve our services to customers and our relationships with stakeholder and partners by delivering our Welsh Language Scheme and Standards.

From our Business Plan, we have a set of performance measures to reflect our performance – how much we have done, how well we have done it, and what the results are. We publish results in our Annual Report and our Board will publicly scrutinise performance at least three times a year.

- c) Summary of valid complaints received and steps taken:-
Four complaints were received from members of the public, and one enquiry which was published nationally questioning our use of the spelling of the mountain Cadair Idris.

Complaints

Roath Flood Survey

A complaint was received by a member of the public regarding a survey we undertook as part of the Roath Flood Scheme. The letters issued informing householders and requesting feedback were issued in English only asking householders to request a Welsh copy. The complainant drew attention to the fact that this was not in line with our commitment in the Welsh Language Scheme.

The survey was carried out by a third party acting on our behalf and had not adhered to the commitment in our Welsh Language Scheme. The matter was discussed with the team concerned and a letter of apology was sent thanking the complainant for drawing the matter to our attention, explaining the steps we had taken internally and assuring the complainant that any future correspondence would be sent bilingually. No further steps were taken or received.

Newborough Car Parking Tickets

A complaint was received from a member of the public drawing our attention to the fact that the car parking tickets issued at our Newborough site were not completely bilingual.

The matter was looked into internally and discussed with the ticket provider.

A letter was sent thanking the complainant for drawing our attention to the matter and the steps we had taken internally to rectify the matter in ensuring that tickets issued are now fully bilingual. No further steps were taken or received.

English response to Welsh enquiry

An initial enquiry was received by email to our general enquiries email address in Welsh and was forwarded to the relevant team to deal with. The complainant rang our Customer Care Centre chasing a response to his enquiry. In the interest of dealing with the enquiry, the proposed draft response email was forwarded to the complainant during the call by email. The proposed response was in English and the complainant subsequently sent a further email complaining that our response was in English and, as such, not in line with our commitment to the Welsh language policy in place.

The complainant received a telephone apology, followed by an email acknowledging the complaint and our duties regarding the Welsh language. A final response to the initial enquiry was translated into Welsh and emailed to the complainant.

Staff concerned were reminded of our duty to respond to Welsh language enquires appropriately and of our policy in general. No further action was taken or received.

Enquiry regarding our use of the spelling Cadair Idris

We applied to Snowdonia National Park Planning committee for permission to put up signs, referring to the Cadair Idris Nature Reserve, at Ystradlyn Visitor Centre car park with the words Cadair Idris. During the meeting one of the local councillors questioned who had changed the name of the mountain from Cader Idris to Cadair Idris.

A number of articles appeared in various local newspapers and also on the BBC website Cymru Fyw. We contacted the Welsh Language Commissioners Office to seek advice having firstly made our own enquiries internally looking at *Dictionary of Welsh Place Names (Hywel Wyn Owen and Richard Morgan)*, *Dringo Mynyddoedd Cymru (I B Rees)* and *The Welsh Peaks (W A Poucher)* which all used the spelling Cadair. The spelling Cadair Idris has been used at the site for a number of years following the advice of Canolfan Bedwyr at Bangor University and the former Welsh Language Board, who at the time advised our legacy organisation Countryside Council for Wales that the standard spelling of Cadair Idris should be used.

The Welsh Language Commissioner responded referencing a number of historical reference books and dictionaries which explain the origin of the name and all refer to the mountain as Cadair. There was a specific mention to Cadair Idris in the former Welsh Language Board's *List of Welsh Place Names* which recommends that the standard spelling of Cadair should be used when possible as the mountain belongs to the whole of Wales. The Commissioner also noted in their response that we should be mindful, when making decisions, that the spelling Cader is used more locally due to the local dialect of the area.

Considering all the evidence in place, including the fact that the legal documentation referring to the Nature Reserve, also uses the spelling Cadair, and that the spelling Cadair is used on OS maps referenced by walkers in the area, it was decided to continue to use the standard spelling of Cadair.

Complaints received from staff internally

We have received complaints from staff regarding lack of compliance with our internal language policy when sending out emails and when organising and conducting internal meetings. The internal language policy has been highlighted in the Managers Monthly briefings and the lack of compliance has been raised with the individuals concerned.

