



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

Welsh Language Annual Report

Lyn Williams
Welsh Language Policy Advisor

Rev No

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Executive Summary

Welcome to the summary of our Annual Report for 2018-2019. The report focuses on the work we have done to improve our Welsh language services, in line with the requirements outlined in our Welsh Language Standards, over the reporting period.

We work with organisations, partners and members of the public from across the whole of Wales, respecting their identity and providing a service in their preferred language, be it Welsh or English. We have fluent Welsh speaking members of staff located at our offices and teams across the whole of Wales and support our staff who are developing their language skills through our Welsh language training programme.

In 2019 new NRW Board Members were appointed by Welsh Government Public Unit, one a fluent Welsh speaker and two who have learnt Welsh to a high standard. Our Chief Executive is also a Welsh learner who is continuing to develop her language skills around work commitments.

Work has continued this year on improving our flood warning services to the public, this year concentrating on the Floodline telephone service which is provided in partnership with Scotland and England. This improvement means that from Summer 2019 callers from Wales will be offered a Welsh language service much earlier in the process, with the Welsh medium calls being transferred to Welsh speakers in our own 24/7 Incident Communication Centre. This will provide a comparable service experienced by English language callers and an improvement to the Welsh language service previously provided.

An internal monitoring exercise has taken place to gather information on how well the Standards have been embedded since implementation, the findings of the audit have helped by indicating where additional work is required to help improve our Welsh language services and be fully compliant with our Standards for the public and our own staff.

Information was gathered from our Welsh learners to measure the progress of our Welsh language training programme since its launch in June 2014. This exercise has shown that our learners are steadily developing their language skills with more of our staff able to understand and use the Welsh language in their day to day work, working towards our vision of becoming a bilingual organisation in all our workplaces for the future. Steps have also been taken internally to identify more easily in our email outlook system who our Welsh speakers are, this has helped in facilitating more use of Welsh internally between staff.

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

As a public organisation in Wales the standards came into force for NRW on 25th January 2017, under the Welsh Language (Wales) Measure 2011 and regulated by the Welsh Language Commissioner under Welsh Language Standards (No. 2) Regulations 2016.

Aim of the Standards are: -

- Provide a better and more consistent Welsh language service to Welsh speakers
- Make it clear to Welsh speakers what services they can expect in Welsh
- Make it clear to public organisations what their duties are in relation to the Welsh language
- Ensure that the Welsh language is treated no less favourably than the English language

Our compliance notice from the Welsh Language Commissioner lists 168 standards we are required to comply with and a compliance date for each one. This report demonstrates how we have implemented the standards and work we have done to improve our Welsh language services during the year in the following categories: -

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 by 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.

This Annual Report is required to be published by 30th September of each year in compliance with the requirements of the Standards, detailing how NRW has complied with them over the reporting year of 2018 to 2019.

Implementing Standards

A policy and guidance are in place to help all our staff work bilingually which can be found on the Welsh language page of the intranet.

As a minimum we expect staff to: -

- Answer the telephone bilingually and have a bilingual answerphone message.
- Use bilingual out of office messages.
- Meet and greet customers bilingually.
- Self-assess and record their language skill in MyNRW.
- Proactively ask customers their language preference in dealing with us.
- Send correspondence bilingually unless aware of language preference of recipient.

Work has continued over the last year to raise awareness internally of the requirements of the Standards and improve our Welsh language services to the public and our own staff.

Raising awareness of Standards internally

Work continues internally, at regular intervals, on raising awareness of the Standards drawing attention to the importance of working bilingually, and the requirements of the standards, highlighting any issues or complaints recently received. Guidance are in place to help all our staff work bilingually whatever their Welsh language skills with our internal Translation Team to help arrange translations and proof-read work as required.

All new staff continue to receive an email from the Welsh Language Team with information on the Standards and guidance in place to help them work bilingually. In future new staff with no understanding of Welsh will receive a NRW mouse mat with basic Welsh language greetings which includes phonetic pronunciations to help show basic linguistic courtesy when answering the telephone and writing emails.

New members of staff are also invited to a one-day Welsh language awareness course. This focuses on the history, culture, language and requirements of our Standards. Feedback from those who attended the courses over the last year have been positive, some found the day inspirational and have started learning the language.

Managers Monthly internal communication has helped in getting key messages about the Standards to staff across the organisation, raising awareness of any issues in a timely manner, ensuring that staff know what is required and where to get advice and help.

The Welsh Language Policy Advisor attended team meetings giving presentations on the Standards, why they are in place, answering questions and queries from staff. These face to face sessions have helped gain a better understanding of our legal duties and how important being proactive in offering a language choice is in building good customer relations, to customers and our own staff.

Improving our Welsh language services

Improving our Flood Warning Service

Over the past two years, we have been improving our service to make it easier for Welsh language customers to register for flood warnings and receive more timely and helpful flood information. We are currently focussing on our Floodline telephone service which is provided in partnership with colleagues in Scotland and England.

Floodline enables callers to listen to recorded information on flood warnings in force along with advice on how to respond to flooding. Currently, this information is available in English and Welsh, although the take up of the service in Welsh is low, i.e. 3.5% of the 2100 Wales callers since April 2017.

Callers can also choose to speak to a Call Agent to report flooding or register for our free flood warning service. While English speaking Call Agents are available at any time, Welsh speaking Call Agents are available during daytime hours, Monday to Friday only. The take up of this element of the service is very low, i.e. 0.7% of the 1650 Wales callers to Floodline Call Agents received since April 2017.

We want to encourage callers to Floodline to make greater use of the Welsh language services we provide. To support this, we are making the following improvements from April 2019.

Firstly, we are about to change the Floodline service so that the Welsh language is offered much earlier to callers. Currently, because the service is shared with Scotland and England, Welsh language services are offered under option 5 of the telephone menu. From April 2019, callers will be asked at the start of the call to identify which country they are calling from. Once they have selected Wales from the menu, callers will be asked to choose which language they wish to proceed in. This will ensure that Welsh language is offered to Wales callers as early as possible in their call.

Secondly, from Summer 2019, a caller that wishes to speak to a Call Agent in Welsh will be connected to a Welsh-speaking Operator in NRW's 24/7 Incident Communication Centre. This means that we will provide a comparable service to that experienced by English-language callers.

These two changes will greatly improve the ease of access and standard of service we provide to our Welsh language customers. The introduction of more detailed monthly reporting from the Floodline service will allow us to follow the anticipated increased take-up of these services.

Branding

The Branding Team have been working on ensuring that Microsoft templates for staff use are bilingual, this includes Power Point presentation templates to ensure that the Welsh language is included in presentations.

