



**Cyfoeth  
Naturiol**  
Cymru  
**Natural  
Resources**  
Wales

# Welsh Language Annual Report 2017-2018

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Rev No

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## Executive Summary

Welcome to the summary of our Annual Report for 2017-2018 on the implementation of our Welsh Language Standards which became operational for our organisation on 25 January 2017. This report focuses on how our organisation has implemented the Standards which we are under a duty to comply with, and the work we have done to improve our Welsh language services within the reporting year.

As an organisation, we provide services to the public across the whole of Wales with offices and staff working at various locations across the country. We respect the identity of our customers and the partners we work with and aim to provide those services in their language of choice, Welsh or English, as they so wish. To provide this service, we have staff who are fluent Welsh speakers based across the whole of Wales.

In 2018 Welsh Government Public Unit will be appointing new Board Members to our organisation, we would welcome Welsh speakers amongst the appointments.

Over the last year we have continued to support our staff who wish to develop their Welsh language skills following our training programme and are steadily increasing the bilingual skills of our workforce. We encourage all our staff to use their Welsh language skills within the workplace, whatever level those skills may be, and help build confidence in using those skills on a regular basis, working towards our vision in establishing ourselves as a naturally bilingual organisation for the future.

Work has been carried out to extend and improve the bilingual capability of our free Flood Warning Service on mobile devices via SMS and voicemail to the public. Our organisation offers flood warnings to 136,000 properties in Wales.

We welcome feedback from our customers and partners on our Welsh language services, this has helped us in reviewing some services and improving their quality for the future.

This report will be published on our website and available at each of our offices upon request.

This report is available in English and Welsh; we can also provide this report in alternative formats on request.

## Introduction

The Welsh Language (Wales) Measure 2011 sets out a legal framework which imposes a duty on Natural Resources Wales, amongst other public organisations to comply with the Standards relating to the Welsh Language. The Standards became operational for our organisation on 25 January 2017.

The purpose of the standards are: -

- to make it clear to organisations what their duties are regarding the Welsh language
- to make it clearer to Welsh speakers what services they can expect to receive in Welsh
- ensure more consistency in terms of Welsh language services and improve their quality

From the outset, in April 2013, our organisation developed a bilingual identity and worked towards complying with a significant number of the standards in our previous Welsh Language Scheme. This helped the organisation prepare for when the Standards were imposed and our language duties increased in January 2017.

This Annual Report is published in compliance with the requirements of the Standards detailing how our organisation has complied with them over the reporting period 2017 to 2018.

**Service Standards** - the Welsh language services we provide to the public

**Policy Standards** - ensuring that Welsh language forms a part of the decision-making process and carrying out Equality Impact Assessments to ensure that the decision has no adverse effect but positive or increased effects on the opportunities to use the Welsh language.

**Operational Standards** - promoting and facilitating the Welsh language in our internal administration processes

**Record Keeping Standards** - keeping records for compliance with the requirements of the standards in areas such as staff Welsh language skills, training, complaints and recruitment.

We are required to publish an annual report by 30 September as outlined in the Welsh Language Standards. This is our first report in operating the Standards for a whole 12-month period, demonstrating how we have implemented those Standards, and the work we have done to improve our Welsh language services during 2017/2018.

## Implementing the Standards

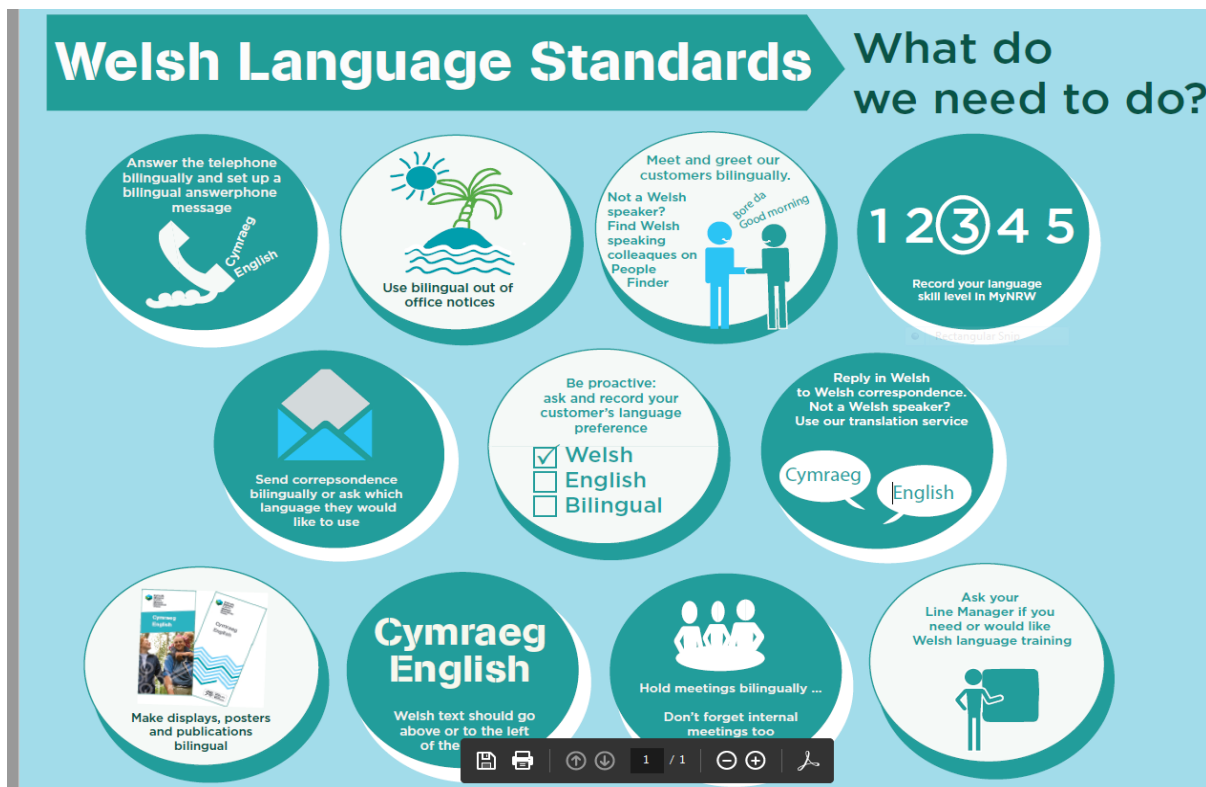
With Standards becoming operational on 25 January 2017, significant work was carried out during the 2016-17 financial year to ensure that, as an organisation, we could comply

as required. This year we have continued to look at how we can improve our services for our customers and our own staff, and raise awareness of these services.