Concerns have been raised that the MyNRW central Finance/HR system does not allow staff to record information in Welsh, though the system interface is available bilingually. This will be reviewed as part of the 2017/18 system upgrade priorities.

- d) Evidence of arrangements to ensure the quality of Welsh content on our corporate website and any plans for improving content:-

Website

We continue to ensure that all content pages on our website are available in Welsh and English, and published at the same time.

We have recently redesigned our website and as part of the process, we looked at ways of making sure the website treated both languages equally, making it clear that content and services are available bilingually.

During financial years 2017/18, further online services will be developed including online maps. The interface for these maps will be designed to be bilingual where possible. In some cases, data presented may not be translated or will not be if it is borrowed under licence. However, we will work on making more data available bilingually as we develop more maps.

We continue to ensure that we publish our corporate content on social media channels bilingually and are always looking at ways of improving how we provide information.

The number of customers using our online Welsh language services remains very low. We would welcome working with the Commissioner's Office and also with partners to collaborate on a campaign to encourage people to use the Services available in Welsh.

Welsh language skills

- a) Information on the workforce Welsh language skills and report on data:-

Over the last year we have continued to ask staff to self-assess their Welsh language skills and report the findings in our central Finance/HR system, MyNRW.

At the end of March 2017 89% of our staff had assessed their Welsh language skills and our records show:-

Welsh Language Skills of all staff - Self Disclosure:-

No return completed	No Welsh Language Skills	Able to pronounce basic Welsh phrases and names Level 1	Able to construct basic Welsh sentences Level 2	Able to discuss some work matters confidently Level 3	Fluency in spoken Welsh Level 4	Fluency in spoken and written Welsh Level 5
202	73	705	363	103	182	219
10.9%	4.4%	42.9%	22.1%	6.3%	11.1%	13.3%

Welsh Language Skills of staff within each Directorate:-

Welsh language ability	No return completed	No Welsh language skills	Able to pronounce basic Welsh phrases and names Level 1	Able to construct basic Welsh sentences Level 2	Able to discuss some work matters confidently Level 3	Fluency in spoken Welsh Level 4	Fluency in spoken and written Welsh Level 5
	202	73	705	363	103	182	219
	10.9%	4.4%	42.9%	22.1%	6.3%	11.1%	13.3%
CEO						1	1
FCS	18	13	75	42	9	21	26
GOV	1	1	4	4	2	1	
COM		1	7	6	1	3	20
EPP	48	17	186	106	33	33	40
ODPM			13	2	1	3	3
OPSN	76	11	168	98	42	85	100
OPSS	59	29	246	102	14	32	28
TRANS		1	6	3	1	3	1
	202	73	705	363	103	182	219

- b) Evidence of investment into Welsh language training and explanation of other steps taken to improve workforce skills:-

Welsh Language Training

This is the third year of our Welsh Language Training Programme, which has proved to be very successful with 315 members of staff being supported to attend Welsh language training at various levels. 54 members of staff have sat examinations at different levels, and they all passed their exams. All the staff were

given time off for the exam with some taking study leave in line with our Welsh Language Training Guidance.

14 in-house weekly Welsh training courses have been run with a tutor coming into our offices. These courses have been very successful with very low drop-out rates. Evaluation forms were sent to all our learners asking for feedback on the quality of the lessons. There were no negative comments on the forms received during the year. A high percentage appreciated the opportunity and support received to learn Welsh during working hours. Since September 2016, the programme has supported staff to learn on a weekly basis as follows:-

25 members of staff attend Beginners/Mynediad 1

69 members of staff attend Foundation/Sylfaen 1

20 members of staff attend Intermediate/Canolradd 1

14 Members of staff attend Advanced/Uwch 1

We are also piloting an online Beginners/Mynediad course for one staff member. This has worked well for the individual and we will monitor progress every three months. We will consider further developing online learning this year, to enable staff to develop and practise their Welsh language skills on a more regular basis.

Five “Cyfarch”/Annunciation courses were held within the year, with 28 staff members attending. Three of the courses were held in Cardiff, one in Bangor and one in Welshpool.

