



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

Welsh Language Annual Report 2019 - 2020

Lyn Williams
Specialist Advisor, People Management

Contents

Executive Summary	4
Introduction	6
Implementing Welsh Language Standards	6
Service Standards - the Welsh language services we provide to the public.....	7
Policy Standards - ensuring that Welsh language forms part of the decision-making process by carrying out Equality Impact Assessments ensuring that the decision has no adverse effect, but positive or increased effects on the opportunities to use the Welsh language.	7
Operational Standards - promoting and facilitating the Welsh language in our internal administration processes.....	7
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.	7
Implementing Standards Internally	7
Managers Monthly.....	7
Grŵp Pencampwyr	7
Service Standards	8
Customer Care Centre	8
Social Media.....	8
Work to improve our Service Standards	8
Website	8
Procurement.....	8
Long Term Flood Risk – Map	8
Coronavirus Business Continuity Plans.....	9
Partnership Working	9
Promoting Welsh Language and Culture	10
Santes Dwynwen Day 25 th January 2020.....	10
St David’s Day 1 March 2020	10
Welsh Language Rights Day.....	10
Policy Standards.....	11
Consultation	11
Operational Standards	11
ICT	11
Identifying Welsh speakers	11
Learning and Development.....	11
MyNRW.....	12
Welsh Language Training Programme.....	12
Record Keeping Standards.....	12

Complaints	12
Equality Impact Assessments	13
Welsh language skills of all employees	13
Vacancy Filling	13
Internal Monitoring.....	14
Welsh Language Commissioners Assurance Report 2018-19.....	15
Welsh Language Commissioners Monitoring of NRW	15
Findings of monitoring exercise.....	15
Welsh Government Action Plan 2019 to 2020	16
Theme 1 Increase number of Welsh speakers.....	16
Theme 2 Increase the use of Welsh.....	16
Theme 3 Creating favorable conditions, infrastructure and context	16
NRW Risk of non-compliance	16
Conclusion	17
Appendix 1	19
Implementing our Welsh Language Standards	19
Action taken to comply with Service Delivery Standards (1 – 83)	19
Action taken to comply with Policy Standards (84 – 93).....	20
Action taken to comply with Operational Standards (94 – 140).....	20
Action taken to comply with Record Keeping Standards and Supplementary Standards (141 – 168).....	21
Appendix 2	23
Social Media Statistics	23
Appendix 3.....	25
Business Continuity Plans	25
Translation Work	25
Prioritise Translation Work:	25
De-prioritise translating:	25
Not translate:.....	25
We also:	25
Customer Care Centre.....	25
Complaints and FOI requests	26
Appendix 4	27
Welsh Language Training Programme.....	27
Weekly Welsh Language Training.....	27
Weekly courses attended externally.....	27
Further Support for Learners	28

Residential Courses run by National Centre for Learning Welsh	28
Online Courses “Welcome Work Welsh” course (10-hour on-line course)	28
Ysgol Galan/Pasg/Haf (New Year/Easter/Summer School)	28
Gloywi Iaith (written skills)	28
Additional Welsh Language Resources.....	29
Appendix 5.....	30
Five Complaints received from the public during 2019/2020 reporting year.....	30
First Complaint.....	30
Further Action Taken	30
Second Complaint.....	30
Third Complaint.....	30
Fourth Complaint.....	31
Fifth Complaint	31
Complaints from staff	31
Appendix 6.....	33
Welsh language skills of all employees at end of each financial year	33
Appendix 7	35
Welsh Language Action Plan 2020 – 2021	35
Objective 1.....	35
Objective 2.....	35
Objective 3.....	35
Objective 4.....	36
Objective 5.....	36
Objective 5.2.....	37
Objective 5.3.....	37
Objective 5.4.....	37
Objective 5.5.....	37
Objective 5.6.....	37
Objective 5.7	37
Objective 5.8.....	38
Objective 6.....	38

Executive Summary

Welcome to the summary of our Annual Report for 2019-2020. This report focuses on how we have implemented the policy and work to improve our Welsh language services, in line with the requirements in our Welsh Language Standards, over the reporting period.

Our Welsh language, culture and heritage is a valuable natural resource here in Wales, promoting and sharing our cultural heritage is important to us as an organisation, helping to ensure the sustainability of our natural resources for now and for the future. We take great pride in promoting our unique Welsh cultural events bilingually on our social media accounts to the people of Wales and beyond. It is important to us that people are able to communicate with us in the language they feel most comfortable in speaking and understanding and we support our staff in developing their language skills, increasing the number of our staff who can work bilingually for the future.

To meet the ambitions for Wales as set out in the Well-being of Future Generations (Wales) Act 2015 and its Well-being Goals, and the Environment (Wales) Act 2016, NRW needed a new structure to work differently in line with these principles and work more closely with stakeholders to create new ways of managing our natural resources. Over the last 12 months the organisation embarked on a Change Programme to create a more robust structure to create an excellent organisation to become the leading organisation to deliver our purpose in Sustainable Management of the Natural Resources of Wales.

We work with organisations, partners and members of the public across Wales, and Welsh language formed part of the Change Programme principles in ensuring that each team where ever possible had at least one Welsh speaker enabling the team to deal with others in their preferred language.

23.7% of our staff are fluent Welsh speakers, located at our offices and teams across Wales. This year we have continued to support and encourage our learners and our Welsh speakers to develop their language skills in work time. Our vision is to develop ourselves into a naturally bilingual organisation, offering a real language choice to our customers in all our workplaces.

In April we appointed a new Director of Corporate Strategy and Development to our Executive Team, who is a fluent Welsh speaker.

We took pleasure in taking part in the Welsh Language Commissioner's Welsh language campaign on 6th December to promote the rights of Welsh speakers. This was a day to celebrate Welsh language services we provide and the rights that people have to use the language when dealing with us. This promotional day was highlighted on our social media accounts and also internally on the intranet for our own staff. We hope that this promotional work helped in increasing the use of our Welsh language services.