A new improved bilingual corporate e-mail signature was issued for all staff to use to make it clearer to those we deal with that we welcome correspondence in Welsh as follows: -

“Correspondence in Welsh is welcomed, and we will respond in Welsh without it leading to a delay”

ICT – Identifying our Welsh speakers in Outlook

Our ICT Pencampwr has been working on a solution to make it easier for staff to identify who our Welsh speakers are. “Dwi'n Siarad Cymraeg” (I speak Welsh) will appear when typing a person's name in the “To” box in Outlook. This will help staff in deciding which language to email each other and will appear for all staff who have self-assessed themselves as fluent Welsh speakers. This will help increase the use of the Welsh internally in our day to day work. This action has been welcomed by Welsh speakers who now know at a click of a button who they can communicate with in Welsh internally.

In the near future we will be asking our Welsh learners if they wish to have “Dwi'n Dysgu Cymraeg” (I'm learning Welsh) in Outlook to help build their confidence in using their Welsh language skills for work purposes.

Launch of new ICT

Windows 10 software was rolled out to all staff during the year, this gives staff the choice

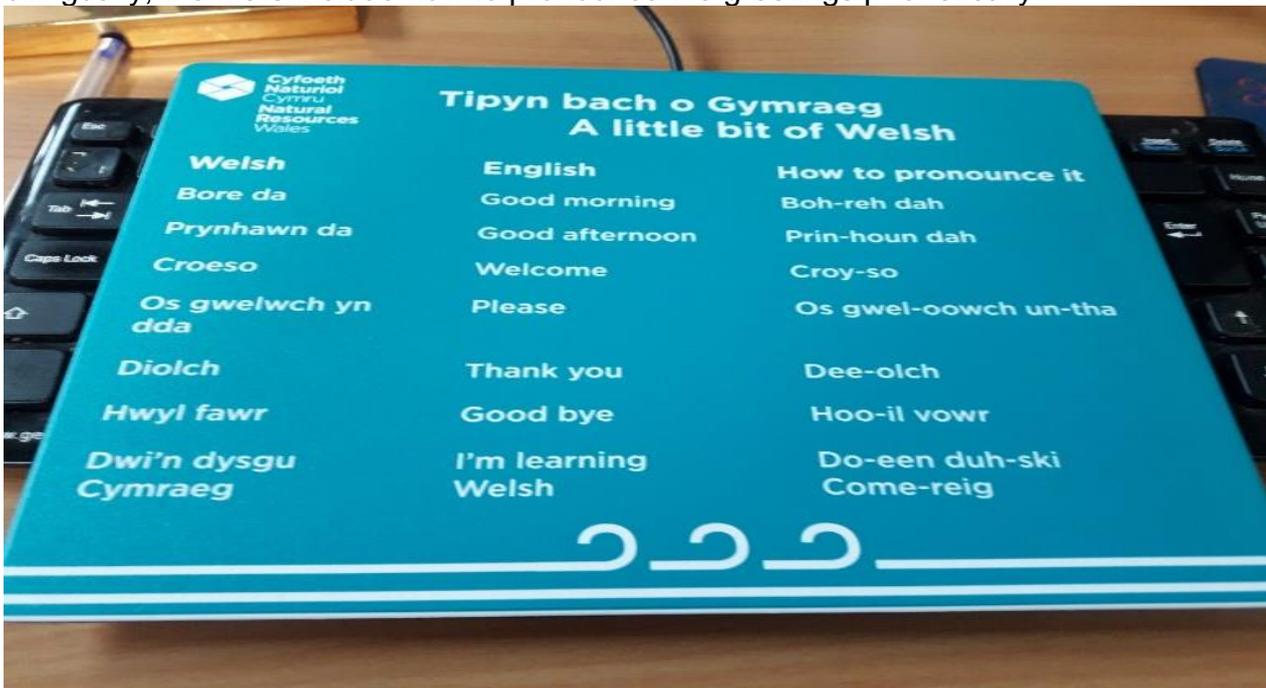
of working in either Welsh or English as they wish. The software also provides a spellchecker facility in Welsh to help our fluent Welsh speakers and learners in using their written Welsh in work.

#TeamNRW Day

On 24 October 2018 all staff were invited to our first #TeamNRW Day at Aberystwyth from across the whole organisation. The Welsh Language Policy Advisor was involved with the Communications Team in ensuring that Welsh language formed a natural part of the day with limited use of a simultaneous translator. Having our own bilingual staff chairing and facilitating the day. Staff were given the choice of attending Welsh medium workshops and presentations and all materials for the day were produced bilingually. The day was very successful with staff commenting and appreciating the thought given to the language in arrangement, resulting in the day having a natural bilingual atmosphere.

New Welsh language resources for learners

The Welsh Language Co-ordinator and the Branding team created a mouse mat for staff who have no Welsh language skills and beginners to help them in answering the telephone bilingually, the mats include how to pronounce the greetings phonetically.



Two mobile phone apps 'App Treiglo' (to help check Welsh mutations) and 'App Sglein' (helps learners and Welsh speakers practice written Welsh) were made available to staff on their work mobile phones and tablets, new mobile phones have now been rolled out and we are currently in the process of getting permission to install these apps on the new work phones.

Grŵp Pencampwyr

We have a Welsh Language Monitoring Group (Grŵp Pencampwyr) in place to oversee, promote and monitor the Standards within each Directorate. A representative from each Directorate sits on the group who raises awareness of the policy within their own Directorate. Group is Chaired by Executive Director Operations North and Mid Wales; any risks of non-compliance are highlighted at meetings. The group meet up to four times a

year to discuss requirements, any new initiatives and projects and discuss any issues, complaints received from each Directorate.

The Pencampwyr are involved in facilitating the use of the language internally and over the last year have been involved in several initiatives as follows: -

- ICT translate all their information for staff themselves
- Helping Trade Unions with translating staff information
- Procurement translating notices themselves for Sell to Wales site
- Ensuring Welsh speaker at each Procurement supplier event
- Welsh medium Well-being courses arranged
- Raising awareness of the need for all staff presentations to be bilingual
- Power Point templates bilingual to ensure Welsh is included
- New staff ID cards will include “Dwi’n siarad Cymraeg or “Dwi’n dysgu Cymraeg”

Website, Apps, Social Media

Our official corporate website is bilingual with our website publishers ensuring documents are published in line with requirements of our Translation Standards.

Users are given a language choice initially on the website, and able to change their language preference on each page.

Number of users who accessed our website in total for 2018/19 were = 3,496,848

Number of users who accessed our website in Welsh for 2018/19 were = 38,846 (1.11 %)

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 Naturiol Cymru / Natural Resources Wales on Facebook has 8,077* followers.