Three Intermediate ‘Canolradd’ courses were held at our Aberystwyth, Cardiff and Bangor offices with 27 members of staff attending. This course was tailored to include NRW terminology. The Welsh Language Training Co-ordinator worked with the delegates and the tutor to influence and develop the course content. Again, this course was considered a success with each attendee completing an evaluation form.

A writing course for our fluent Welsh speakers “Cwrs Graenus” was held at our Tŷ Cambria Office. Nine people attended this course with two further members of staff attending the same course externally.

Seven members of staff were supported to attend the New Year course ‘Ysgol Galan’ with a number of our staff attending revision courses.

11 members of staff attended a ‘Magu Hyder’ course throughout the year.

13 members of staff attended a “Gloywi Iaith” course for two hours a week over a seven week period. This course was also tailored to NRW terminology and staff were requested to submit two subjects they would like to be covered on the course to further ensure its relevance to their roles.

Two one-day “Gloywi Iaith” courses were held in Cardiff and in Bangor with 29 staff attending.

One member of our Executive Team is learning Welsh and currently attending a weekly Mynediad course through Cardiff Welsh for Adults Centre. Three of our Board members attended “Cyfarch”, a one day Welsh annunciation course along

with other staff members. Two members of the Board are attending weekly lessons at Entry and Foundation level.

Through advertising on Sell to Wales for a supplier to provide training for our in-house classes, we managed to make a saving of £10k. This has enabled us to support more staff to develop their Welsh language skills.

Mentoring Scheme

Awareness of our Mentoring Scheme has been highlighted through our communication channels in the Managers Monthly, on Yammer and also on the Welsh language notice boards at each of our offices. We have focused attention on the benefits of using the Welsh language outside the classroom and practicing by having informal conversations with fluent Welsh speakers.

To date, 20 learners have signed up to our Mentoring Scheme and 27 staff members have come forward offering to be Mentors. Learners will be sent an evaluation form asking what they think of the scheme and what further help they require. We are currently considering Skype mentoring sessions, which will make the Scheme more accessible and enable staff to attend more regular sessions.

Awards

We were very pleased to win Welsh in the Workplace Client of the Year from Aberystwyth Welsh for Adults in October 2016. This is the second time we have won this award having received one the previous year from Cardiff Welsh for Adults. Three of our learners attended the ceremony to receive the award. A press release was issued on the Aberystwyth Welsh for Adults website and a feature on the award was published on our intranet and Yammer.

Promotion of Welsh Language Training

Each new member of staff received an e-mail from the Welsh Language Training Co-ordinator, with details of our Scheme/Standards and the guidance in place. The email also requested that the new member of staff self-assess their Welsh language skill and record the findings in MyNRW.

Our Facilities Teams have ensured that a Welsh Language notice board space is created at each of our offices. These are used to advertise upcoming training events, give the name and contact details of the Grŵp Pencampwyr members and also advertise the Mentoring Scheme. This has proven to be an effective way of communicating upcoming Welsh training courses to staff.

To celebrate St Dwynwen's Day, a link to the story of Dwynwen was posted on Yammer and the Pencampwyr then circulated this within their Directorates.

As part of St David's Day celebrations, a banner was published on the Intranet highlighting St David's Day to all staff. A poster and a link was also provided on Yammer with facts about St David.

c) Evidence of provision of language awareness training:-

Five "Cyfarch"/Annunciation courses were held within the year, with 28 members of staff attending, language awareness training forms part of the one-day course.

Three of the courses were held in Cardiff with one in Bangor and the other in Welshpool.

3. Mainstreaming the Welsh Language

- a) Information on arrangements for assessing the impact of policies on Welsh language, and any steps taken to review arrangements to ensure appropriate assessments are conducted:-

Equality Impact Assessments

During the 2016/17 financial year, some major pieces of legislation came into force. We welcome the Environment (Wales) Act and the Well-being of Future Generations (Wales) Act. Together, these create modern legislation for managing Wales' natural resources which in turn improve the social, economic, environmental and cultural well-being of Wales.

Our Sustainable Management of Natural Resources principles will enable us to deliver on both of these Acts to ensure we think more about the long-term; working better with people and communities; as well as other statutory bodies; looking to prevent problems and take a more joined-up approach in a sustainable way.

Equality, diversity and inclusion is a central element in delivering business success and we want to embed our equality work at the heart of how we plan and deliver our services. We have worked hard to better understand our own workforce and treat the Welsh language with equal importance to protected-characteristic groups.