To ensure that we were able to provide a Welsh language service during the recent Coronavirus pandemic, Welsh language considerations formed part of our Business Continuity plans.

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

This report demonstrates how we have implemented the standards and work we have done to improve our Welsh language services during the reporting year.

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 2019 to 2020.

Implementing Welsh Language Standards

To help all our staff work bilingually, we have a Welsh Language Standards policy and guidance which is available on our intranet and, published on our website.

The guidance explains what all staff are required to do when dealing and considering the Welsh language as part of their day to day work. We have guidance for dealing with:-

- Correspondence
- Telephone Calls
- Meetings and Events
- Reception Desk and Facilities
- Staffing and Recruitment
- Translation
- Welsh Language Training
- How to assess and record Welsh language skills
- Brand Manual
- Bilingual Signage Templates for our work:
- Health and Safety
- Influencing Visitor behaviour
- Tree Disease
- Explaining our work

As an organisation we work closely with the Welsh Language Commissioner seeking their advice and guidance as and when required to ensure we make the right decisions.

The Standards that we are required to comply with are divided into four categories:-:-

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

Policy Standards - ensuring that Welsh language forms part of the decision-making process by carrying out Equality Impact Assessments ensuring 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. This report sets out what we have done through 2019/20 to meet these standards. Work and measures in place to help all staff work bilingually, comply and implement the Standards can be found in **Appendix 1** of this report.

The Head of People Management has overall responsibility for the Welsh Language Standards policy, with the HR Team Leader to oversee implementation of the policy across the organisation.

Implementing Standards Internally

Managers Monthly

Over the last year we have raised awareness of the Standards internally through our Managers Monthly bulletin which is sent out to all Managers to raise awareness and actions for them to discuss and implement with their team. These have included teams assessing their Welsh Language skills, reminding staff to include bilingual signatures on emails as well as reminding managers to complete the Welsh Language Standards Monitoring exercise.

Grŵp Pencampwyr

Our Grŵp Pencampwyr Iaith Gymraeg (Welsh Language Champions Group) has a representative from each Directorate whose role is to raise awareness of the Welsh language within their area of the business.

Now that the majority of vacancies following our Change Programme are filled, with new teams and staff in place, it is timely that we look at membership and purpose of the group for the future. This will ensure we have members in all our workplaces within the new structure to promote and raise awareness of the policy.

Service Standards

Customer Care Centre

Our Customer Care Centre proactively provides a fully bilingual service to customers upon calls being answered. Of the 27,532 calls received, 6.75% (1860) of the calls were dealt with through the medium of Welsh an increase of 0.05% of calls dealt with in Welsh during this reporting period from last year. The Advisors also deal with correspondence sent to our enquiries email address all are responded to in the language of receipt.

Social Media

Our official corporate website naturalresources.wales is fully bilingual. 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 2019/2020 = 4,286,042*
- Number of users who accessed our website in Welsh for 2019/2020 = 29,860*.
This is 0.7% of the users who access our website. The number who have accessed our website in Welsh have decreased by 0.4% over this reporting period

There has been an increase in the total of users who follow us on all our social media accounts over the last year, more information can be found in **Appendix 2** .

*Figures correct as on 19 Feb 2020.

Work to improve our Service Standards

Website

The Digital Communication team have been working to make the website accessible to all, including the Welsh language requirements,.

Due to the content on our website now being published as webpages, we will be updating our translation guidance as part of this work. Standard 36 does allow us to publish technical and scientific information in English with a bilingual summary of the report in Welsh. More consideration needs to be given to the anticipated audience, their expectations and language requirements to ensure that the Welsh language is treated equally when publishing on the website.

Procurement

This year we have been more proactive in explaining more clearly in tendering processes how and what we expect from a supplier with regards to a Welsh language service they would be expected to provide.

This has helped in the scoring process ensuring that those providing services on our behalf are aware of our policies, procedures and the public's expectations.

Long Term Flood Risk – Map

This site allows the public to check risk of flooding, explore in-depth flood risk information or look at the Development Advice Map to support a planning application.

The website pages are in Welsh but the service does not present content in Welsh once map viewer system is opened.

The data presented on this site is currently being updated, the second part of the project will also look at the language ability of the programme and this work will ensure that the elements of the software which we have control over is amended and available to the user in Welsh.

Coronavirus Business Continuity Plans

Business Continuity Plans have been updated in light of the Coronavirus pandemic, to ensure resilience in all our work places and to limit the spread of the virus. Welsh language considerations formed part of the updated plans to ensure that wherever possible and reasonable we were able to fulfil the legislative requirements of our standards in our services to the public.

Our Business Continuity Plans for our Translation Work and Customer Care Centre can be found in **Appendix 3** of this report.

Partnership Working

Our Health Education and Natural Resources Team are partners in the Gwent Levels project, part of our contribution to the partnership was translating the material, working with the designer to ensure the Welsh text was correct and proof reading

<https://www.lefelaubyw.co.uk/adnoddau-dysgu>

Working with the University of South Wales Education department, students created a pack of ideas on how to use a teaching toolkit to support '*The Lost Words: A Spell Book*' (Macfarlane & Morris, 2017) for teaching children in the outdoors. Our team worked with the University to create a Welsh language version of the resource which sits on our Outdoor Learning Wales site. [NRW Outdoor Learning](#)

The team worked with North Wales Education Consortia (GwE) and ran seven half day sessions for early years teachers across North Wales on teaching about recycling waste through the medium of Welsh, 122 teachers participated at these events.

With the same group working with Maths, Numeracy and Literacy Advisers, two courses were run through the medium of Welsh looking at how to develop these subjects for outdoor learning, 40 advisers participated at these events.

Natural Play conference was held in Anglesey in early March 2020, two sessions at the conference were held through the medium of Welsh on playing naturally in the outdoors by our team, 110 participated at the two sessions.

These events help educators increase their awareness, understanding and sustainable use of our natural environment as a classroom. Increasing first-hand outdoor learning opportunities, improving physical and emotional well-being about and in the natural environment which forms part of the national curriculum.