### Raising Awareness of the Standards - Internally

Over the last year we have continued to raise awareness and reminding our staff of the requirements of the Standards, and the importance of working bilingually in a country where we have two official languages, Welsh and English. We have done this by publishing articles on the intranet to highlight the Standards and guidance in place to help all our staff in being able to work bilingually. Managers have also been asked in the Managers' Monthly to discuss the requirements of the Standards at team meetings, asking staff to contact the Welsh Language Policy Advisor with any enquiries they may have.

In September, an article was published on the intranet asking our staff to cast their minds back to January and reminding them of the launch of our Welsh Language Standards. We asked all staff to take another look at the policy and guidance in place. A poster which was created for the launch of the Standards formed part of this publication which in short explained what is expected of all our staff to do in working bilingually. Below is a copy of the poster created: -



This poster has been printed by our Facilities Teams and put up on notice boards in our offices as a reminder.

### Raising Awareness of Welsh Language Standards to new employees

Managers are required to discuss the requirements of the Welsh Language Standards policy and guidance with new staff as part of their induction process. A checklist is in place with the Welsh Language Standards policy listed for discussion, this checklist is signed by both new employee and Manager once completed and kept on file.

Over the last year we have started sending an email to all new employees from the Welsh Language Team, explaining our policy in place and the guidance to help them work bilingually. They are also made aware of our Welsh Language Training programme in place, and that this is open to all staff who wish to develop their Welsh language skills for work purposes with Line Manager approval. All new employees are also invited to attend one of our Welsh Language Awareness training courses which will help them in understanding the history and culture of Wales as well as the requirements of our policy in place with regards to the language.

### Work to Improve our Welsh Language Services

Our organisation values our customers and wants to ensure the services we provide are user friendly, using the most recent technology where customers can access them in their preferred language. We are always looking at ways of improving those services for the future.

### Improving our Flood Warning Service

Over the last year we have continued to improve the availability and timeliness of our Welsh language flood warning service. Delivery of new ICT systems in spring 2017 made it simpler for Welsh language customers to register for flood warnings and receive more timely and helpful flood information. This new technology also enables us to use automated translation software which will mean that our Welsh language flood information service will become increasingly helpful as advice can be shared sooner than waiting on manual translation. A project is due to commence in Spring 2018 to assess and improve the quality of the automated translations as it is essential that we publish correct and unambiguous information.

Our free flood warning service is currently available to over 136,000 properties in Wales. To receive flood warnings, those at risk needed to register to receive warnings by phone, SMS or email in Welsh or English. Following several years of promotional activity customers from 53,000 properties had done so.

To further extend the reach of our flood warnings, we have worked with telephone providers (BT, EE, O2, Three & Vodafone) to register their customers for our flood warnings. Now, our warnings are sent to over 114,000 properties, with around 5,000 more to be added over the coming months. These additional customers are initially sent bilingual 'welcome' messages informing them that they have been automatically registered to receive flood warnings.

As a Category 1 responder, we send these warnings in emergency situations when flooding is highly likely - giving people vital time to prepare in advance. As we do not know the recipient's language preference, the warning is sent in English only. To help with this, the bilingual 'welcome' message includes a link to the [Natural Resources Wales website](#) which encourages them to call the Floodline service and fully register to receive flood warnings in their preferred language. To opt out of the service they can call Floodline or simply reply the 'welcome' SMS message with *DILEU* or *REMOVE*.

Live flood warning information is presented on our website in both Welsh and English so that users can find out their immediate and long-term flood risk. Based on customer and

staff feedback, we are currently improving these Welsh and English language services, in readiness for winter 2018.

### **Website**

All pages on our website are available bilingually, and we work hard to ensure that all new online services for the public are developed in Welsh.

To try and promote the availability of Welsh on our website, when we redesigned the site in April 2017, we made the default background page in Welsh, with a language option for the customer to then progress through the language of their choice.

Despite this, the number of customers choosing to use the website in Welsh remains disappointingly low - of the 931,392 unique page views between September 2017 and February around 1% chose Welsh.

In our new Digital Strategy, we have identified the need to encourage more people to make use of our Welsh language services online. We would like to see the Commissioner's Office offer further support to encourage the use of Welsh language service that are developed by public services.

### **Out and about – places to visit**

As an organisation, we are one of the biggest providers of outdoor recreation facilities in Wales. In April 2017 on the Places to Visit section of our website a DaysOut interactive map was developed and launched with pop-up pins to show where our main woodlands and National Nature Reserves are. Visitors to the website can click on the pin that will take them directly from the map to the web page of site they wish to visit. On this page, they will find all the information on the facilities available to them at that site there. This interactive map has been developed in both Welsh and English.

New welcome interpretation panels have been erected as some of our car parks across Wales, this is part of a programme of work to replace legacy body interpretive panels. All the new panels have been rewritten with improved mapping on them, all are bilingual with the Welsh text to the left or above the English text.

New recreation leaflets were published for North Wales in a bilingual tilt and turn format. This adds to the collection we have already published for Mid Wales. One will be published for South Wales, in the next few months, to complete this bilingual series which captures all the recreational facilities we manage across the whole of Wales.

### **Improving ICT for our own staff use**

Work has been underway recently to install Windows 10 software on computers which all staff will use. As part of this work a language package has been trialled and staff will have a choice of having the interface of this software in either Welsh or English and will be able to populate their language preference themselves. Cysgliad the Welsh dictionary and grammar software will also be available for all staff to use with Windows 10. Guidance will be in place to help staff to use this facility and change language options as they wish. The language option will be very useful to all our staff who wish to increase their use of Welsh within the workplace, and for our staff who are learning Welsh who can practise using their reading and written skills they have learnt in the classroom.



## Compliance with Welsh Language Standards

In line with the requirements of our Standards we produced a Welsh Language Annual Monitoring Report for 2016/17 which was published at the beginning of September 2017, the publication was highlighted on our Facebook and Twitter pages as well as published on our intranet again giving us the opportunity to raise staff awareness. The report included information on how we had complied with the Standards which we have a duty to comply with.

This year has continued to be a period of change with Organisation Design work that will shape our new structure, making Natural Resources Wales a better place to work to deliver our vision: being proud to be leading the way to a better future for Wales by managing the environment and natural resources sustainably. The review will consider the Welsh language as part of the decision-making process in the Organisation Design work, to ensure none of the proposed changes affect the services we provide to the public or our own staff. This work will continue over the next financial year and new structures to be in place by April 2019.

## Risks of non-compliance

Current statistics show that 24.3% of our staff are fluent Welsh speakers, a high number of our fluent Welsh speakers are in roles which do not require them to deal with customers. Consideration should be given to the Welsh language skill of staff in any future VES scheme. Over the last few years we have lost some of our fluent Welsh speakers and losing more could put us at risk of failing to provide a bilingual service for the future and potential non-compliance with the Welsh Language Standards.