- Coed y Brenin: 10,365 followers
- Garwnant: 4,172 followers
- Bwlch Nant yr Arian: 8,434 followers
- North Wales National Nature Reserves (formerly Cadair Idris): 452 followers
- Ynys Las: 1,784 followers
- Merthyr Mawr Warren: 877 followers
- Wales Coast Path: 16,347 followers
- Welsh Raised Bog – 160 followers ***New account***
- Flood Awareness Wales – 134 followers
- MTB Ranger Coed y Brenin & Gwydir – 4986 followers
- MTB Ranger South Wales – 4,511 followers
- Oxwich National Nature Reserve – 370 followers
- Skomer Marine Conservation Zone – 416 followers

The Pages are managed by individual teams, and the Communications team provide guidance and reminders on the 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 – 469 followers
@DyfiWardensNRW – 346 followers
@CoedyBreninFP – 2,872 followers
@Garwnant_Forest – 329 followers
@BNYArian – 888 followers
@WalesCoastPath – 24,100 followers
@GeoscienceNRW – 27 followers ***New account***

Bilingual / Welsh #TîmCyfoeth Accounts

@WardenCadair – 637 followers
@GavinBownNRW – 150 followers
@SianWilliamsNRW – 695 followers
@CallumStoneNRW – 194 ***New account***

English / Dysgu Cymraeg

@MartynEvansNRW - 424 followers
@JohnHoggNRW – 154 followers
@LajlaCashNRW – 82 followers ***not currently active***
@BenWilsNRW – 443 followers
@SteveMorganNRW – 326 followers
@MTBRangersouth – 792 followers
@NadiaDL_NRW – 465 followers
@SWilliamsNRW – 63 followers ***New account***
@SarahWoodNRW – 222 followers ***New account***

Director / Chair / CEO level

@GarethOSheaNRW – 200 followers

Instagram

[@nrwlaboratory](#) – 40 followers ***New account***

*Figures correct as on 4 April 2019.

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.

Highlight and Promote Welsh Language and Culture

Whenever possible we promote the language and culture on our social media accounts and intranet. Over the last year the following have promoted: -

- Publication of Welsh language Annual Report for 2017/18 highlighted on social media Twitter and Facebook in September 2018.
- Encourage people to start every conversation with a “Sut mae or a Shwmae” on National Shwmae Day – highlighted on Yammer and Twitter.
- Highlight Welsh Language Music Day to celebrate all forms of Welsh music on Yammer.
- Santes Dwynwen Day shared on Facebook and Twitter which reached an audience of 217,000, a positive result for promoting Welsh heritage, the PlaceTales app, and NRW site and facilities at Newborough. This was a higher than average sharing of our posts on social media.
- St David’s Day promoted on Social media, internet.
- Teli Môn (new Welsh TV channel for people living on Anglesey) promoted on Yammer.
- Diwrnod Crempog/Pancake day – highlighted on Yammer.

Welsh Language Commissioners Assurance Report 2017-18

Each year the Welsh Language Commissioner publishes an Assurance Report with information gathered from the monitoring work the Commissioner carries out as part of her duties in regulating the Standards. The report published in October 2018 “*A Measure of Success – The Welsh Language Commissioners Assurance Report 2017-18*” findings show: -

- Welsh language services are improving across Wales as a whole, but to build up trust with users, Welsh language services need to be available at all times bringing consistency with English language services.
- Organisations need to proactively promote and encourage the use of Welsh language services and make them easy to use.
- Organisations need to give strategic detailed considerations to increasing the use of Welsh in policy making decisions including in internal operations.

The report acknowledges the main challenges for public organisations are: -

- Developing provision and self-regulatory arrangements to ensure all services are available in Welsh of equal quality to English language services.
- Understand our service users and the decisions they make in using our services and take steps to promote and facilitate Welsh language services to increase their usage.
- Giving detailed strategic consideration to increase opportunities to use Welsh language in all decisions including use of language internally.

Actions taken to address the challenges acknowledged in Assurance Report: -

- Steps taken to monitor our compliance with the Standards and we intend to build upon this work by developing our own self-regulating arrangements with various teams.
- People Support services include Welsh speakers, ensure they have Welsh speaking staff to discuss personnel matters and receive written communication in Welsh with our staff if they so wish.
- ICT service desk provides a language choice to staff when discussing issues as they arise. Over the last year the service desk team have dealt with 1415 Welsh medium calls, this is 9% of the calls taken by the team. Due to the service desk being proactive in offering a language choice, communicating it well internally, and staff knowing that a Welsh service is readily available the uptake is higher than expected.
- Decision taken to bring the Welsh language Floodline service in-house from Summer 2019, ensuring consistency with the English service provided.
- NRW website makes it clear to users that a Welsh language service is available on each page.

Natural Resources Wales' role in Welsh Language Commissioner's Assurance Report

As part of the Commissioners work in gathering evidence for the Assurance Report we were asked if a group of our staff would participate in a group discussion on our compliance with our Operational Standards (94-140) which relate to our internal procedures. It was a lively discussion and several good practices which we have implemented were shared with the Commissioner's staff: -

- All staff/large group staff emails are sent bilingually
- Cysill/Cysgeir are available to all staff
- Duolingo Ap available on work telephones – helps learners in practising their Welsh language skills when convenient to them
- Ap Treiglo available on staff mobile phones – help staff with Welsh mutations etc
- Ap Sglein available on staff mobile phones – helps with understanding grammar rules in Welsh
- Windows 10 interface available in Welsh if desired
- ICT translating their own messages for staff
- ICT giving staff a language choice to discuss issues
- People Services offer a Welsh language service
- Staff can receive correspondence addressed to them personally in Welsh, English or bilingual
- Policies and guidance for all staff available in Welsh
- Intranet bilingual
- Welsh language training page on intranet with useful information to help learners including information on the history and culture of Wales
- Welsh Language Training programme open to all staff who wish to develop their language skills for work purposes.

The above information will be shared as good practice by the Commissioner with other organisations.

Findings of Welsh Language Commissioner's monitoring of Natural Resources Wales' Welsh language services

Following publication of the report a meeting was held between Natural Resources Wales and Welsh Language Commissioners Officer where the findings during the monitoring of our organisation for inclusion in the Assurance Report was discussed. Overall our organisation performed very well as follows: -

- All email enquires sent in Welsh were responded to in Welsh within one day
- All Welsh Facebook enquiries were responded in Welsh on that same day
- All telephone calls made were greeted in Welsh with the caller being made aware that a Welsh language service was available the caller received a Welsh language throughout the call
- Automated messages at our Customer Care Centre were bilingual
- An event visited at Coed y Brenin Visitor Centre where all public material displayed were available in Welsh including all posters and advertising material.
- Forms and official notices monitored on our website were found to be available in Welsh on our website
- Organisations corporate identity was available in Welsh
- Online app monitored actively offered a Welsh language service

The monitoring work by the Welsh Language Commissioner highlighted some areas where improvements were required by our organisation as follows: -

- No statement on emails or Facebook received that persons were welcome to contact our organisation in Welsh
- Information on our website regarding Board Meetings did not include the statement that people were welcome to contribute in Welsh at public meetings.
- Not all information on our Flood Alert pages were available in Welsh

Areas of the business where improvements were required were contacted and action taken to ensure compliance in future.

Internal Monitoring of Compliance with Standards

This year we carried out a monitoring exercise to gather information on how well we comply with our standards since their implementation in January 2017. The findings of this exercise have given us a baseline on how well our standards have been embedded. Teams were asked to be honest in their response, enabling us to concentrate on areas that need further guidance/advice to help attain compliance and improve our services for the future.