The team are proactive in ensuring that participants of all training courses are aware who the Welsh speakers when training courses are run in English and all training material are bilingual.

Promoting Welsh Language and Culture

Whenever possible we promote the language and culture on our social media accounts and intranet e.g. publication of our Annual Report, Diwrnod Shwmae and Welsh Language Music Day was promoted internally on Yammer.

During the Eisteddfod week the local area team at Gwydir organised events in the forest. These events were run bilingually to share our Welsh culture and language with non Welsh speakers.

A number of activities were held at our Coed y Brenin Visitor Centre during November 2019 half term. Urdd Gobaith Cymru held clog dancing workshops for children from Meirionnydd through the medium of Welsh. A Halloween party was also held for 50 children and adults, strolling through the woods with Ceridwen the witch telling stories, followed by refreshments and games in the café.

Santes Dwynwen Day 25th January 2020

Working in partnership with Visit Wales at Ynys Llanddwyn beach, artist Marc Treanor used the sand to create an image of Santes Dwynwen between low and high tide. The work of art found in the link below was seen by 14.300 people, re-tweeted 196 times and received 548 likes. The link below shows the artist creating Santes Dwynwen on the day.
[Visit Wales Santes Dwynwen Newborough Beach](#)

St David's Day 1 March 2020

Our planned promotion for St David's Day did not take place this year due to Storm Jorge, with weather warnings being the priority for our social media accounts. In discussion with the Communication Team it was inappropriate to encourage people to use our Visitor Centres and facilities due to health and safety.

Welsh Language Rights Day

The Welsh Language Commissioner held a campaign on 6th December, to promote the rights of Welsh speakers. We participated in this campaign, along with other public organisations who operate Welsh Language Standards to promote our Welsh language services on social media, encouraging customers to use and increase the number who choose to use these services. The Commissioner used the #maegenihawl to promote the services available in Welsh.

As well as encouraging our customers to use our services in Welsh we also promoted our standards policy internally, encouraging our staff to use their Welsh language skills in their day to day work and give our learners a chance to practice and use their language skills.

In total we had 538 views, 49 likes and 31 re-tweets on our social media account for this promotional work.

As part of this promotion campaign internally we published and promoted:-

- an article on our intranet which included an infographic poster highlighting the basic things that all our staff should be doing bilingually daily. E.g. answering the telephone and meeting our customers bilingually, being proactive in offering a language choice to those we deal with.
- a short five minute video which explained how all staff can work bilingually and the support in place for those who don't speak Welsh, to enable them to do so.

Policy Standards

Consultation

Staff involved in consultation work were asked to include questions on the possible effect the policy or project decision could have on the Welsh language as requirement of Standards 87 – 89. A link was provided to a document with the relevant questions to ask.

Operational Standards

Steps have been taken over the last year to improve the Welsh language services for our own staff to promote and encourage more use of the language internally.

ICT

As there are a number of Welsh speakers within the ICT team they are working on having at least one monthly team meeting through the medium of Welsh. The team are also looking for technology which will translate in real time and looking at using these meetings to test the technology in the future.

The Service Desk team are looking to ensure that when an ICT incident is opened in Welsh that the customer – staff member continues to receive a Welsh language service from the ICT team until the matter is resolved.

Following completion of the Change Programme, ICT are looking at the language capacity within the team and work towards having Welsh speakers in all their teams at each location for the future, this will help ensure a more equal language choice for our staff in dealing with the team.

Identifying Welsh speakers

In April 2019 we implemented the ability to identify our Welsh speaking members of staff in Outlook which displays “Dwi'n siarad Cymraeg” (I speak Welsh) as a message when typing in the persons name. Feedback from staff has been positive, with those who had previously written and spoken to each other in English on the telephone and on skype now do so in Welsh, this has helped facilitate more use of Welsh internally.

Learning and Development

A new Land Management Training framework went out to tender during the last year, which is a specialised area of work with limited training providers. It was found that some training providers were able to provide certain courses in Welsh, which will enable our Learning and Development team to proactively offer these courses through the medium of Welsh in the future.

MyNRW

The MyNRW HR and Finance system is used by all staff to record information though the interface was available in Welsh however the fields within the system remained in English only. During the last year the MyNRW System team have been given more access to amend certain fields within the system. However, due to character restrictions there are still some fields that remain in English only, and non compliant with the requirements of Standard 100. Over the next year the MyNRW will explore ways to work towards compliance.

Welsh Language Training Programme

During this reporting period, 198 members of staff have been supported to attend Welsh language training at various levels (down from 302 in the previous year). This decrease was to be expected due to the OD Change Programme.

Over the last year 15 members of staff attended an in-house intensive Mynediad class provided by the Centre at our Bangor and Cardiff offices for 4 hours/week over 30 weeks.

We intend to re-refresh the training programme to find more flexible methods of learning Welsh to suit staff needs. We plan to re-launch and promote the programme during Summer 2020, aiming to attract new as well as continuing to support current learners.

Classes which have been most successful over the past six years and have continued to be are our nine weekly in-house courses where a Tutor comes into the workplace on a weekly basis.

More information can be found on our Welsh language training programme in **Appendix 4** of this report.

Record Keeping Standards

Complaints

Five complaints have been received from members of the public over this reporting period. One of the complaints was copied to the Welsh Language Commissioner who in July 2019 issued NRW with a Decision Notice. The Decision Notice required that we developed arrangements at our Bwlch Nant yr Arian Visitor Centre, to ensure that Welsh language calls are dealt with in their entirety in Welsh, without a break in the Welsh language service.

In response, we made changes to the way calls were handled and have also increased the Welsh language capacity at Bwlch Nant yr Arian through our recruitment process.

We have a dedicated page on our website which explains our policy and processes in dealing with all our complaints including those relating to our Welsh language policy.

Details of complaint received and how they were dealt with can be found in **Appendix 5** of this report.

There has been an increase in the number of complaints from staff when our internal language policy is not adhered to. Part of the work in monitoring our compliance with the

Standards asked Managers to discuss and explain the requirements of our internal language policy with all their staff.