The Welsh language has been included as a consideration on the Equalities Impact Assessment form and guidance ensuring that the language forms part of the screening process for all policies, plans and projects. The Equalities Senior Advisor has ensured that each Equality Impact Assessment is seen by the Welsh Language Policy Advisor for comment and authorisation.

During the last year, 21 assessments have been carried out including three Senior Management Reviews and eight Business Area Reviews.

- b) Information on steps taken to expand the promotion of the use of Welsh:-

Raising Awareness of Scheme and Standards

Awareness of the Scheme in place and the forthcoming Standards were highlighted on a number of occasions to raise awareness of our duties as a public organisation, and are listed as follows:-

Managers Monthly

- Highlighting new Learning and Development page on our intranet which includes a page for Welsh Language Training.
- Requesting all Managers to ensure their staff self-assess their Welsh language skills and record in MyNRW, our Finance/HR central system.
- Raising awareness of forthcoming Standards, including link to Compliance Notice.
- List of actions for Managers to ensure all staff complete these in readiness for the Standards.

- Reminder to staff learning Welsh to complete a training request form in time for the beginning of the academic year.

Features on our Intranet

- Article explaining the move from operating a Welsh Language Scheme to the Welsh Language Standards. Listing the timetable for setting Standards, as issued by the Welsh Language Commissioner. Explaining what the organisation/staff need to do between April 2016 and the Standards becoming operational in January 2017.
 - Feature on the results of the survey carried out by the Welsh Language Commissioner on the Welsh language services provided by public bodies which operated Welsh Language Schemes.
 - Compliance Notice published and highlighted upon receipt.
 - Article published on the use of Bing/Word, Cysill and Cysgeir to raise staff awareness of the toolkit, outlining the pros and cons of the system.
 - Welsh Language Standards policy, staff guidance, posters and video created in readiness for 25th January 2017 when Standards became operational.
- Feature on the benefits of the Welsh Language Mentoring Scheme written by two learners.
- Welsh Language Training programme highlighted to explain to staff what courses are available.
 - Award won by Natural Resources Wales for Mid Wales Welsh for Adults.
 - St David's Day.

Yammer

- Shwmae day.
- St Dwynwen's Day.
- St David's Day.
- Welsh Language Training.
- Award from Mid Wales Welsh for Adults.
- Mentoring Scheme.
- Word of the week/day.

4. Analyse Performance

a) Identify risks and priorities for the coming year:-

Risks

- The MyNRW system interface is available in both Welsh and English, but currently staff only have the option to record information onto the system in English. Standard-100 stipulates that staff must be enabled to record leave, sick and flexible hours in Welsh. Our internal Welsh Language Policy stipulates that all forms will be available to staff in both Welsh and English. During 2017/18, an upgrade to the MyNRW system is expected to take place and this requirement has been requested as part of the upgrade.
- We continue to monitor risks to the requirements of our Welsh Language Standard targets at various levels. The Directorate Delivery Plan for Organisational Development and People Management includes the Welsh language and outlines the role that the Directorate plays in delivering outcomes of the Business Plan.
- Business Area Reviews and Change Programmes continue and Welsh language is included in the Equality Impact Assessment to highlight and limit any risk of losing

our bilingual capability in any change programme. Welsh language levels for all posts within change programmes will be agreed in line with our Staffing and Recruitment guidance to ensure we continue to provide bilingual services now and in the future across Natural Resources Wales.

- Consideration should be given to the Welsh language skills of staff in any future VES schemes. Losing Welsh speakers through VES could result us failing to provide a bilingual service in the future and potential non-compliance with the Welsh Language Standards.
- Due to Organisational Design work taking place throughout the business, a high number of vacancies are advertised as fixed term appointments of 100 weeks. Very often these roles need to be filled as a matter of urgency for business continuity reasons. This can impact on the Welsh language needs assessed for these posts, due to their length of contract. Unless the post holder is dealing with the public on a daily/regular basis, roles are advertised at Level 1 and the Welsh language skills of the immediate/wider team are called upon to deal with enquiries relating to the vacancy in the short term. This is in line with our Staffing and Recruitment guidance in place.