The monitoring exercise concentrated on the services we provide to the public and to our own staff for the following teams: - Branding, Customer Care Centre, External Funding, Digital Communications, People Policies, Procurement, Facilities, Recreation, Recruitment, Translations and Learning and Development.

The monitoring exercise identified some Standards which required teams to carry out additional work to ensure full compliance. Out of the 108 Standards monitored, 10 actions were identified which needed addressing and can be found in **Appendix 1** of this report. All Actions required have been discussed with the areas of the business concerned and

the work identified has started within the business. All identified actions are achievable for our organisation and are in relation to our Operational standards which are our services to our own staff internally.

Compliance with Record Keeping Standards

Over the last year Organisation Design work has continued and should be completed during financial year 2019/20, with a new structure ensuring Natural Resources Wales is in a better position to deliver its vision: being proud to be leading the way to a better future for Wales by managing the environment and natural resources sustainably. Welsh language considerations have formed part of the process with guidance in place for managers to determine the language skills required for roles, ensuring that proposed changes do not affect our ability to provide a bilingual service to the public in all our workplaces.

The standards require that we produce a Welsh Language Annual report for each financial year, published by end of each September and publicise that the report has been published. Our 2017/18 report was published in September 2018 and highlighted on our Facebook, Twitter and Intranet with a link inviting people to read the report.

The Record Keeping Standards require that include the information below in the Annual Report: -

Number of complaints received and how they were dealt with

Over this reporting period six complaints have been received regarding our Welsh language service. Three complaints have come directly to ourselves and three directly to the Welsh Language Commissioner. The complaints which came directly to ourselves were resolved in discussion with the complainant, ensuring that they did receive the Welsh language service they expected. The Commissioner decided to investigate two of the complaints received directly, one the Commissioner terminated due to actions we took to resolve the matter, one is still awaiting outcome of the Commissioners investigation process.

The number of complaints received this year have decreased and we have been able to resolve more issues directly with the complainant.

We appreciate when people contact us when they are unhappy with any service received from us, this helps us in improving them for the future. More information on each of the complaints received, the outcome and any further action taken can be found in **Appendix 2** of this report.

Steps taken to ensure compliance with policy making Standards

For each new or amended policy and project, staff are required to complete an assessment to maintain and protect equality and diversity with Welsh language considerations included in the assessment tool, according to legislations in place. These considerations have been written into the equality impact assessment, and records how the decision can:

- have positive effects on opportunities to use Welsh;
- have no detrimental effects on opportunities to use Welsh; and
- ensure that the Welsh language is treated no less favourably than the English language.

Between April 2018 and March 2019 seven impact assessments were carried out and signed by Policy/Project Lead, Leadership Team member, Equalities Senior Advisor and Welsh Language Policy Advisor.

Welsh language skills of all employees at end of each financial year

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 90.4% (1930) of our staff have completed this task. Not all staff have access to the MyNRW system, recent updates to the system have been made allowing Managers to record language skills on their behalf. We will continue to work with Managers to get a 100% completion rate. This will help our organisation being able to fully comply with Standard 145 and be able to provide more accurate figures reflecting the true Welsh language skills of our organisation in reports.

The language skills of our staff are slowly developing with our stats showing more of our staff are able to speak Welsh at Level 3 and 5 than previous years. Our record of the Welsh language skills of our staff can be found in [Appendix 3](#) of this report.

Our Induction Checklist for new starters require Managers to ensure that new staff are aware of our Welsh Language Standards and guidance, our Welsh Language Training programme and to ensure that new staff self-assess their Welsh language skills, recording the findings in MyNRW system. Managers and staff sign and date each activity on the induction list as they are completed.

The language skills of staff able to discuss some work matters confidently (Level 3) have increased over the last financial year by 1.1% and our fluent Welsh speakers in both spoken and written Welsh have increased by 0.2%.

Over the last year 113 members of staff have left the organisation, 21(19%) of those were fluent Welsh speakers. 428 (24.6%) of our staff are fluent Welsh speakers, of those who are fluent the majority 128 (29.9%) are in the 50 – 65 age-group. We have in the last year through external recruitment been able to attract fluent Welsh speakers into the organisation and kept our percentage of Welsh speakers at 24.6%. This has been achieved through discussions taking place between Recruiting Managers and the Welsh Language Policy Advisor in assessing appropriate language levels for each new or vacant post. Taking into consideration the requirements and location of role, capacity of Welsh speakers within the immediate team in which the role will be based, as per requirement of Standard 132. In any future workforce planning programmes that take place there will be a need to include Welsh language considerations to ensure that we have sufficient numbers of Welsh speakers in the right roles in all our workplaces to deliver a bilingual service, in line with our legal duties and our vision of becoming a naturally bilingual organisation for the future.

More information on the Welsh language age profile of our staff can be found in [Appendix 3](#) of this report.

Number and percentage of staff who attended training courses provided in Welsh

14 members of staff attended courses which were run through the medium of Welsh. 11 of the courses were Health and Safety at work related and were arranged by Coed y Mynydd District: -

- Strimmer Update – 2 attended the course
- Strimmer Use – 2 attended the course
- Strimmer/Brush cutter course – 1 attended
- Chainsaw update course – 1 attended
- Driving with a trailer course – 1 attended
- Woodchipper use course – 1 attended
- Driving an ATV course – 2 attended
- Chainsaw assessment course – 1 attended

*we are unable to give a percentage of the total staff who attended as these are courses run by an external provider with others in attendance.

One Interview skills course through the medium of Welsh was arranged, 8 registered with 3 attending on the day (100% of those who participated on the day received the training through the medium of Welsh)

Well-being courses run through the medium of Welsh have been organised for May/June 2019.

Welsh language skills requirement for each new or vacant post advertised during the year, with Welsh language skills categorises as follows: -

All new and vacant posts advertised are firstly assessed by the recruiting manager then agreed by the Welsh Language Policy Advisor, information is noted on a spreadsheet of the language level agreed for the post, team capacity of Welsh speakers within each team and whether the language skills are essential, desirable or need to be learnt for the post. All posts are advertised including a Welsh language ALTE level from Level 1 to Level 5 whichever is appropriate for the role, taking into consideration the requirements/nature of the role, area based and Welsh language capacity of the team to deliver a bilingual service.

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	3
Level 4	Fluency in spoken Welsh	36
Level 3	The ability to communicate with confidence in Welsh in some work situations	21
Level 1	The ability to use basic Welsh conversational phrases (e.g. "bore da" – "good morning" and to pronounce Welsh place names correctly	339
Desirable		

Level 4	Fluency in spoken Welsh	8
Level 3	The ability to communicate with confidence in Welsh in some work situations	39
Welsh to be Learnt		
Level 4	Fluent Welsh speaker	2
Level 3	The ability to communicate with confidence in Welsh in some work situations	10

Of the above 458 posts advertised 327 were temporary roles for 100 weeks or less.