Equality Impact Assessments

For each new or amended policy and project, staff are required to complete an Equality Impact Assessment to maintain and protect equality and diversity with Welsh language considerations included in the assessment tool.

Between April 2019 and March 2020, 13 Equality Impact Assessments have been completed. Over the next year we propose to review the assessment and ensure a more robust embedded process across the organisation which will better inform our managers in decision making of potential barriers, helping us engage better with the communities we serve and our customers.

Welsh language skills of all employees

This year our records show that 23.7% (486 staff) of our staff are fluent Welsh speakers, 275 of those fluent in both spoken and written Welsh. Through our external recruitment process we have increased the number of Welsh speakers by 58 over the last year. The percentage appears to have reduced from 24.3% (428 staff) last year, but this is due to the increase in our staff numbers.

The age profile of our Welsh speakers has changed with more of our staff in the age groups 22 to 29 and 30 to 39 being able to speak Welsh fluently than previous year. This has mainly been through our recruitment process where this year we advertised 55 roles asking for a Welsh speaker at Level 4 or 5 as essential and 84 as desirable to fulfil our ability to provide a bilingual service in those workplaces.

More information on the Welsh language skills and age profile of our staff can be found in **Appendix 6** of this report.

In May 2019, three courses of 90 minutes each were delivered in wholly in the medium of Welsh, all who attended were fluent Welsh speakers. The courses were :-

- Emotional intelligence - 6 people attended
- Brilliance at resilience – 6 people attended
- Introduction to mindfulness – 7 people attended

We are looking to expand this offering in future.

Vacancy Filling

Over the last year there has been an increase in the number of vacancies advertised both internally and externally due to posts being unfilled following our Change Programme.

All posts are advertised using the Welsh Language ALTE levels from Level 1 to Level 5, whichever appropriate for the role. Of the 884 posts advertised, 404 were internal only and 480 advertised both internally and externally

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. Training is given to staff who need to attain this level of understanding.

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

Language Level required for post	Required as Essential	Required as Desirable	Post holder to learn Welsh language to desired level
Level 5 – Fluency in spoken and written Welsh	5	0	0
Level 4 – Fluency in spoken Welsh	50	41	4
Level 3 – The ability to communicate in Welsh with confidence in some work situations	5	43	4
Level 1 - The ability to use basic Welsh conversational phrases	732	0	0

Internal Monitoring

Following the Change Programme, with new teams and staff in place, Line Managers were asked to complete and return a monitoring form as part of our work in self regulating our standards. 37 Managers completed and returned the forms for their teams, for a total of 336 staff

This exercise highlighted the following positive aspects:

- 98% have self-assessed and recorded their Welsh language skills in MyNRW
- 97% have a bilingual email signature and job title
- 91% are aware of our Welsh language training programme

However where more improvement need to be made is:

- 65% be proactive in offering to hold meetings and events in Welsh
- 61% meet and greet customers bilingually
- 43% have a bilingual answerphone message

The monitoring exercise has showed that:

- When it is possible to provide bilingual text/information for staff to use, it is used by the majority.
- From the comments received on answering the telephone, meeting and greeting bilingually it is through lack of confidence rather than a reluctance to use the Welsh language that staff use English only.
- More consistency is required in proactively offering a language choice initially when corresponding or arranging meetings. The majority of our internal ICT recording software systems are in English only, which can cause the user difficulty when under pressure to be proactive in offering a bilingual service.
- Some felt our internal policy was not always followed in providing staff the opportunity to work or participate in team meetings in Welsh.

Over the next year we will look at running face to face training courses to help staff build confidence in answering the telephone, meeting and greeting bilingually to help ensure the language is used more widely in our day to day work. We will also look at running Welsh language awareness courses, helping staff to gain a better understanding of the culture

and needs of Welsh speakers and Standards in general. We will also work in promoting our internal policy more widely and offer courses to Managers on the benefits of working bilingually.

Welsh Language Commissioners Assurance Report 2018-19

The Welsh Language Commissioners Assurance report published in October 2019 “*Rights in Use -The Welsh Language Commissioners Assurance Report 2018-19*” findings show:

- Momentum is slowing down in some services and deteriorating in some areas, these findings are based on quantitative results based on monitoring public organisations, engagement with Welsh speakers and the Commissioners contact with organisations.
- Users are confident of receiving written services or those that can be planned for in Welsh, but less likely to be able to receive telephone/face to face services in Welsh.

The report is intended to prompt organisations to:

- Ensure that a Welsh language service is always available by having robust internal arrangements to ensure compliance
- Increase the use of those services by increasing workforce capacity to improve provision
- Prompt people to use Welsh language services by being proactive in offering and providing that service

Actions we take to minimise the findings are:

- Assessing each new and vacant post, bearing in mind the nature of the roles, which in some parts of the country roles are based on number of Welsh speakers in the team.
- Include a question in our monitoring exercise asking if staff were proactive in offering and providing a Welsh language service.
- Welsh language training programme in place to help develop the language skills and capacity of the workforce.
- The aim of our Customer Focus Programme is to create excellent customer experiences, understand and meet their needs by making changes and improvements to create the right experiences for our customers.
- We act upon feedback and complaints from our customers when they do not receive the Welsh language service they expected, this helps us in putting measures in place to help improve those services for the future.
- Our Customer Care Centre and our website proactively provides an initial language choice prompting the user to use our Welsh language services if they so wish.

Welsh Language Commissioners Monitoring of NRW

Findings of monitoring exercise

The Welsh Language Commissioner noted the following:

- Not all staff email signatures included the bilingual statement. Correspondence in Welsh is welcomed, and we will respond in Welsh without it leading to a delay. This is a requirement of Standard 7.
- Not all documents on our website notes that the information is also available in Welsh. This is a requirement of Standard 45.