Consideration should be given in the Organisational Design work taking place to the Welsh language skill requirements of posts, so that we build a workforce for the future able to provide a bilingual service to our customers in all our workplaces. Guidance are in place to help Managers in assessing the Welsh language skill requirements of roles.

Due to Organisational Design work taking place throughout the business, a high number of vacancies have been 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 but does impact on team capacity Welsh language ability.

Discussions are taking place with the Environment Agency who currently issue fishing licences to customers in Wales on our behalf. Issues have been raised by customers who have been unable to receive a Welsh language service when purchasing their licence by the third party. We are in negotiations with the Environment Agency looking at ways of working to ensure a Welsh language service can be secured at all times. We need to ensure that Data Protection laws are complied with alongside the discussions taking place. We will continue to work with the Environment Agency until a workable solution is agreed.

Customers who live in Wales do receive a bilingual fishing licence.



Standard 100 requires that staff can record annual leave, absences and flexible working hours in Welsh. Currently MyNRW system does not allow for recording information in Welsh. Discussions have taken place for this requirement to be considered in future upgrades to the system.

## Welsh Language Standards Policy

Welsh Language Standards Policy and guidance are in place and available to all staff on the intranet. Both the policy and guidance have been highlighted on several occasions in publications published on the intranet, in the Managers' Monthly requesting that Managers discuss these requirements with their staff at team meetings.

## Service Delivery Standards

### Compliance with Service Delivery Standards (Standards 1 – 83)

#### Correspondence (Standards 1-7)

Correspondence guidance is in place to help our staff deal with Welsh language correspondence, the guidance includes useful bilingual out of office messages for staff to use on their e-mail, and available on the intranet in both Welsh and English

A standard signature has been designed for all our staff to use when corresponding with others by our Communications Team as shown below:

Teitl Swydd / Job Title

Cyfoeth Naturiol Cymru / Natural Resources Wales

Rhif ffôn – Telephone number / Rhif symudol – Mobile Number

Siaradwr Cymraeg / **Dysgwr Cymraeg** (os yn bethnasol / if applicable)

Oriau swyddfa / Office hours

[www.cyfoethnaturiol.cymru](http://www.cyfoethnaturiol.cymru) / [www.naturalresources.wales](http://www.naturalresources.wales)

**Yn falch o arwain y ffordd at ddyfodol gwell i Gymru trwy reoli'r amgylchedd ac adnoddau naturiol yn gynaliadwy.**

**Proud to be leading the way to a better future for Wales by managing the environment and natural resources sustainably.**



Croesewir gohebiaeth yn y Gymraeg a'r Saesneg / Correspondence welcomed in both Welsh and English.

Ffoniwch ni ar **03000 65 3000** (24-awr) i roi gwybod am ddiwyddiadau amgylcheddol / Call us on **03000 65 3000** (24-hour) to report environmental incidents

For customers we deal with on a regular basis, language preference is captured in our Customer Records Management System. This system is being developed to allow more of our staff access to record and check language choice of customers.

#### Telephone communication (Standard 8 – 22)

We have a Telephone Communication guidance which include some useful phrases for staff to use when answering the telephone and available on the intranet in both Welsh and English. Staff who have little or no Welsh language skills are required to complete the 10

hour online “Cyfarch” course to help them in being able to answer the telephone bilingually. All staff are expected to answer the telephone bilingually showing linguistic courtesy to the caller.

Our automated Customer Care Centre gives the caller a language choice initially when calling the organisation and the out of hours answerphone is fully bilingual.

7.5% of the calls received at our Customer Care Centre during this reporting period were dealt with in Welsh.

### **Meetings (Standard 23 – 34)**

Guidance are in place to help staff when arranging meetings and events, the guidance is available in both Welsh and English and available on the intranet. The guidance explains what should be considered: -

- when sending out invitations and/or advertising the meeting or event
- discussing language preference when inviting a guest speaker
- displaying material at the meeting event
- booking simultaneous translation facilities if required for the meeting/event
- bilingual enclosures/handouts for the meeting/event
- all NRW presentations should be bilingual
- Welsh speaking members of staff to wear “Siaradwr Cymraeg / Dysgwr” badges or lanyards
- opening meeting bilingually with useful phrases for the Chair to use
- internal staff meetings – staff should be encouraged to use their preferred language

### **Translation (Standards 36 – 43)**

Guidance are in place including a checklist to help staff in assessing if work needs to be translated. The checklist is requested by our translation team with each translation request to check that the requirements are in line with our Standards. The guidance and checklist are available in both Welsh and English on the intranet. A bilingual summary will be provided for our more public facing scientific or technical documents.

### **Documents, Forms and Publications (Standards 44 – 47)**

Our Translation Guidance checklist in place includes documentation and forms. All forms for public and staff use should be bilingual at all times.

Each publication produced by the organisation is required to be in line with our Brand Manual and in line with the Publications policy in place which includes the need to adhere to our Welsh Language Standards.

### **Website, Apps, Social Media (Standards 48 – 55)**

Our official corporate website is bilingual and our website publishers ensure that any documentation published is in line with the requirements of our Translation Standards. Users are given a language choice initially on the website, and are also able to change their language preference on each page.

The number of users who accessed our website in total for 2017/18 were = 931,392

The number of users who accessed our website in Welsh for 2017/18 were = 9313

### **Facebook**

All our Facebook pages are combined bilingual pages; therefore, we do not have a breakdown of followers to Welsh / English accounts.

The main account for Cyfoeth Natural Cymru / Natural Resources Wales on Facebook has 5,377\* followers.

- Coed y Brenin: 9,330 followers
- Garwnant: 9,670 followers
- Bwlch Nant yr Arian: 7,184 followers
- Cadair Idris: 377 followers
- Ynys Las: 1,318 followers
- Merthyr Mawr Warren: 570 followers
- Wales Coast Path : 14,741 followers

The Pages are managed by individual teams, and the Communications team provide guidance and reminders on need to translate all posts.

### Twitter

We have several accounts on Twitter, which can be followed on the [Twitter list of accounts for Natural Resources Wales](#).