Priorities for the coming year:-

- Carry out internal audit for compliance with Welsh Language Standards.
- Continue to raise awareness of Standards requirements with staff through face to face meetings, internal communication channels and the Grŵp Pencampwyr.
- Ensure Welsh language requirements are included in the future upgrade for MyNRW system.
- Work with the Procurement Team on raising awareness of the Welsh language requirements in contract management procedures and processes.
- Organise more spoken and written workplace-specific Welsh language training.
- Further develop online Welsh language training opportunities for staff.
- Continue to encourage all our staff to self-assess and record their Welsh language skills in MyNRW.
- Work with the Branding Team to ensure the Welsh language is considered and also included on all templates.
- Facilities Team will audit NRW signage on all our buildings for compliance with Welsh Language Standards as part of their regular monitoring checks and processes.
- As part of the Gwynedd and Môn Public Service Board language project, we will soon be preparing a simple questionnaire on the use of the Welsh language at our public reception desks and Visitor Centres.
- A course on Welsh language considerations in policy-making decisions will be run in May 2017 for staff responsible for policy-making decisions.
- Develop an in-house Welsh Language Awareness training module.
- Develop and research more support tools for our Welsh speakers and learners.
- Complete the development of a pocket book of useful Welsh terms and phrases which will include Natural Resources Wales terminology. We will aim to include the phonetic pronunciation to everyday useful greetings to help our staff when meeting and greeting others.

b) Examples of relevant good practice:-

- Natural Resources Wales has been invited by the Welsh Translators Association to become members. As an organisation, we were very pleased to accept this invitation and fully support the work of the Association and value the advice given as and when required by members of our Translation Team, two of whom are full members.
- Our website has recently been re-designed. Welsh language considerations formed part of the process with this work.
- Work has been ongoing to ensure a Welsh language service on the UK-wide Flood Warning Service.
- Work has been carried out to improve our real-time live flood warning service on our website to ensure that Welsh warnings are uploaded at the same time as English warnings. Real time sentences used have been uploaded into Bing Translate which will make the work of the Flood Warning team a lot easier and provide a more efficient service for the public. There is also a feedback button which the public can use if they are not happy with the translation provided. This will help us further improve our services to the public in the future.
- NRW is a partner in the Welsh Government Esgyn/Lift Scheme which provides employment and training opportunities focusing on those who have spent more than six months out of work or training and who face the greatest barriers to becoming employed. Opportunities are given to Welsh speakers within this Scheme.
- New guidance available to help staff organise public events and conferences.
- Each new member of staff received an e-mail from the Welsh Language Training Co-ordinator, with details of our Scheme/Standards and guidance in place. The email also requested that the new member of staff self-assess their Welsh language skill and record the findings in MyNRW.
- Welsh Language Policy Advisor and Equalities Senior Advisor work closely together to ensure the Welsh language forms part of Equality Impact Assessment process for each new or amended policy.

c) Evidence of effort to monitor the quality of Welsh language service/ or gather user opinions:-

- Statistics have shown that 30% of the calls received at our Customer Contact Centre were dealt with in Welsh due to the nature of our work and the campaigns that have taken place over the last year. No quality monitoring or opinions have been gathered to date.
- As part of the Gwynedd and Môn Public Service Board language project we will, in the near future, be preparing a simple questionnaire on the use of the Welsh language at our public reception desks and Visitor Centre

5. Welsh Language Scheme/Standards – Performance Indicators

Contract Services – A percentage of sample contracts were monitored for compliance with Welsh Language Scheme/Standards requirements.

Face to Face Service – the number and percentage of posts at receptions, contact centres or one-stop-shops that were designated as Welsh essential, and percentage of those filled by a bilingual speaking member of staff.

50% of the posts at our Customer Contact Centre are designated as Welsh essential. 9 (69%) members of staff who work at our Customer Contact Centre dealing with incoming calls from the public are fluent Welsh speakers of Level 4 and 5.

HR & Skills –

1. Number and percentage of staff (fluent and learners) who received Welsh language training to specified qualification:-
 - 43 members of staff passed their Mynediad qualification
 - 10 members of staff passed their Sylfaen qualification
 - 2 members of staff passed their Canolradd qualification
 - 55 (2.98%) of staff received Welsh language training to a specified qualification, this is an increase of 43 (2.38%) members of staff from last year.