- It was noted that on our consultation papers we were not asking questions seeking views on effect project or policy could have on Welsh language. This is a requirement of Standards 87 to 89.
- All of the above findings by the Welsh Language Commissioner were noted in our October edition of Managers Monthly asking each Manager to ensure that all their staff had bilingual email signatures, all documents published on our website noted that the information was also available in Welsh and a template of questions to be included in consultation processes relating to the use of the Welsh language was attached.
- The Welsh Language Commissioner requested that the number and percentage of staff who attended training through the medium of Welsh was included in the next report as per requirements of Standards 124 and 125 for recruitment and interviewing, performance management, complaints and disciplinary procedures, induction, dealing with the public, health and safety, using Welsh effectively in meetings and interviews. This Information is included in this report and can be found on page 11.

Welsh Government Action Plan 2019 to 2020

Over the last year Welsh Government had three themes in their Action Plan for 2019/20 as objectives to help attain a million Welsh speakers by 2050. This is something we're looking to adopt ourselves and will be liaising with Welsh Government on the work they are carrying out. The work we carried out to help attain these themes were:

Theme 1 Increase number of Welsh speakers

We have a Welsh language training programme to help increase the number of Welsh speakers within the organisation who can provide a Welsh language service.

Theme 2 Increase the use of Welsh

We actively promote and encourage our customers to use the Welsh language in dealing with us on our website and with our Customer Care Centre.

Our Health Education and Natural Resource Team offer training opportunities through the medium of Welsh to both early years and secondary teachers helping increase the number of practitioners' able to teach through the medium of Welsh. The training also includes all teaching material and information in Welsh.

Theme 3 Creating favorable conditions, infrastructure and context

Welsh speakers and learners wear a Siaradwr Cymraeg (Welsh speaker) lanyard or badge, helping facilitate the use of Welsh in meetings etc.

Providing simultaneous translation facilities at open public meetings.

Opening and closing meetings in Welsh, ensuring Welsh speakers available at public meetings. Asking those invited to meetings their preferred language.

Providing published material bilingually.

NRW Risk of non-compliance

Customers are unable to purchase a fishing licence on-line or over the telephone via the .Gov website in Welsh. This site is administered by Environment Agency on our behalf.

There are cost implications to build an online platform then a further annual cost in updating the current pages which is a regular requirement. Discussions have continued to take place with Environment Agency on a way forward to ensure a bilingual service.

During 2020 discussions are also taking place with Welsh Government regarding fishing licences in general, it has been agreed with the Welsh Language Commissioner that once a decision is taken on a way forward that we will ensure a fully bilingual service in compliance with our Service Standards.

Following our internal monitoring exercise this year on how well the Standards have been implemented some of the risks of non-compliance highlighted that not all staff:

- Answer the telephone bilingually, mainly due to lack of confidence
- Have a bilingual answer phone
- Are proactive in offering a Welsh language service when dealing with customers

Guidance are in place to help all staff work bilingually and we encourage Welsh speaking colleagues to help non-Welsh speakers. We have Welsh speakers in all of our offices as well as in the majority of our teams. We will continue to raise awareness of our legal requirements this will help us in providing the service expected from our organisation.

Our current statistics show that 23.7% 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.

The MyNRW system remains not fully compliant with Operational Standard 100 due to the limitations of characters of fields within the system to allow for information to be bilingual.

Following completion of the Change Programme 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. This work will form part of a Bilingual Skills Strategy to ensure sufficient Welsh language skills amongst the workforce to respond to the long term needs of our customers and staff. This work forms part of our Action Plan found in **Appendix 7** of this report.

The Strategy will:

- Identify the language needs of the Organisation
- Identify the language skills of the workforce
- Plan how we maintain and increase skills to meet identified need

Conclusion

The last year has been a period of significant change within the organisation with a high number of staff changing roles, teams and ways of working. With the majority of the roles within the new structure filled, we can now move forward to deliver our purpose and provide the services our customers expect from us.

Welsh language considerations have formed part of many of the changes and with a few exceptions there is at least one Welsh speaker in each of our teams. Our mapping of the

language skills of our organisation and the development of a Bilingual Skills Strategy in partnership with managers and our Trade Unions will help plan a bilingual workforce for the future.

We will look at ways to re-fresh our Welsh Language Training programme which has been very successful in developing the language skills of our workforce since it was launched in 2014. With the changes over the last year we need to promote the benefits of learning the language not only for work purposes but also for the individual personally which forms part of the heritage and culture of Wales.

The work in making our website accessible for all has also highlighted the need to re-consider how we publish our information making it easier for everyone to access and understand. Most importantly we want our customers to provide feedback and input to our work so that we can provide a first class service for the future.

We will continue to work on improving our Welsh language services and mainstream our policy into our ways of working for all teams. This will help ensure that a Welsh language service is always available helping build up trust in those we deal with for now and the future.

Appendix 1

Implementing our Welsh Language Standards

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

Over the last year Managers have been asked in Managers Monthly to discuss the requirements of the Standards with their staff, as well as complete a monitoring exercise to ensure that staff are aware of the basic requirement they all should be doing as part of their day to day work. This monitoring exercise also forms part of our work in self-regulating our compliance with the standards.

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 are 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 Specialist Advisor, People Management.

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 Corporate Strategy and Development 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 that have not 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.

Appendix 2

Social Media Statistics

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 14,029* followers.

We have 13 Facebook pages, the ones with the most followers are:

- Wales Coast Path: 18,355 (increase of 2008 followers from last year)
- Coed y Brenin: 11,448 (increase of 1083 followers)
- Bwlch Nant yr Arian: 9,783 (increase of 1349 followers)
- MTB Ranger Coed y Brenin & Gwydir: 5781 (increase of 795 followers)
- MTB Ranger South Wales: 5400 (increase of 889)
- Garwnant: 5,262 (increase of 1090)

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 8 Bilingual Team accounts, 4 Bilingual/Welsh accounts, 9 English/Welsh learner accounts, with 1 at Director/Chair/CEO level, which can be followed on the Twitter list of accounts for Natural Resources Wales. The accounts with the most followers are:

Bilingual Team accounts

- @WalesCoastPath: 24,763 (increase of 663 followers)
- @NatResWales (central account): 18,416 (increase of 3716 followers)
- @CoedyBreninFP: 2,961 (increase of 89 followers)
- @BNYArian: 1000 (increase of 112 followers)

Bilingual / Welsh #TîmCyfoeth Account

- @SianWilliamsNRW: 774 (increase of 79 followers)
- @WardenCadair: 671 (increase of 34 followers)
- @CallumStoneNRW: 394 (increase of 200 followers)
- @GavinBownNRW: 193 (increase of 43 followers)

English / Dysgu Cymraeg

- @MTBRangersouth: 831 (increase of 39 followers)
- MartynEvansNRW: 611 (increase of 187 followers)
- @NadiaDL_NRW: 549 (increase of 84 followers)
- @BenWilsNRW: 464 (increase of 21 followers)
- @SteveMorganNRW: 438 (increase of 112 followers)

*Figures correct as on 19 Feb 2020.