30 roles advertised at Level 1 were filled with fluent Welsh speakers. This year we have advertised 19 more posts as requiring a Welsh speaker as essential than last year.

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 Training Programme

Welsh Language Awareness courses

Two Welsh Language Awareness courses were arranged with sixteen members of staff attending. The course concentrated on the language, its history and Welsh culture, explaining our duties in operating the standards as a public organisation and how the language can be used in the workplace. Feedback from staff who attended the course was positive with all responding to say they enjoyed the day and that it was interactive and well designed, helping the attendees have a better understanding of Wales, its past, present and future as well as public sector expectations. The course also inspired a number of staff who attended to start learning the language.

Welsh Language Training Programme

This year has seen the programme support 302 members of staff to learn Welsh at various levels this is an increase of 32 learners from last year. 30 members of staff sat and passed exams in June 2018 with more expected to sit exams in June this year. Staff are given study leave in line with our policies prior to the exam and to sit the exam itself. Evaluation forms were sent to all learners asking for feedback of their training course, no negative comments were received, with a high percentage of staff appreciating the opportunity and support given by the organisation to develop their language skills during working hours.

We appreciate that learning a language is a long-term and personal commitment. To support our staff on their journey to become fluent Welsh speakers in the future, we have organised additional courses across the organisation to help build confidence in using the language in a workplace environment, these have been designed around the work and terminology of NRW. Revision groups have also been arranged to support our staff sitting exams. One Tutor took her class on a Principality Stadium tour, enabling them to hear the language spoken and use the language informally in a real-life informal situation. These additional courses have been developed by our Welsh Language Training Co-ordinator in discussion with Tutors ensuring courses meet our learning requirements.

We have also taken advantage of the week long residential courses designed and offered by The National Centre for Learning Welsh funded by Welsh Government, at no cost to us in support of the Welsh Language Strategy Cymraeg 2050 – A Million Welsh Speakers and the Welsh Language (Wales) Measure 2011 which puts legal duties on public organisations to provide a Welsh language service. Attending a week’s residential course gives learners the opportunity to immerse themselves in the language away from the workplace and home environment. Feedback from those who attend the courses are very positive, acknowledging that their understanding and use of the language on a more regular basis has helped build their confidence in speaking Welsh.

A 10 hour on-line Work Welsh Welcome course designed by The National Centre for Learning Welsh which helps staff with no Welsh language skills be able to meet and greet, answer the telephone bilingually, showing linguistic courtesy, which is the minimum language level required of all staff within the organisation. The course can be completed anytime within a three-month period at the learners own convenience, and able to revise content already completed. 99 have registered with 14 completing the course. The completion rate for this course is very low and this is something that we need to address and understand why, to ensure that all our staff can show basic linguistic courtesy within the organisation.

More detailed information on the Welsh Language Training courses arranged over the last year and number of staff who have attended can be found in [Appendix 4](#) of this report.

Monitoring effectiveness of our training programme and progress of our learners

Our Welsh Language Training programme was launched in 2014 and opened to all staff who wished to develop their Welsh language skills for work purposes. This programme has been successful from the start, this year we decided to evaluate the programme by sending out an evaluation form to our learners to gather information on how much Welsh our learners were using, how often and where, when did they begin to feel confident enough to start using their Welsh language skills at work, did having a mentor or attending a “Siop Siarad” help and what else we could do to support them with their learning.

Analysis of returned evaluation forms found: -

- 63% had been learning over 5 years
- 85% were using their Welsh language skills at work
- 88% were using their Welsh language skills to some extent outside work
- Confidence in using Welsh language skills informally begins after 4 years
- 10 had a Mentor
- 14 attended a “Siop Siarad” for an informal chat with other learners and Welsh speakers
- 45% were grateful for being given the opportunity to learn
- Some felt that Welsh language training was not given the same priority as other workplace training, having to attend meetings instead of Welsh classes took priority for some teams
- 3 responded to say they have not increased the use of Welsh in or outside of work

Following the evaluation responses, we have/intend to take the following action: -

- Yammer group has been set up for learners to share experiences, help one another with homework, or just to informally practice their written skills.
- Mentoring Scheme will be re-launched and amended to try and attract more Mentors and Mentees using our skype facilities
- Set up informal “Siop Siarad” chat sessions at offices where there are a cluster of learners
- Looking to create a network at offices to help learners with homework

Residential courses funded by the National Centre for Welsh Learning have been circulated to all learners by email and more widely to all staff on the intranet

Implementing 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.

Work and measures in place to help all staff work bilingually, comply and implement the Standards can be found in [Appendix 5](#) of this report.

Risk of non-compliance

Failure to provide a Welsh language service will result in some customers not wishing to communicate with us. This is especially important in our work with Dementia Friends which affects how well a bilingual person can communicate in their second language.

Following our internal monitoring audit of how well the Standards have been implemented some of the risks of non-compliance are mostly internal facing and ones that we are able to address to ensure compliance.

Our current statistics show that 24.6% of our staff are fluent Welsh speakers, a high number of fluent Welsh speakers are in roles that do not require them to deal with customers. We continue with our training programme to develop the language skills of our workforce to ensure that there are Welsh speakers in each team across the whole organisation.

Following completion of Organisation Design there will be a need to map the language skills of each team to ensure that there are sufficient number of fluent Welsh speakers within each team, looking at nature and location of roles ensuring that the team are able to deliver services bilingually.

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, with majority of these roles needing 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 the 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 can impact on team capacity Welsh language ability.

Discussions have continued to take place with the Environment Agency who issue fishing licences to customers in Wales on our behalf. Customers can buy licences at local post offices, they can also be bought through the Environment Agency on the .Gov.Uk website. This website is in English only and does not allow customers to buy licences through the medium of Welsh. Customers are also unable to buy a licence via a telephone call to the Environment Agency. An agreement was nearly in place where by customers who rang the Environment Agency wishing to purchase a licence in Welsh, the call would be transferred to our own Customer Care Centre staff to deal with. However, the introduction of new GDPR rules and regulations this was not possible. We continue to work with the Environment Agency asking for the .Gov.Uk portal to be translated allowing online purchases through the medium of Welsh.

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.

Conclusion

Over the last year we have continued to improve our Welsh language service for the public and our own staff, doing our best to facilitate the use of the language in all areas of our business.

Feedback from our customers help us in ensuring that we provide the service expected and a more consistent equal service in both Welsh and English.

As a public organisation we have important messages we wish to share and to do this effectively we need to do so bilingually, ensuring our messages are clearly communicated and understood by all members of the public, partners and communities we serve.

The number of our staff able to work bilingually is steadily increasing with staff being supported to develop their language skills in work time. Through recruitment we have also attracted fluent Welsh speakers into the organisation helping fulfil our vision of becoming a naturally bilingual organisation for the future.

The work we are currently doing in developing the language skills of our staff at all levels is setting solid foundations to support the ambition of Welsh Government Strategy 2050 in increasing the number of Welsh speakers to 1 million by 2050. Our current work priorities are in line with Welsh Government work programme 2017-21 which has identified three strategic themes.