2. Number and percentage of staff who received Welsh language awareness training:-
28 (1.52%) members of staff received Welsh language awareness training.

Action Plan 2016-2017

Section	Actions	Target Date	Action(s) Taken
2	Service Delivery		
	Carry out review of bilingual capability of ICT systems	April 2016 – March 2017	ICT systems have been assessed for bilingual capability as the previous service level agreements ended with their legacy body organisations. All newly developed and updated ICT systems are subject to a bilingual capability assessment, now in place.
	Amend Service Delivery guidance for staff in line with Welsh Language Standards requirements	January 2017	Guidance in place and published on intranet
3	Policy Making		
	Training for staff involved with policy making decisions	March-June 2017	Two courses have been arranged on what consideration needs to be given to the Welsh language in policy and decision making in view of the Welsh Language (Wales) Measure 2011 and the Future Generation Wellbeing (Act) 2015
	New Welsh Language Standards Policy and guidance for staff	January 2017	New Welsh Language Standards Policy and Staff guidance in place and available on the intranet. Policy is available to the

			public on our website.
4	Operational		
	<p>Continue with the Welsh Language Training Programme</p> <p>Ensure all staff with no Welsh language skills attend one day Cyfarch course</p>	<p>Ongoing</p> <p>Ongoing as required</p>	<p>28 staff received awareness training as part of one day Cyfarch course. More training will be arranged during 2016/17 to facilitate basic linguistic courses</p>
	<p>Training course for staff who are learning Welsh at Canolradd with an emphasis on using Welsh in the Workplace course developed using NRW terminology</p>	<p>Ongoing as required</p>	<p>27 staff attended the Using Welsh in the Workplace course. This was developed by our Welsh Language Training Co-ordinator in discussion with the Mid-Wales Welsh for Adults Centre.</p>
	<p>Gloywi laith courses for fluent Welsh speakers to further develop their language skills</p>	<p>Ongoing as required</p>	<p>42 staff have attended Gloywi laith or Cymraeg Graenus courses. More training will be arranged during 2016/17 to reduce dependence on the Translation Team.</p>
	<p>Mentoring Scheme</p>	<p>Ongoing</p>	<p>20 staff learners have signed up to the Mentoring Scheme, with 27 others volunteering to become Mentors</p>
	<p>Develop Welsh language page on intranet with more support material for learners</p>	<p>December 2016</p>	<p>A new page has been created within the Learning and Development area of the intranet with resources and information on the</p>

	<p>More emphasis on using Welsh internally</p> <p>Staff to self-assess Welsh language skills and record on MyNRW</p> <p>Amend Operational Guidance for staff in line with Welsh Language Standards</p> <p>Ensure Internal Language Policy in place in line with Welsh Language Standards</p>	<p>Ongoing</p> <p>Ongoing</p> <p>January 2017</p> <p>January 2017</p>	<p>training programme available to our learners</p> <p>All Staff information is bilingual</p> <p>1645 of our staff have now self-assessed their Welsh language skills and recorded them on our central MyNRW system</p> <p>Guidance is in place and published on the intranet</p> <p>Policy is in place and published on the intranet</p>
5	Promoting the Welsh Language		
	<p>Raise awareness of the Scheme/Standards and Welsh Language Training Programme</p> <p>Raise awareness of Welsh Language Standards</p>		<p>The Scheme is on Intranet, in Managers Monthly and on Yammer to raise awareness.</p> <p>Each new member of staff receives a copy of Welsh Language Scheme/Standards and Welsh Language Training Guidance</p> <p>Branding templates are bilingual for staff use. The by-line in all staff email signatures invites correspondence in both Welsh and English.</p>

			<p>All job titles are bilingual. Welsh speakers/learners bear the “iaith gwaith” symbol declaring their level of Welsh fluency</p> <p>laith Gwaith posters are at each reception desk</p>
6	Monitoring and Record Keeping		
	<p>Record and report on compliance with Welsh Language Scheme/Standards</p> <p>Annual Report to Senior Management Team and Welsh Language Commissioner</p>		<p>Compliance notification has been included in our Annual Monitoring Report 2016/17</p> <p>Report due July 2017</p>