To encourage more staff to Tweet in Welsh as part of their official business we will:

- 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 #ShwmaeSutMae.
- Share more Welsh content across our network of accounts - Ensure that all Director / Chair / CEO level accounts make effort to include Welsh within accounts wherever possible.

Appendix 3

Business Continuity Plans

Translation Work

In the event of a reduced internal Translation Team and an impact on the capacity of our external framework, it was agreed that ensuring information was made available to the public would be the priority. The Business Continuity Plan for the team was as follows:

Prioritise Translation Work:

- Information that is for general public (e.g. Communications team materials)
- Information to support what business areas have prioritised as business critical

De-prioritise translating:

- Technical reports
- Board papers
- Internal communication materials

Not translate:

- COVID-19 related briefings/emails/materials to staff – under Cat 1 responder due to the urgent need to publish information for staff awareness

We also:

- Urged staff at level 5 to translate their own material – especially for internal information
- Informed Welsh Language Champions of the process
- Informed and discussed with Welsh Language Commissioner the process prior to implementing

Customer Care Centre

In the event of having to close the Customer Care Centre at our office in Cardiff the following considerations were given to the Welsh language when dealing with phone calls on our main telephone line.

To ensure that calls to our main telephone line could be answered there was a need for ICT to come up with an alternative telephony arrangement to enable our Customer Care Centre Advisors to handle the calls from home. This required a new hunt group to be created to enable calls to be transferred to mobiles.

Due to the need to find a solution quickly and that calls would be answered by different mobile phones, ICT were unable to provide an initial language choice to the customer as normal. The calls would be answered by an Advisor who is next in line to take the call which would not necessarily mean by a Welsh speaker, but each advisor will answer firstly with a Welsh greeting then the English greeting. If the caller wants to speak in Welsh, and the advisor does not speak Welsh the advisor will explain why there wasn't a language choice due to the exceptional circumstances and will give the caller a choice of getting a Welsh speaker to call them back or continuing the call in English.

Approximately 6% of the calls coming into the Centre as normal are conducted in Welsh; we have 10 Welsh speakers and 4 non Welsh speakers working as Advisors. With usually 4 call Advisors available at any one time to take calls, we would ensure that whenever possible these were Welsh speakers, but given the circumstances and if things escalate this may not always be possible in this emergency situation.

Complaints and FOI requests

The aim will be to deal with the customer in their preferred language, but depending on the nature and complexity of complaint/request, usually they will need to be translated and this will depend on the capacity of staff and the translation team to deal with the request.

The above plans were discussed with the Welsh Language Commissioner's Office and they were pleased to hear that the Welsh language had formed part of our emergency planning process.

Appendix 4

Welsh Language Training Programme

9 in-house weekly Welsh training courses have been run with a tutor coming into our offices. 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 2019 (beginning of the academic year), the programme has supported staff to learn in-house on a weekly basis as follows:

- 12 members of staff attend Entry/Mynediad 1
- 15 members of staff attend Entry/Mynediad 1 Intensive
- 11 members of staff attend Foundation/Sylfaen 2
- 35 members of staff attend Intermediate/Canolradd 2
- 8 Members of staff attend Advanced/Uwch 2

Unfortunately our in-house course in Monmouth, one in Bangor and one in Swansea didn't run this year. We made arrangements for staff to attend an external class.

Weekly courses attended externally

The programme has also supported staff to learn externally on a weekly basis as follows;

- 27 members of staff attended Entry/Mynediad 1
- 5 members of staff attended Entry/Mynediad 1+2
- 6 members of staff attended Entry/Mynediad 2
- 7 members of staff attended Foundation/Sylfaen 1
- 1 members of staff attended Foundation/Sylfaen 1+2
- 6 members of staff attended Foundation/Sylfaen 2
- 9 members of staff attended Intermediate /Canolradd 1
- 1 members of staff attended Intermediate/Canolradd 1+2
- 1 members of staff attended Intermediate /Canolradd 2
- 11 members of staff attended Higher/Uwch 1
- 1 members of staff attended Higher/Uwch 1 +2
- 3 members of staff attended Higher/Uwch 2
- 1 members of staff attended Master/Meistroli
- 3 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 looking at more ways in which we can use online training. Helping more staff to be able to develop their skills on a more regular basis at a pace that they can control and participate more flexibly and regularly to suit their individual needs and commitments.

One member of staff receives 1:1 tuition with a tutor to fit in with 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.

One member of staff is currently following a course through the “Say Something in Welsh” portal. This is self led where the learner learns to speak and understand Welsh, the course does not focus on grammar rules, reading and writing. This course will form part of our refreshed Training Programme to give more flexibility and options to our learners.

Further Support for Learners

Residential Courses run by National Centre for Learning Welsh

The Centre is funded by Welsh Government and we have been fortunate and taken up the opportunities offered to us for free.

Since September 2019 through the National Centre our staff have attended free Welsh courses as follows:

- 8 members of staff attended a five-day residential course at the Nant Gwrtheyrn language centre at Canolradd and Uwch level. Feedback from staff who attended these 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.
- 15 Members of staff attend an in-house intensive Mynediad class provided by National Centre for learning Welsh in our Bangor and Cardiff office. These classes are for 4 hours a week.
- Canolfan Bedwyr – Bangor University courses.
- 1 member of staff attended a ‘Welsh on the computer’ course with 2 staff attending a ‘Develop your Welsh Language’ course. 2 members of staff also attended a ‘Clear Welsh’ course, all feedback was very positive.
- 2 members of staff attended a ‘Sadwrn Siarad’ course.