### Bilingual Team accounts

@NatResWales (central account) – 14,700 followers  
@welshraisedbog – 132 followers  
@DyfiWardensNRW – 281 followers  
@CoedyBreninFP – 2,600 followers  
@Garwnant\_Forest – 560 followers  
@BNYArian – 760 followers  
@WalesCoastPath – 22,400 followers

### Bilingual / Welsh #TimCyfoeth Accounts

@WardenCadair – 533 followers  
@GavinBownNRW – 86 followers  
@SianWilliamsNRW – 560 followers  
@timjonesnrw – 20 followers

### English / Dysgu Cymraeg

@MartynEvansNRW -213 followers

### English #TeamNRW accounts

[@MGriffithsNRW](#) – 2 (not active currently)  
@JohnHoggNRW – 106 followers  
@LajlaCashNRW – 80 followers  
@BenWilsNRW – 326 followers  
@SteveMorganNRW – 236 followers  
@MTBRangersouth – 560 followers  
@NadiaDL\_NRW – 391 followers

### Director / Chair / CEO level

@DianeMcCreaNRW\*\* – Chair – 97 followers  
@GarethOSheaNRW\*\* – 107 followers

\*Figures correct as on 16 February 2018.

We currently have more staff Tweeting in English than in Welsh, however, we are keen to develop our network of staff using social media. To develop our use of Welsh online we will:

- Encourage more Welsh language staff to Tweet as part of their official business
- Encourage all our staff to make use of #TîmCyfoeth and #yagym hashtags to help encourage the use of Welsh on social media, and take part in campaigns such as #ShwmaSutMae
- Share more Welsh content across our network of accounts
- Ensure that all Director / Chair / CEO level account make effort to include Welsh within accounts wherever possible.

Guidance is available from our Digital Communication Team for staff on the use of Social Media.

### **Self Service Machines (Standard 56)**

Our self-service parking machines at our Visitor Centres operate fully in both Welsh and English.

When the machines are not in full working order, customers pay at the Visitor Centre shop.

### **Signage both Permanent and Temporary (Standard 57 – 59) and Notices (Standard 65-66)**

To ensure that all signage and notices adhere to our corporate standards we have a signage policy in place that notes all signage and notices, both permanent and temporary, will be bilingual at all times and adhere to our Welsh language standards.

### **Reception Desks (Standards 60 – 64)**

Work Welsh signage are in place at all our official reception desks at our main offices. If a Welsh speaker is not immediately available to deal with a member of the public a Welsh speaking colleague will be called upon to deal with the enquiry without delay. All our Welsh speakers at reception desks will either wear a “Siaradwr Cymraeg” lanyard or badge to identify themselves as Welsh speakers.

### **Awarding Grants / Policy on Awarding Grants (Standards 67 – 71 and 90)**

To ensure compliance with the standards, our policies and procedures in awarding grants have been amended to adhere with the requirements of these standards including application forms. All information is available to applicants bilingually, and we have fluent Welsh speakers within our Grant Team who can assess applications received in Welsh and to interview applicants in their preferred language.

### **Contracts Awarded to Third Parties (Standards 72 – 76)**

Procurement policies and procedures were updated to comply with the standards. Contract Notices which fall outside the Official Journal of European Union Procurement Regulations are published in both Welsh and English. Tender specifications which include technical or scientific information is assessed using our translation checklist in place. Tenders submitted in Welsh are responded to in Welsh and are dealt with by our fluent Welsh speakers within our Procurement Team.

### **Advertising and Promotion (Standards 77 – 78)**

All advertising we carry out in promoting our services to the public is done so bilingually. Our Communication Team provide advice and guidance to staff when promoting our services.

### **Corporate Identity (Standard 79)**

We have adopted a bilingual identity as Cyfoeth Naturiol Cymru / Natural Resources Wales from the outset. This is used on all headed paper and publications etc and included on our signage and on our badged vehicles.

### **Training Courses for the public (Standard 80)**

Our Evidence Permitting and Policy Education and Learning Skills Staff do provide training courses aimed at the Education Sector. This year one course has been conducted through the medium of Welsh with ten others being run bilingually. All documentation for each course is bilingual.

Work has also been going on in partnership with “Gwaith Maes” on developing an app which will become live in the next few months. The app will provide bilingual names of birds, animals and plants. Also in partnership with Cymdeithas Edward Llwyd articles were published in the Welsh publication “Llên Natur”.

We have also had articles published in a new Welsh medium magazine aimed at Primary Schools called “Cliciadur” have also seen articles published.

### **Public Announcement (Standards 83)**

We do not make public announcements over a public-address system at our offices. We are tenants at the Welsh Government offices in Aberystwyth where we all announcements are made bilingually over the announcement system.

## **Policy Standards**

### **Compliance with Policy Making (Standards 84 – 86)**

For each new or amended policy in place staff are required to complete an assessment of the impact on equality which includes Welsh language considerations. These considerations have been written into equality impact assessment, and records what/ if any effect the policy will have on the ability to use the Welsh language and not treating the Welsh language less favourably than the English language.

Between April 2017 and March 2018 seven impact assessments were carried out.

### **Publishing Consultations and undertaking research (Standards 87 – 89, 91 - 93)**

Managers have been made aware of the need to include Welsh language considerations on response forms when requesting feedback on policy making decisions or when undertaking research to assist in policy making decisions. Staff have been asked to include the questions below on response forms: -

How the policy decision could be formulated or revised as to have: -

- (a) no adverse or decreased adverse effects on opportunities to use Welsh
- (b) positive or increased positive effects on opportunities to use Welsh

(d) ensure that the Welsh language is treated no less favourably than the English language

Awareness of this requirements will be raised again to ensure that our staff who carry out consultations are aware of this requirement.

## **Operational Standards**

### **Compliance with Operational (Standards 94 -136)**

#### **Internal Language Policy (Standard 94)**

Our internal language policy forms part of our Welsh Language Standards policy. All our staff are encouraged to use their Welsh language skills, whatever those skills may be. Our internal policy is in place to encourage the use of Welsh for communicating within the organisation. Our internal policy includes: -

- The need for all staff to assess their Welsh language skills
- For staff to indicate their language preference in receiving correspondence addressed to them personally
- That Performance Management and Training plans are available bilingually for staff to complete in their language of preference
- Items sent to all staff or a large group of staff should be bilingual
- Staff are encouraged to use their written Welsh language skills when sending correspondence internally
- Encourage the use of Welsh in internal meetings
- Which courses staff can request in Welsh
- That staff are welcome to make a complaint in Welsh, and also to respond in Welsh to allegations made against them in the internal disciplinary process.

#### **Recruitment (Standard 95)**

For each new role within the organisation staff are required to complete a Personal Details and Pay form, the form asks the individual to let us know if they would like to receive their contract of employment in Welsh or English.

#### **Employee Paper Correspondence (Standard 96)**

All staff were asked prior to the Welsh language standards becoming operational if they would like to receive paper correspondence relating their employment addressed to them personally in either Welsh, English or bilingually. All new staff are also asked the same question on our Pay and Personal Information form which all new staff are required to complete.

One example of correspondence sent to each member of staff individually in their preferred language during this reporting period were letters regarding Job Evaluation.