Our work contributes to the three strategic themes as follows:-

Increase the number of Welsh speakers – continue to develop the language skills of our staff through our Welsh language training programme, providing where possible learning opportunities in recruitment procedures to attract right skills in the right places.

Increase the use of Welsh – make working bilingually a normal part of how we work and provide more opportunities to use the language with those we deal with

in all our workplaces.

Creating favourable conditions – through our Customer Focus programme gain a better understanding of the needs of our customers and the different circumstances that exist in different parts of Wales.

Appendix 1

Action Plan – Internal monitoring of compliance with Standards 2018/2019

Standard	Requirement	Comments from business / Action to be taken
Branding		
7	<p>Does the letterhead template include the following statement?</p> <p>Croesewir gohebiaeth yn Gymraeg a byddwn yn ymateb yn Gymraeg, heb i hynny arwain at oedi</p> <p>Correspondence in Welsh is welcomed, and we will respond in Welsh without it leading to a delay</p>	<p>Comment from business - The corporate email signature includes this statement.</p> <p>Action – Statement to be included on corporate letterhead templates available for staff use on the intranet.</p>
Facilities		
94	<p>Are all policies relating to Facilities available in Welsh and English?</p> <p>Are all staff guidance relating to Facilities available in Welsh?</p>	<p>Comment - Not all policies and procedures are available bilingually.</p> <p>Action - Facilities Intranet pages need to be reviewed to ensure all pages and information including policies and guidance are available to staff in Welsh.</p>
94	<p>Are Facilities emails sent to all or large groups of staff bilingual with the Welsh text above the English?</p>	<p>Comment - Facilities staff are instructed to send out all building notes in both Welsh and English. In the case of an emergency or H&S risk <u>only</u>, notes to a specific buildings or group are sent English only.</p> <p>Action - Team Leaders to remind their staff of the need to send out internal emails to all staff bilingually. Welsh Language Policy Advisor to attend team meeting to discuss requirements of Standards with all Facilities staff.</p>
People Policies		

111	<p>If a complaint is received from a member of staff in Welsh is the employee offered</p> <p>(a) The meeting conducted without the assistance of a simultaneous translation service?</p>	<p>Comment - All policies and procedures available in Welsh. Staff offered language choice for conducting meeting, this is not included in the complaints guidance for staff.</p> <p>Action - Statement needs to be included in the complaints/disciplinary policies and procedures as follows:- Staff are welcome to use the Welsh language in meetings, which will be held without the use of a simultaneous translator.</p>
112	<p>Do policies state that staff may respond in Welsh to allegations in disciplinary process made against them?</p>	<p>Comment – Policies do not include this statement.</p> <p>Action - Statement needs to be included in policies and procedures as follows:- Staff are welcome to use the Welsh language in the disciplinary process.</p>
112a		
Recreation		
60	<p>Are all reception areas at our Visitor Centres able to provide a Welsh language service?</p>	<p>Comment - Not all staff are able to speak Welsh -Garwnant. All visitors are welcomed bilingually.</p> <p>Action - A course to be arranged for public facing staff working at the Centre to ensure they can understand and respond to simple enquiries in Welsh.</p>
64	<p>Do Welsh speaking staff working in reception areas wear “Cymraeg” badge or lanyard</p>	<p>Comment - All visitors are welcomed bilingually but do not wear a badge or lanyard at Bwlch Nant yr Arian.</p> <p>Action - All Welsh speaking staff to be given a “Cymraeg” badge or lanyard to wear at Bwlch Nant yr Arian.</p>
Digital Comms		
117	<p>Is the text of each page on NRW intranet available in Welsh?</p>	<p>Comment - Some pages have been identified as not being bilingual.</p> <p>Action - Work taking place with page owners to have work translated and page fully functional in Welsh.</p>
Training		

<p>124, 125,129 and 146</p>	<p>Is training provided in Welsh in the following areas:- (a) Recruitment and interviewing (b) Performance Management (c) Complaints and disciplinary procedures (d) Induction (e) Dealing with the Public (f) Health and Safety</p> <p>Is training provided on using Welsh effectively in the following areas:- (a) Meetings (b) Interviews (c) Complaints and disciplinary procedures</p> <p>Is Information provided to new employees on raising their awareness of the Welsh Language? .</p> <p>Is there a record kept for each financial year of?-</p> <p>(a) Number of staff who attended training courses provided in Welsh?</p> <p>The percentage of the total number of staff who attended the Welsh course?</p>	<p>Comment -One training in interviewing skills in Welsh has been arranged. No other requests have been received. 14 members of Coed y Mynydd staff attended individual Health and Safety courses run through the medium of Welsh. Action - Ensure Welsh language requirements are written into training frameworks. Look at ways to actively promote Welsh medium training courses. Update the Training page on the intranet to include availability training through the medium of Welsh.</p>
<p>126</p>	<p>Are opportunities provided during working hours for employees to receive?-</p> <p>Using Welsh language in role as a Manager</p> <p>Understanding how Welsh language can be used in the workplace</p>	<p>Comment - Not currently provided Action - Looking at opportunities to provide these courses in the future and promote their availability more widely.</p>

Complaints received during 2018/2019 reporting year

Nature of complaint	Outcome	Any Further Action
<p>Welsh Language Commissioner received a complaint from a member of the public that it was not possible to search for “Llwybr Arfordir Cymru” on Instagram only through searching “Wales Coast Path”. Having the username in English did not allow users to tag photos using the Welsh name. The person and the Commissioner believed that the Welsh language was treated less favourably than the English in this instance and we were asked to change the username.</p>	<p>The username #Llwybr Arfordir Cymru was inserted into the biography with #Wales Coast Path, allowing people to search for and follow two hashtags in both Welsh and English.</p>	<p>Other Wales Coastal Path social media accounts have been amended to have the title “Llwybr Arfordir Cymru/Wales Coast Path and have bilingual biographies.</p> <p>The one remaining issue is outside NRW control due to the 30-character limitation for Instagram account names and “handles”, which means it is not possible to have a single account with a bilingual Welsh/English title. The URL is also in English only.</p>
<p>Letter received from the Welsh Language Commissioner following a complaint from a member of the public informing them that the parking meter at our Bwlch Nant yr Arian Visitor Centre was displaying text in English only.</p>	<p>The machine in question was newly installed with the first screen showing a British flag and required the user to press an additional button to provide a Welsh or English language choice. The machine was taken out of service and the screens updated to proactively offer a language choice on the first screen. Machine was checked by Visitor Centre staff before being put back into service.</p>	<p>The Welsh Language Commissioner decided to investigate a possible failure to comply with our Welsh language standards. Following actions taken to rectify the matter, the Commissioner decided to terminate the investigation.</p>
<p>Complaint received via an Assembly Minister’s office on the standard of the Welsh language in response to an email sent to our Enquiries email address by a member of the public who was drawing our</p>	<p>A Leadership Group member contacted the person in question directly and apologised for the response received, ensuring that the incorrect spelling was corrected on our website. Apologies</p>	<p>In discussions with the Customer Care Centre Manager a Gloywi laith course was arranged to support and help our staff in developing their Welsh written skills when responding to Welsh</p>