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

130 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. To date 48 have completed this course. Over the next year we will aim to improve the completion rate by providing extra support if required or ensure time is given to complete this course.

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

- 3 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.

Gloywi Iaith (written skills)

- 8 Members of staff attended Gloywi Iaith courses
- 9 members of staff attended Summer School at different levels

Additional Welsh Language Resources

- We continue to encourage staff to read Welsh books for learners, a number of these books have been purchased and staff can request loan of them by contacting our Welsh Language Training Co-ordinator.
- Annual prescription of Golwg is available through our library in Bangor.
- Dwi'n Dysgu Cymraeg badges are available by request and offered in the new starters email.
- We created Welsh language mouse mats for learners who are beginners. They provide basic Welsh phrases such as Hello, Bore da, Diolch etc. We provide these for new learners. Again these are offered to learners by the Welsh Language Training Co-ordinator
- Organisational licence to use the Welsh language software Cysgliad (Welsh grammar, spell-check and dictionary) for use on 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 and information.
- Two mobile phone apps 'App Treiglo' and 'App Sglein' are available to staff on their work mobile.
- We are looking to create a Network of learners in each office to help learners with homework or just to have an informal chat. Mentors will be present at these sessions.
- We have a closed group on Yammer for learners and mentors for any questions or queries, homework questions or just for information. The group felt that it should be closed to learners allowing them to feel comfortable in asking questions rather than an open forum.

Appendix 5

Five Complaints received from the public during 2019/2020 reporting year

First Complaint

- A member of the public tweeted that the section names on the bike trails at Bwlch Nant yr Arian were in English. This tweet was also copied to the Welsh Language Commissioner. We also received a letter from the Welsh Place Names Association in relation to the same matter.
- Findings of our internal investigation into the complaint found that the trails had been constructed between 2001-2004 and it was explained in our response that the names referred to were section names within the trails, the trails themselves had Welsh names. The sections were named by those who built the trails and explained the terrain of the section to the rider. It was also explained that these section names within the trails were used and known to our emergency services when there was an incident on the trails to enable emergency services to locate the casualty.

Further Action Taken

- The complainant was not content with our initial response, we also offered to meet and discuss the matter at Bwlch Nant yr Arian the offer was not taken up. We contacted the Welsh Language Commissioner for further advice. The Commissioner concluded that as the trails were in existence prior the Standards being in place and that there was no standard that is relevant specifically to naming sections of paths, it was not possible for them to consider that we were not compliant with the Standards in place. They advised that we should consider using Welsh names in any new project. The newly created path at Bwlch Nant yr Arian does bear the name Melindwr which was opened in October 2019.

Second Complaint

- An email was received from a member of the public stating that a letter received in relation to “Salmon and Sea-Trout catch and return” was received in English only which did not give the complainant the opportunity to complete the return in Welsh.
- In our response it was explained that this service is provided by Environment Agency on our behalf. Following investigation into the matter it was found that there was an error on the information used by the Environment Agency for the individual this amended to record the requirement for bilingual correspondence for the future. The individual was also thanked for returning the form promptly, helping us manage salmon and sea trout in a sustainable way, securing the future of our fisheries.
- We received no further communication relating to this matter.

Third Complaint

- Email received from a member of the public drawing our attention to the fact that the Welsh and English messages on Flood line Up did not give the same information for the Vyrnwy catchment area.

- Response was sent noting that the matter had been investigated and that the team responsible were working on ensuring an equal service in both Welsh and English by end of March 2020.
- To note, the team responsible for issuing the messages on Flood Messenger were in the process of translating all the pick phrases when the complaint was received to ensure an equal service to customers.
- No further communication received. The team responsible for the service have met the end of March 2020 deadline mentioned in the response.
- A project is taking place to ensure a consistent service across the teams in relation to Flood Messenger.

Fourth Complaint

- A member of the public tweeted that they had tried to use our Fly Tipping Action Wales site noting that the Welsh pages had errors on them.
- The matter was looked into by the Digital Communications Team and errors were found on the Welsh pages as noted. Our Translation Team requested that the Fly Tipping Action Wales team sent the Welsh and English text from the website across for proof reading and ensuring the content was correctly translated.
- A reply was sent via twitter informing the complainant that the website content was in the process of being proof read and corrected by our Translation Team
- No further communication was received.
- The Fly Tipping Action Wales have taken this opportunity to review the Welsh content for the whole site not just the errors noted, work will be carried out by our Translation Team.

Fifth Complaint

- In November a customer sent an email to our corporate enquiries email address in Welsh and received an English response.
- This issue was looked into and found that this was a genuine error and an apology sent.
- The Customer Care Centre Manager reminded all staff of our Welsh Language Policy and procedures in dealing with Welsh correspondence.
- No further communication was received.

Complaints from staff

- 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.
- Staff have raised that not all teams acknowledge our internal language policy and facilitate the use of Welsh in meetings and limited opportunity to work through the medium of Welsh internally.
- 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 or language acknowledged at beginning of presentation with an opportunity to ask questions in Welsh at the end.

- During our monitoring exercise Managers were reminded of our internal language policy and to discuss and raise awareness with their staff of this policy.
- Further work is required to ensure that the internal policy is adhered to and more work is required to facilitate the use of Welsh internally.