#### **Training Needs and Performance Management (Standard 97 - 99)**

Our policy, guidance and procedures are available in both Welsh and English for staff to complete in their language of choice on the intranet. Training needs and performance management are together in one document for each reporting year.

#### **Absence Forms, Flexible working hours (Standard 100)**



Our central MyNRW system records this information for our staff, the interface of the system is available in Welsh or English for staff upon request from ICT. Currently restrictions within the system do not allow staff to record information in Welsh, bilingual capability of the system will be looked at in future upgrades.

### **People Policies (Standard 101 – 107)**

All our people policies, procedures and guidance are available to staff on the intranet in both Welsh and English.

### **Complaints by staff (Standard 108 – 115)**

All our policies which allow staff to make complaints (Bullying and Harassment, Grievance and Managing Misconduct policies) are available in both Welsh and English including the procedures and guidance. These are available on the intranet. Staff are welcome to raise issues in either Welsh or English and that the matter will be dealt with in their preferred language including any face to face meetings.

### **Computer Software (Standard 116)**

Staff have a choice of a Welsh or English interface on their computers. We also have the software Cysgliad which is the Welsh spelling and grammar check and dictionary available to all staff upon request from our ICT department. This software helps our staff build confidence in using their Welsh language written skills. Staff who are developing their language skills also find this software useful in gaining an understanding of what is written and the rules around writing in Welsh.

We also encourage our staff to use Bing Translate internally when in receipt of Welsh text, this helps staff in gaining an understanding of what is written, and allows them to be able to draft a response to send to the Translation Team.

### **Intranet – (Standard 117, 120, 122)**

Our intranet is bilingual, with staff given a direct language choice of either Welsh or English on each page. Technical and scientific reports and guidance published on the intranet will be assessed as outlined in Standard 36 and 43 using our Translation checklist assessment.

### **Dedicated Welsh Language page(s) on Intranet (Standard 121)**

We have two pages on the intranet that are dedicated to the Welsh language as follows: -

Welsh Language Standards Policy intranet page includes: -

- Our Standards Policy
- Guidance in place to help all our staff work bilingually
- What all staff need to do is included in the Essential Guidance
- Infographic poster which briefly explains what all staff need to do to comply with the Standards. This poster has been printed and put up on notice boards at our offices.
- Five -minute video which explains the principle of our Standards and where support can be found to work bilingually
- How to assess and record Welsh Language Skills
- Link to the Welsh Language Training Page

Welsh Language Training page: -

- Welsh Language Training programme



- How to book Welsh language training
- Learning resources available to help our learners develop their language skills
- Mentoring Scheme guidance
- History of Welsh language
- Free Apps available for staff to download onto their mobile devices
- Useful Welsh words
- Link to Welsh Language Standards policy page

Links to these two pages are sent to each new member of staff in a welcome email from the Welsh Language Team.

### **Assessing Welsh Language Skills of Employees (Standard 123)**

All staff have been asked to self-assess their Welsh language skills and record the information in our central HR and Finance system MyNRW. To date 91.4% (1738) of our staff have completed this action. We will continue to request that the other 8.6% (164) members of staff complete this action in the coming months via their Line Managers. More information on the Welsh language skills of our organisation can be found in **Annex 1** of this report.

### **Training courses provided in Welsh (Standard 124 – 125)**

During 16/17 attention has been given to management development and we did not run training courses on: -

Recruitment and interviewing, performance management, complaints and disciplinary procedures, induction and dealing with the public, using Welsh effectively in meetings. Various health and safety courses have been run during the year, no requests have been received from staff asking for this training to be done in Welsh. A list of courses available through the medium of Welsh are listed in our Internal Language Policy which forms part of our Standards Policy.

Our Learning and Development Team plan to raise staff awareness of the availability of these courses through the medium of Welsh over the next year.

### **Welsh Language Training (Standard 126 – 128)**

Our Welsh language training programme has been in place since 2014, and allows all staff to develop their Welsh language skills for work purposes with Line Manager agreement if they so wish. Priority is given to those staff who are required to learn Welsh as part of their conditions of appointment. Staff attend training during the working day the same as all other work related training courses. Over the last year we have arranged additional courses to further support our staff who are learning at various levels. Details of the number of staff attending courses on a regular basis and information on the further support and courses we have arranged can be found in **Annex 2** of this report.

There has been a decline in the number of staff learning weekly over the last twelve months, with some of our in-house run classes cancelled due to falling numbers. Staff whose in-house run course was cancelled who wished to continue in developing their Welsh language skills have been supported to do so and enrolled onto an external run course.

Even though there has been a decline in staff learning on a weekly basis, 55 members of staff registered to complete the 10-hour online Work Welsh Welcome course, with positive feedback following completion.

Since we initially asked staff to self-assess their Welsh language skills in 2014, and in that same year launched our Welsh Language Training programme, our stats show that staff who have been following our training programme from 2014 are showing progress in developing their Welsh language skills. In 2014, 10.5% of our staff could speak Welsh at Level 2, our current stats show that in 2018, 22.7% of our staff can speak Welsh at that same level. A number of our staff learning at this level will be sitting their exams in June 2018, we will provide extra support over the next few years as they progress in developing their Welsh language skills to become fluent Welsh speakers for the future.

### **Raising Awareness of the Welsh Language (Standard 129)**

All new staff receive a welcome email from the Welsh language team which includes information on the Standards and Welsh language training available. The email includes a link to the Welsh language pages on the intranet. All new staff and current employees are invited to attend Welsh language awareness courses, as part of the course it includes, history of the Welsh language, background to legislation in place and the purpose and requirements of the Standards. Information regarding the number courses and staff who have attended the course can be found in **Annex 2** of this report.

### **Logo and Staff Signatures (Standard 130)**

A standard signature has been designed for all our staff to use when corresponding with others by our Communication Team as described above in Standard 1-7.

### **Recruitment (Standard 132, 132A, 133, 133A, 133B)**

For each vacant or new post Welsh language skills are assessed, firstly by the Line Manager and then confirmed in discussion with the Welsh Language Policy Advisor. This follows our Staffing and Recruitment guidance, recognising the requirements of the role, location and team capacity of Welsh speakers. Each role advertised includes whether Welsh language skills required are essential, need to be learnt or desirable for each post. For all posts within the organisation the ability to pronounce Welsh place names and personal names, and the ability to understand and use basic phrases of Welsh is an essential requirement to ensure all staff can exercise basic linguistic courtesy.

Candidate guidance and application forms include the by-line: -

“Applications are welcomed in both Welsh and English, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.”

All policies, procedures, advertisements and application forms to do with recruitment are available in both Welsh and English. Application forms include a space to indicate whether a candidate wishes for the interview to be conducted in Welsh. Applications received in Welsh and English will be dealt with within the same timescale.