<p>attention to a Welsh place name which was mis-spelt on our website. The person questioned our commitment to our Welsh Language Standards.</p>	<p>were also passed onto the person on the standard of the written Welsh in the email response received from our organisation.</p>	<p>enquiries. The Leadership Group member contacted the person in question again to inform them of the further action we had taken in organising training for our staff.</p>
<p>Welsh Language Commissioner received a complaint from a person regarding a Waste Transfer Note/Duty of care documents received from a private waste transfer company not being available in Welsh. Templates for these documents are found on the .Gov website.</p>	<p>We confirmed our duties as regulators of the Hazardous Waste (England and Wales) Regulations 2005 and confirmed in our response to the Commissioner that we were not responsible for the templates hosted on the .Gov website. It was explained that templates for the forms can be found in the Regulations, but private companies are not obliged to use these and can create their own in line with requirements.</p>	<p>No further action was taken</p>
<p>Welsh Language Commissioner received a complaint from a person via Twitter that they were unable to receive a Welsh language service at Bwlch Nant yr Arian on 2nd January 2019.</p>	<p>A response was sent to the Commissioner explaining that on the day in question the Welsh speaker who was rostered to work was unwell and unable to work. A Welsh learner had answered the telephone bilingually and when the caller spoke Welsh explained that they were a learner and not a fluent Welsh speaker, the caller asked to speak to a Welsh speaker and when given an explanation the caller continued the conversation in English. The response confirmed that there were three fluent Welsh speakers working at the Centre.</p>	<p>The Commissioner has decided to investigate the matter and we are still waiting the decision in relation to the investigation. In our response to the investigation we have confirmed that the recently vacated Team Leader role at the Centre has been filled by a fluent Welsh speaker. Two new members of seasonal staff working as shop/visitor centre assistants are also fluent Welsh speakers. This brings the total of Welsh speakers to 6. Two further vacancies have been advertised and we are hoping to attract fluent Welsh speakers to the posts.</p>
<p>Correspondence was received from Brecon National Park about the use of the Welsh language on a</p>	<p>A response was sent to the National Park thanking them for drawing our attention to the matter and</p>	<p>The pages on the Days Out pages are being updated as some of the information included on the page was</p>

<p>page on our “Days Out” area of website. They do not agree with our use of capital letters when explaining to non-Welsh speakers the meaning of a name implying that there is an equivalent English name to the original Welsh standard name or our use of capitals when naming rivers e.g. River Teifi which implies that this is the correct standard name instead of Afon Teifi river which is the Welsh standard name.</p>	<p>confirming that the webpage had been corrected.</p>	<p>inherited from FCW. Guidance are being drafted to ensure that standard Welsh names only are used and how best to Include the full Welsh language name with the English definition/generic term given if it is necessary to explain what the feature is.</p> <p>The work we are doing to improve these pages and others on our website was explained to the National Park.</p>
<p>Complaints received from staff</p>	<p>We have continued to receive complaints from staff who receive emails intended for all staff or a large group of staff in English only. All staff presentations via skype in English only with no provision for a Welsh medium presentation</p>	<p>All these matters are raised with the teams concerned drawing attention to our internal language policy. Due to the Change Programme taking place several presentations have taken place, whenever possible these have been done bilingually.</p>

Appendix 3

Welsh Language Skills of Staff at 2 April 2019

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
185	62	735	388	132	193	235
9.6%	3.6%	42.1%	22.2%	7.6%	11.1%	13.5%

Welsh Language Skills of Staff who have Self Assessed their Skills April 2018

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 Staff who have Self Assessed their Skills April 2017

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 each Directorate at 2 April 2019

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
	185	62	735	388	132	193	235
	9.6%	3.6%	42.1%	22.32%	7.6%	11.1%	13.5%
CEO	1				1		
FCS	16	10	98	47	13	27	31
GOV	1	2	4	4	3	1	1
COM	3	1	6	6	2	3	20
EPP	30	7	201	102	41	33	37
OPSN	70	8	170	112	48	88	105
OPSS	63	33	251	114	24	39	40
TRANS	1	1	5	3		2	1

Average Age Profile of Welsh Speakers at 2 April 2019

Age Profile	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
< 21	7		1	1			2
22>29	38	4	37	15	3	22	39
30>39	48	10	165	95	38	49	62
40>49	37	15	256	146	40	66	60
50>59	41	24	232	106	44	39	56
60+	14	9	44	25	7	17	16
	185	62	735	388	132	193	235

Appendix 4

Welsh Language Training

11 in-house weekly Welsh training courses have been run with a Tutor coming into our offices. These courses have a lower drop-out rate than courses attended externally, attendance is also higher and more consistent than external attended courses due to the convenience of location, travel etc.

The courses follow the education academic year beginning in September and finishing end of June each year.

Weekly In-house training

10 members of staff attend Foundation/Sylfaen 1
49 members of staff attend Intermediate/Canolradd 1
6 members of staff attend Intermediate/Canolradd 2
6 Members of staff attend Advanced/Uwch 1
7 Members of staff attend Advanced/Uwch 2

Weekly courses attended externally

16 members of staff attended Entry/Mynediad 1
5 members of staff attended Entry/Mynediad 1+2
5 members of staff attended Entry/Mynediad 2
10 members of staff attended Foundation/Sylfaen 1
3 members of staff attended Foundation/Sylfaen 1+2
3 members of staff attended Foundation/Sylfaen 2
7 members of staff attended Intermediate /Canolradd 1
6 members of staff attended Intermediate/Canolradd 2
8 members of staff attended Higher/Uwch 1
11 members of staff attended Higher/Uwch 2
3 members of staff attended Master/Meistroli
1 member of staff attended Proficiency/Hyfedredd

Following the success of those following the online course at this first step 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 on a more regular basis at a pace that they can control and participate as and when within the week, rather than attending the more formal weekly classroom for two hours.

1 member of staff received tuition on a 1:1 basis to fit around work commitments with a Tutor who can work flexibly.

Residential courses run by National Centre for Learning Welsh

21 members of staff attended a five-day residential course at the Nant Gwrtheyrn language centre at Canolradd and Uwch levels.

Online “Welcome Work Welsh” course (10-hour on-line course)

99 have registered to complete online course developed by National Centre for Learning Welsh. This course helps in enabling staff to meet and greet, answer the telephone bilingually, showing linguistic courtesy.

Online Welcome Back Work Welsh course

14 people enrolled for the course, 1 person completed

Canolfan Bedwyr – Bangor University courses

7 attended 'Welsh on the computer' course

4 attended 'Develop your Welsh Language' course

2 attended 'Clear Welsh' course

Intensive Work Welsh

20 members of staff attended this entry level course at Tŷ Cambria and Maes y Ffynnon offices

Ysgol Galan/Pasg/Haf (New Year/Easter/Summer School)

23 attended these courses at various levels and location across Wales

Gloywi Iaith (written skills)

11 attended this course which was developed for our Customer Care Centre team to help them in responding to Welsh written enquiries. This course was for two hours a week for seven weeks.