Appendix 6

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

Welsh Language Skills of Staff at 11 March 2020

No return completed	No Welsh language skills	Able to pronounce basic Welsh phrases Level 1	Able to construct basic Welsh sentences Level 2	Able to discuss some work matters confidently Level 3	Fluent Welsh speaker Level 4	Fluent in both spoken and written Welsh Level 5
134	63	820	412	136	211	275
6.5%	3.1%	40.0%	20.1%	6.6%	10.3%	13.4%

Welsh Language Skills of Staff at 2 April 2019

185	62	735	388	132	193	235
8.7%	4.1%	42.5%	22.7%	6.4%	11.1%	13.2%

Number and percentage of Welsh speakers at 11th March 2020 = 486 (23.7%)

Number and percentage of Welsh speakers at 2nd April 2019 = 428 (24.3%)

Age profile of Welsh language skills of staff at 11 March 2020

Age	No return	No WL skills	Level 1	Level 2	Level 3	Level 4	Level 5
Under 21	2	0	3	1	0	0	0
22>29	36	9	57	10	5	20	50
30>39	27	8	163	95	32	50	80
40>49	29	15	285	146	47	70	64
50>59	27	22	251	124	40	46	61
60+	13	9	61	36	12	25	20
	134	63	820	412	136	211	275

Average Age Profile of Welsh skills of staff at 2 April 2019

Under 21	7	0	1	1	0	0	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

The number of Welsh speakers has increased at all age profiles over the last year with the majority of our fluent Welsh speakers currently being between age 40 > 49 closely followed by age 30 > 39.

In total the number of fluent Welsh speakers within the organisation has increased by 58 over the last financial year.

Appendix 7

Welsh Language Action Plan 2020 – 2021

Below are six objectives with key actions to be taken to attain each objective within the 2020 to 2021 financial year.

Objective 1

1.1

Review Grŵp Pencampwyr terms of reference and membership to oversee and promote Welsh Language Standards

Key Actions

- Review terms of reference of group
- Promote purpose of group through, publications on intranet, Yammer, Managers Monthly, team meetings and current group members
- Ensure member for each Directorate/area of business

Owner

People Management

Objective 2

2.1

Draft Bilingual Skills Strategy

Key Actions

- Identify the language needs of the Organisation
- Identify the language skills of the workforce
- Plan how we maintain and increase skills to meet identified need

Owner

People Management

Objective 3

Relates to our Service Delivery Standards

3.1

Continue discussions with Welsh Government and Environment Agency on purchase of fishing licences.

Key Actions

- Following agreement on a way forward, ensure that systems and services are developed to provide a Welsh language service in the purchase of fishing licences

3.2

Review and update Translation guidance in line with accessibility requirements.

Key Actions

- Look at Welsh language standards and accessibility and equality legislation requirements

- Draft amendments and liaise with Welsh Commissioner for approval
- Promote new guidance and publish on intranet, Managers Monthly and team meetings

3.3

More use of Welsh on our social media accounts.

Key Actions

- Promote more use of Welsh on our social media accounts
- Encourage our Welsh speakers and learners who use social media to use their language skills

3.4

Promotion of Welsh culture days/events

Key Actions

- Look for opportunities to promote Welsh culture events on our intranet, Yammer and social media accounts

Owner

EPP

People Management

Digital Communications

Communications Teams

Learning and Development Team

Objective 4

Relates to our Policy Standards.

4.1

- Review Welsh language considerations on Equality Impact Assessment

Key Actions

- Review impact assessment to ensure compliance with standards to help ensure we engage with communities in a more equitable way
- Develop guidance and provide training to promote use of Equality Impact Assessment as good practice across organisation

Owner

People Management

Objective 5

This relates to our Operational Standards

5.1

- Work to ensure MyNRW becomes fully compliant with Standard 100

Key Actions

- Explore ways to make absence fields within MyNRW bilingual.

Objective 5.2

- Provide training through the medium of Welsh in land management courses

Key Actions

- Be proactive in offering Welsh medium land management courses when advertising to staff

Objective 5.3

- Review and update Welsh language training programme and re-launch

Key Actions

- Research into range of courses available online, skype, self-led, classroom learning, residential courses in discussion with National Centre for Learning Welsh
- Amend Welsh Language Training programme
- Launch training programme and promote on intranet, Yammer, Manager's Monthly and team meetings

Objective 5.4

- Re-launch our Mentoring Scheme

Key Actions

- Request fluent Welsh speakers to become Mentors to learners
- Promote Mentoring Scheme to learners and on intranet, Yammer, Managers Monthly and team meetings

Objective 5.5

- Provide Welsh learners to have the option in having "I'm learning Welsh" against their name in outlook

Key Actions

- Offer learners option of Dwi'n Dysgu Cymraeg (Welsh learner) in outlook
- Ensure "I'm learning Welsh" option becomes operational for those who have agreed to this option

Objective 5.6

- Arrange training courses on Welsh language awareness, benefits of a bilingual workforce and holding bilingual meetings

Key Actions

- Raise awareness and gather interest in attendance for courses
- Discuss and arrange course requirements with training providers
- Promote courses on intranet, Yammer and through normal training procedures

Objective 5.7

- Welcome email to all new starters explaining the Welsh language policy and training opportunities

- Ensure all staff self assess Welsh language skills and record in MyNRW

Key Actions

- Promoting Welsh language policy, guidance and training programme in place
- Gather statistics and contact staff and Managers to update their language skills record in MyNRW

Objective 5.8

- Review and promote our internal language policy

Key Actions

- Set up working group from across business including Trade Union to review internal policy
- Look at other organisations for best practice
- Discuss with Welsh Language Commissioner
- Promote and launch reviewed policy

Owner

MyNRW Systems Team
Learning and Development
People Management
ICT

Objective 6

This relates to our Record Keeping Standards.

6.1

- Self-regulate our compliance with Welsh language standards and draft Welsh Language Annual Report

Key actions

- Carry out survey on our Welsh language services on website, through our Customer Care Centre and Visitor Centres
- Liaise with business to gather information on the work in implementing and improving our Welsh language services
- Gather statistics on our compliance as required by Record Keeping Standards

Owner

People Management

Published by:
Natural Resources Wales
Cambria House
29 Newport Road
Cardiff
CF24 0TP

0300 065 3000 (Mon-Fri, 8am - 6pm)

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

© Natural Resources Wales

All rights reserved. This document may be reproduced with prior permission of
Natural Resources Wales