Guidance are in place for Managers on recruitment and Welsh language considerations.

We responded to a Welsh Language Commissioner investigation in relation to the full application of Standard 133 and 133A regarding a post that was advertised via a third party. We await the final determination, but have apologised that we did not make it fully

clear that we welcomed applications in both Welsh and English and that one (of three) of the third party's application channels was not available in Welsh.

### Signage (Standard 137, 138, 139)

All our permanent and temporary signage that gives information to the public is be bilingual, with the Welsh and English text treated equally for size, legibility and prominence. To ensure that all signage and notices adheres to our corporate standards we have a signage policy in place and notes that all signage and notices both permanent and temporary will be bilingual at all times and adhere to our Welsh language standards.

Text on signage will be checked by our internal Translation Team or a fluent Welsh speaker to ensure accuracy in terms of meaning and expression.

### Audio Announcement (Standard 140)

As a rule, we do not make announcements in the workplace using audio equipment. The only exception to this rule is at our Aberystwyth where we are tenants in the Welsh Government office. In this instance, all audio announcements are bilingual.

## Record Keeping Standards

### Complaints (Standard 141 – 143)

We received 8 complaints relating to our compliance with the Standards. All the complaints were dealt with following our complaints policies and procedures.

The complaints received were as follows: -

Date	Nature of Complaint	Outcome	Any Further Action
13.4.17	Message on Twitter drawing to our attention that the Welsh text was incorrect on a sign on the boardwalk on Llanddwyn Island (part of Newborough Warren National Nature Reserve),, and that the English text preceded the Welsh	We thanked the complainant for drawing our attention to the matter and the text was corrected with the Welsh text preceding the English.	No further action taken or received.
30.4.17	We received an email enquiring why a permit application was advertised in English only at Barry Library	We thanked the complainant for the email and explained that this was an application received from a member of the public. Our policies require our organisation to publish the application, and explained that we are not required to translate text that we had not produced. All our publications relating to the	No further action taken or received.

		application were available bilingually at the Library.	
22.5.17	We received a telephone call from a member of the public informing us that they had been unable to speak to someone in Welsh at the Environment Agency when making an enquiry regarding a Fishing Licence	We thanked the member of the public for their call and explained that we would look into the matter. The matter was discussed with the Environment Agency who carry out this service on our behalf, and they explained that they are currently unable to deal with Welsh medium calls at present. This was relayed to the individual and a message was put on the website to note that currently a Welsh language service was not available by telephone for this service.	Discussions are taking place with the Environment Agency to find a workable solution that is compliant with Data Protection laws to ensure a Welsh language service at all times. Customers who live in Wales receive a bilingual fishing licence.
14.8.17	We received a letter from the Welsh Language Commissioner regarding a complaint that had been received about the application process for the Chief Executive vacancy. The complainant was unhappy that the process of applying in Welsh was not in line with the requirements of our Standards.	We were using a third party for recruitment purposes and immediately extended the application process in order to encourage any further applications in Welsh. Whilst all information on the vacancy was available in both Welsh and English, and details of how to submit an application in Welsh were provided, we apologised that we had failed to state clearly that applications were welcome in both Welsh and English. Applications could be submitted in various ways to the third party, one of which included use of their UK-wide on-line tool, which was in English only. Whilst we had ensured that candidates could apply in Welsh, the Commissioner has indicated that we did not provide the same options for submitting applications in Welsh and English. We have informed the Cabinet Office (who managed the 3 <sup>rd</sup> party supplier) and the supplier to help ensure these issues are prevented in other contracts with other public bodies in Wales, to whom these Standards apply.	The Commissioner decided to carry out an investigation under section 71 of the Welsh Language (Wales) Measure 2011 to determine whether we failed to comply with some of the Welsh language standards with which we have a duty to comply with. A Decision Notice was received from the Commissioner on 1.2.18 in which determinations were proposed that we had failed to comply with some of the standards in which we have a duty to comply. We accepted the determination and further action the Commissioner has proposed.
10.11.17	A letter was received from the Welsh	We responded saying that initially our Customer Care Centre had	Following this complaint, we have

	<p>Language Commissioner following a complaint received that we responded to a Welsh language enquiry in English.</p>	<p>responded to the complainant by email in Welsh and that the response following investigation into the enquiry had been responded to in English initially. Once this had been drawn to our attention an apology was sent to the complainant with the response translated and sent in Welsh.</p>	<p>amended our internal procedures to try and ensure that such an instance will not re-occur. Our WIRS recording system will note the language preference twice to help highlight this requirement.</p> <p>On 1.12.17 we received notice from the Commissioner of the intention to carry out an investigation under section 71 of the Welsh Language Measure to determine whether we have failed to comply with Welsh language standards in relation to correspondence.</p> <p>We responded to this investigation on 12.12.18. To date no further correspondence has been received.</p>
<p>23.11.17</p>	<p>A complaint was received on Twitter drawing our attention to the lack of Welsh language at a conference organised by ourselves.</p>	<p>We thanked the complainant via Twitter for drawing our attention to this matter and noted that we would be discussing the requirements of our Welsh Language Standards with the staff responsible for organising the event and apologised for this. We have since corresponded by email with the complainant explaining the steps we have taken internally in our discussions with the team involved, including the guidance we have in place to help in arranging such events which include Welsh language considerations.</p> <p>This complaint was also sent to the Welsh Language Commissioner's Twitter account.</p>	<p>To date no further action has been received or taken.</p>

7.2.18	An email was sent to our general enquiries account drawing our attention to the fact that a letter requesting information regarding a pollution incident from a community was sent to a household in English only.	We responded by thanking the complainant in drawing our attention to this matter and a translation was sent. The requirements of the Standards were discussed with the team in question, with a copy of our policy and guidance for corresponding with others sent to the Team Leader for discussion with staff. A press notice in relation to the same incident was published in a local newspaper bilingually.	No further action received or taken.
23.1.18	Our Customer Care Centre received a telephone call from a member of the public drawing our attention that not all signage at one of our work sites were bilingual and sent photographs of the signage concerned to us.	Our Welsh Language Policy Advisor contacted the individual and thanked them for drawing our attention to the matter. The matter was discussed with the project team involved and it was found that not all the signs were ours. The work for NRW was being carried out on our behalf by a third party. The project team were reminded of the Standards and guidance in place and asked to discuss the requirements of the contract with regards to the language with the contractors involved. The signage in question has been replaced with bilingual ones.	No further action received or taken
	Complaints received from our own staff on lack of Welsh language considerations	Over the last year we have received a number of complaints from our own staff in relation to the Welsh language as follows:- No consideration given in large team meetings to the language. Power point presentation aimed at all staff in English only. All staff skypes, no provision for sessions in Welsh. All staff emails sent in English only. Emails sent to all staff with apologies for English only sent regularly.	All these points have been raised with the teams in question who have either sent an email or organised an event / meeting / skype session, drawing their attention to our internal language policy.