Welsh Language Awareness Course

16 members of staff attended courses run at Tŷ Cambria Office, Cardiff and Maes y Ffynnon Office, Bangor.

Principality Stadium Visit - Welsh Learners

8 members of staff attended a tour of the stadium with their Tutor to practice using Welsh language skills.

Additional Resources for Welsh speakers and Learners

Cysgliad (Welsh Grammar/Spellcheck and Dictionary software)

A 12-month licence is in place for the use of the above software by all staff on their NRW laptops and desktops, in line with the requirement of Standard 116.

Apps

Ap Treiglo - The aim of this app is to help Welsh speakers and learners to check mutations. The search element of the app only includes those words that will cause the immediate word that follows to mutate.

Ap Sglein - This is an app version of the SGLEIN ON LEIN website. The website and app have been created for learners studying Welsh as a first language at KS5 / A level.

Appendix 5

Below are the measures that have been put in place to ensure compliance with our Welsh Language Standards Policy

Action taken to comply with Service Delivery Standards (1 – 83)

- Guidance in place for dealing with Welsh medium correspondence, telephone calls, arranging meetings, assessing translation requirements, recruitment, reception desks, signage and internal communication and found on the intranet.
- Guidance on Welsh language considerations for social media are in place with the Communication team.
- Welsh language considerations to be included in third party contracts are available on the procurement guidance pages on the intranet.
- Welsh language considerations have been written into the Grant guidance.
- Interface and each page on the website is available in Welsh.
- All public documentation, adverts, notices, signage and promotion material are produced bilingually with the Welsh text to the left or above the English.
- Signs are displayed at each of our public reception desks stating that the use of Welsh is welcomed, with Welsh speaking reception staff wearing “Cymraeg” badges or lanyards to identify themselves as Welsh speakers.
- Welsh speaking staff are asked to wear a “Cymraeg” lanyard or badge to identify themselves as Welsh speakers. Welsh learners are given the choice of wearing a “Dysgwr Cymraeg” lanyard or badge.
- Language preference of customers we deal with on a regular basis is captured in our WIRS computer software for future reference.
- Welcome Work Welsh courses have been arranged to help all our staff be able to meet, greet and answer the telephone bilingually to show linguistic courtesy.
- Bilingual letterhead, agenda, report, meeting notes and presentation templates are available on the intranet for staff to use.
- All our Facebook pages are combined bilingual pages.
- Corporate Twitter accounts are bilingual.
- Self-serve parking meters at our car parks offer a language choice.
- Welsh medium training courses available to staff can be found on the Learning and Development page on the intranet.
- The organisation adopted a bilingual identity from vesting day.
- Internal Translation Team in place to carry out and arrange translation requirements for organisation.

Action taken to comply with Policy Standards (84 – 93)

- 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 the 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. These are signed by both the Senior EDI Advisor and Welsh Language Policy Advisor.

Action taken to comply with Operational Standards (94 – 140)

- All new and existing staff are asked their language preference for receiving paper correspondence relating to their employment addressed to them personally.
- All our people policies, procedures and guidance are available to staff on the intranet in Welsh and English.
- Policies allow staff to make complaints and raise issues in Welsh, including face to face meetings relating to the complaint.
- Windows 10 software used by all staff is available in Welsh.
- Cysgliad/Cysill Welsh spell/grammar check is available for all staff to use.
- Intranet bilingual.
- Dedicated Welsh language policy page on intranet with Standards policy and guidance to help all staff work bilingually and self-assessing Welsh language skills, recording the information in central MyNRW system.
- Dedicated Welsh language training page hosting the Welsh language training programme guidance, how to book training, learning resources to help learners develop their language skills, mentoring scheme, free apps for learners, useful Welsh words and phrases, history of Welsh language and culture.
- Welsh Language Training programme in place giving all staff the opportunity to develop their language skills for work purposes.
- Corporate bilingual signature available for all staff to use.
- All new and vacant posts are assessed for Welsh language skill requirement and recorded for audit purposes by Welsh Language Commissioner.
- Text on signage is proof-read by our Translation Team.
- Internal language policy in place facilitating the use of the Welsh language internally, the 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 training courses staff can request in Welsh.
 - That staff are welcome to make a complaint in Welsh and can respond in Welsh to allegations made against them in the internal disciplinary process.

Action taken to comply with Record Keeping Standards and Supplementary Standards (141 – 168)

- All complaints received in relation to the Welsh language are recorded and reported in our Annual Report. A complaints procedure is in place which explains how all complaints received by our organisation are dealt with, the procedure is published on our website. Staff dealing with complaints complete an online Civil Service training module.
- Welsh Language Standards policy is published on the intranet and website noting each Standard we are required to comply with and explaining how we intend to comply with each one. Policy is available upon request at each of our offices.
- The Executive Director of Finance and Corporate Services has overall responsibility for the Welsh Language Standards policy.
- The Corporate Plan explains how the Business Plan links to our Corporate Plan 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. Our Welsh Language Training programme is in place to ensure we have a capacity of Welsh speakers for the future.
- Awareness of the Standards are published on a regular basis on the intranet and Managers Monthly, where Managers are asked to discuss requirements with their teams.
- As part of the induction process with new staff, Managers 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.
- Monitoring compliance of Standards is carried out by Welsh Language Policy Advisor, any risks highlighted to ET, Managers and Grŵp Pencampwyr.
- For each new policy or project an Equality Impact Assessment tool is used to assess the positive or adverse effects it would have on opportunities to use the Welsh language, information is recorded for auditing purposes.
- All staff are asked to self-assess their Welsh language skills and record the findings in our central MyNRW system. Staff who have not yet carried out this action are sent an email reminding them that this action is yet to be completed. Line Managers are also asked to ensure staff complete this action.
- Welsh medium training courses are arranged upon request from a group of staff.
- Welsh language skill assessment for each new or vacant post is agreed by Recruiting Manager and Welsh Language Policy Advisor, bearing in mind nature, location of post and team capacity of Welsh speakers within the team, whether the Welsh language skills are essential, desirable or need to be learnt for each post. Information is recorded for audit and recording purposes.
- Welsh Language Annual Report records how the standards have been implemented, any improvements made to our Welsh language services and how we have complied with our Standards for each financial year. The report is published in September of each year and highlighted on our social media, website and intranet and available at each of our offices open to the public upon request. 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.

- Information is provided to the Welsh Language Commissioner as and when requested.



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**Natural
Resources**
Wales

Published by:
Natural Resources Wales
Cambria House
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0300 065 3000 (Mon-Fri, 8am - 6pm)

enquiries@naturalresourceswales.gov.uk
www.naturalresourceswales.gov.uk

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