## Equality Impact Assessment (Standard 144, 157)



For each new policy in place an Equality Impact Assessment tool is used to assess the positive or adverse effects it would have on opportunities to use the Welsh language. Over this reporting period seven number of assessments were carried out. Each assessment is authorised by the Project, plan or project lead, Line Manager, Welsh Language Policy Advisor and Equalities Senior Advisor.

A copy of our Equality and Diversity policy and procedures is published on our website and a copy available upon request from each of our offices open to the public.

### Welsh Language Skills of our Employees (Standard 145)

All staff have been asked to self-assess their Welsh language skills and record the findings in our central HR and Finance system MyNRW. To date 91.3% (1737) members of staff have completed this action. We will continue to request that the other 8.7% (165) members of staff complete this action through their Line Managers. Our record of the Welsh language skills of our staff can be found in [Annex 1](#) of this report.

### Welsh Language Training (Standard 146)

A summary of the number of staff who attended Welsh language training and the number of courses held can be found in [Annex 2](#) of this report.

### Welsh Language Assessments of new or vacant posts (Standard 147, 148)

A Welsh language assessment on the language level required for each new or vacant posts in relation to Standard 132 are noted on a spreadsheet by the Welsh Language Policy Advisor. This spreadsheet also notes the team capacity of Welsh speakers within each team, where the vacancy or new post will be located. The spreadsheet notes whether the Welsh language skills are essential, desirable or need to be learnt. All posts are advertised including a Welsh language level from Level 1 to Level 5 whichever appropriate for the role, bearing in mind the requirements/nature of the role, where based and the team capacity of Welsh speakers.

Number of posts advertised as essential during this reporting period were as follows: -

Essential	Description of language level required	Number Advertised
Level 5	Fluency in both spoken and written Welsh	1
Level 4	Fluency in spoken Welsh	28
Level 3	The ability to communicate with confidence in Welsh in some work situations	12
Level 1	The ability to use basic Welsh conversational phrases (e.g. "bore da" – "good morning" and to pronounce Welsh place names correctly	230
<b>Desirable</b>		
Level 4	Fluency in spoken Welsh	2
Level 3	The ability to communicate with confidence in Welsh in some work situations	33
<b>Welsh to be Learnt</b>		
Level 4	Fluent Welsh speaker	5



Level 3	The ability to communicate with confidence in Welsh in some work situations	17
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Of the above posts advertised 122 were temporary roles for 12 months or less.

All posts advertised at Level 1 are advertised as essential as this is the minimum language level required of all our staff within the organisation to show linguistic courtesy.

### **Welsh Language Standards Policy (Standard 149, 153, 155, 159, 161, 165, 167)**

We have a Welsh Language Standards Policy in place which explains how we will comply with the Service Delivery Standards, Policy Making Standards, Operational Standards and Record Keeping Standards that we are under duty to comply with. The policy is published on our staff intranet and website and available upon request at our offices open to the public.

### **Complaints Policy (150, 156, 162)**

Our Complaints Policy and procedures in place which explains how all complaints received by the organisation are dealt with. These are published on our website and available at each of our offices open to the public upon request.

We have an experienced team of officers within the organisation who deal with complaints including solicitors when required. Staff can complete an online Civil Service training module on how to deal with complaints.

### **Overseeing compliance with Service Delivery Standards (Standard 151, 152, 163)**

The Executive Director of Organisation Development and People Management has the overall responsibility for the Welsh Language Standards policy.

Any risk of non-compliance is highlighted to the Executive Team for discussion with the Leadership Group who are responsible that all their Managers and staff comply with the requirement of the Standards.

Awareness of the Standards are published on a regular basis on the intranet and Managers Monthly, where Managers are asked to discuss their requirements with their teams. Managers, as part of the induction process with new staff, are required to discuss the requirements of the Standards along with other corporate policies and procedures. The induction checklist is signed by both employee and manager and kept on file.

We have a Welsh Language Monitoring Group (Grŵp Pencampwyr) in place to oversee and monitor the Standards within each Directorate.

Our Business Plan for 2017/18 sets out what we plan to achieve over the coming year and is linked to our Corporate Plan for 2014-17. Welsh Language targets are included in our Business Plan for the year explaining how the organisation encourages staff to develop their language skills.

From the 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 People and Remuneration Committee and Board will scrutinise performance at least twice a year.

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 stakeholders and partners by providing a service in their preferred language.

### **Welsh Language Annual Report (Standard 152, 158, 164)**

We publish a Welsh Language Monitoring Report annually in both Welsh and English which includes how our organisation has complied with all the standards which we are under a duty to comply. The draft report is presented before People and Remuneration Committee and Executive Team before final approval by our Management Board and then published in line with the requirements of the Standards.

The report will be published by September of each year; this is publicised on our social media accounts and available on our website and at each of our offices that are open to the public upon request.

### **Provide Information to the Welsh Language Commissioner (Standard 154, 160, 166, 168)**

Over the reporting period we have provided information upon request and within the required timescale to the Welsh Language Commissioner relating to our Service Delivery Standards, Policy Making Standards and Operational Making Standards.

We have recently provided information as part of the Commissioners work in gathering information on the Welsh language services provided by public organisations, the findings of this information will be published in the Commissioners Assurance Report.

## **Conclusion**

As an organisation we continue to make good progress in operating our Standards. We welcome feedback on our Welsh language services from our customers, this helps us in improving our services for the future. We recognise risks and have put measures in place in reviewing and managing them.

Our work in improving our bilingual services to the public will continue over the next year as will the work in increasing the opportunities for our staff to work bilingually.

Overall, we are steadily increasing the bilingual skills of our staff, supporting them in following our training programme to become fluent Welsh speakers for the future and fulfil the vision in our Standards of becoming a naturally bilingual organisation for the future.

## Annex 1

### Welsh Language Skills of Staff who have Self Assessed their Skills

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
165	71	738	394	112	193	229
8.7%	4.1%	42.5%	22.7%	6.4%	11.1%	13.2%

### Welsh Language Skills of 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
	165	71	738	394	112	193	229
	8.7%	4.1%	42.5%	22.7%	6.4%	11.1%	13.2%
<b>CEO</b>			1			1	
<b>FCS</b>	19	11	83	46	10	22	24
<b>GOV</b>	2	1	5	4	2	1	
<b>COM</b>	2	1	6	6	1	4	18
<b>EPP</b>	33	11	192	106	35	29	38
<b>ODPM</b>			14	3	1	3	4
<b>OPSN</b>	67	13	181	113	42	90	105
<b>OPSS</b>	42	33	253	113	21	41	39
<b>TRANS</b>		1	3	3		2	1
	165	71	738	394	112	193	229

### Welsh Language Training

This is the fourth year we have run our Welsh Language Training Programme, which has proved to be successful with 270 members of staff being supported to attend Welsh language training at various levels. With 6 members of staff sitting Welsh exams in June 2017, more staff are expected to sit their exams during the Summer of 2018. Staff are given time off work to sit the exam with some allowed study leave in line with our Welsh Language Training Guidance.

10 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. No negative comments were received during the year, with a high percentage of staff appreciating the opportunity and support given by the organisation to develop their language skills during working hours.

### Weekly Welsh Language Training

Since September 2017 (beginning of the academic year), the programme has supported staff to learn on a weekly basis as follows: -

- 13 members of staff attend Beginners/Mynediad 2
- 50 members of staff attend Foundation/Sylfaen 2
- 8 members of staff attend Intermediate/Canolradd 2
- 6 Members of staff attend Advanced/Uwch 2

We have 2 members of staff who are following Beginners/Mynediad online Welsh courses, we monitor their progress on a quarterly basis and offer extra support as and when required. One member of staff following the online course is due to sit an exam in June 2018, to ensure that this person is prepared for the exam we have provided extra support by arranging for a tutor to make an assessment in preparation for the exam to see if any additional support can be given or is required.

Following the success of those following the online course at this first stage in developing their Welsh language skills, we will in the future be look at more ways in which we can use online training. This will enable more staff to be able to develop their skills at a pace that

they can control and participate as and when within the week, rather than attending the more formal two-hour class on a weekly basis.

1 member of our Executive Team is learning Welsh through the online Work Welsh Welcome scheme. 2 members of our Board are learning Welsh externally at Uwch and Entry level.

A member of our Board has requested 1:1 tuition with a tutor to fit in with their diary commitments. Having researched options an online tutor has been found who can do hour sessions once a week at a time to suit the diary.

### **Further Support in addition to weekly courses**

Since September 2017, through the National Centre for Learning Welsh funded by Welsh Government, our staff have attended free Welsh courses as follows: -

- 9 members of staff attended a five-day residential course at the Nant Gwrtheyrn language centre at Canolradd level. 3 members of staff attended a five-day residential course at Llanerch Vineyard which was at Uwch level. Feedback from staff who attended these two courses has been very positive. Those who attended enjoyed the course and the opportunity it gave them to immerse themselves in the course and the language.
- 55 members of staff have registered to complete the online Work Welsh Welcome course developed by the National Centre for Learning Welsh. This is a 10 hour online course to develop the language skills of staff so that staff can meet and greet, answer the telephone bilingually and show linguistic courtesy.
- 3 members of staff attended an Intensive Work Welsh course in the Wrexham area at entry level.
- 5 members of staff were supported to attend the Easter course 'Ysgol Pasg' with one member of staff attending New Year course 'Ysgol Galan', several our staff attended revision courses.
- 14 members of staff attended Summer School at different levels
- 5 Members of staff attended Meistroli Welsh classes
- 69 staff attended various external courses

### **Mentoring Scheme**

Awareness of our Mentoring Scheme has been highlighted through our communication channels in the Managers Monthly, on Yammer and 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, 24 learners have signed up to our Mentoring Scheme and 28 staff members have come forward offering to be Mentors.

### **In-house courses developed specifically for Natural Resources Wales work purposes by our Welsh Language Training Co-ordinator**

- 3 Foundation 'Sylfaen' courses were held at our Bangor, Buckley, Cardiff and Monmouth offices with 29 members of staff attending. The Welsh Language Training Co-ordinator worked with the delegates and the tutor to influence and develop the course content.

- 4 Welsh Language Awareness courses were held at our Cardiff and Bangor offices with 47 staff attending. On the course, staff learnt the benefits of working bilingually, the background on national policy and legislation, and gaining an understanding of our Welsh Language Standards and what they mean for us.
- A Welsh Language Policy course was delivered in May for 9 members of staff. The course content was to help staff understand our standards, the considerations which should be given to the Welsh language in policy decisions and a general understanding of what is meant by compliance and what happens if we don't.
- A Welsh training course has been specifically developed for our staff who are working at our Bwlch Nant yr Arian Visitor Centre. The course will help them with Welsh language skills focusing on customer service. The course will run for seven weeks for 1.5 hours per session, working around the centres opening times.

### Welsh Language Resources available

- Entry level 'Mynediad' course books (North and South versions) were purchased along with the CD'S which are kept at our library in Bangor for staff to borrow and use. 15 Gloywi Iaith course books which we had purchased previously have also been made available at the Library for staff to use.
- 250 'Dwi'n Dysgu Cymraeg' Lanyards and 250 badges have been purchased for our learners who are encouraged to wear them if they so wish. We hope that this will increase their opportunities to practice their Welsh language skills with others.
- Organisational licence to use the Welsh language software Cysgliad (Welsh grammar, spellcheck and dictionary) for use NRW laptops and desktops. This software helps both our Welsh speakers and learners in using their Welsh language written skills and is one of the requirements in Standard 116 of our policy.
- Our Welsh Language training page has been updated with additional resources. We have included a section on this page on the history of Wales and the language. There is also a 'What's New' section which we plan to update on a regular basis.
- Two mobile phone apps 'Duolingo' and 'Ap Geiriadur' were made available to staff on their work mobile phones and tablets in July 2017. Staff using these apps can practice their Welsh when out and about and when convenient to them.
- We have 'Siop Siarad' sessions running at both our Cardiff and Dolgellau offices which our learners can attend and have an informal chat to practice their Welsh language skills. There is also a 'Coffi a Chlonc' session at the Aberystwyth office run by Welsh Government - our staff can attend several sessions if they so wish.

### Raising Awareness of the Welsh Language

We do our best to highlight days and celebrate the language, over the last year have published the following: -

- All available courses, free local events, useful websites and resources are advertised on Yammer.
- 'Diwrnod Shwmae' was advertised on Yammer encouraging staff to take part on the 15<sup>th</sup> October 2017 to greet and use their Welsh language skills.
- Dydd Santes Dwynwen on 25<sup>th</sup> January was advertised on Yammer, Twitter, Facebook and the intranet. We linked to information on our Days Out section of our

website to encourage people to visit Ynys Llanddwyn, and listen to the story of Santes Dwynwen on the place tales app.

- Welsh language music day was highlighted on Yammer in readiness for 9<sup>th</sup> February and we encouraged staff to participate.
- On St David's Day 1<sup>st</sup> March, a banner was published on the intranet, twitter, Yammer and Facebook to wish all staff a happy St David's Day.





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