



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

Welsh Language Scheme

Annual Report to Welsh Language Commissioner 2014-2015

Natural Resources Wales is a Welsh Government sponsored body which was formed in April 2013 to ensure that the environment and natural resources of Wales are sustainably maintained, sustainably enhanced and sustainably used, now and in the future.

This second Annual Monitoring Report to the Welsh Language Commissioner sets out how Natural Resources Wales has met our obligations under our Welsh Language Scheme when delivering services to the public of Wales and in respect of our own staff.

Over the last twelve months we have continued to implement the Scheme in all our workplaces, progressing the work against the targets set out in our Welsh Language Scheme Action Plan, whilst continuing to work towards our vision as an organisation for the Welsh Language for the next five years:

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

The last twelve months have continued to be a period of change internally where we continue to bring together the functions of the three legacy bodies into one, each of which adopted a different approach to the Welsh language. We continue to build on the good practice whilst developing our own identity to become a naturally bilingual organisation for the future.

Implementing the Scheme

Over the last 12 months we have continued to implement the Scheme in all our workplaces. A People Survey was conducted internally in February 2015 and from the findings, 52% of our staff who completed the questionnaire considered that we are making progress to become a fully bilingual organisation.

The Grŵp Pencampwyr and Welsh Language Policy Advisor have continued to attend team meetings across the business to raise awareness of the Scheme and its requirements as a Corporate Policy. This has involved highlighting the targets set out in the Corporate Plan and ensuring that language awareness forms a part of this presentation. Our Board, Executive Team and Trade Union Partnership Forum have been given updates on the work and progress made in implementing the Scheme.

Face to face meetings have helped our staff in understanding the policy and its requirements far better, giving staff the opportunity to ask questions and knowing that support is in place from our Welsh Language Policy Advisor, Grŵp Pencampwyr members and our team of internal Translators.

Awareness of the Scheme and its requirements have been highlighted in our internal communication channels.

- Our Welsh Language Training Programme was launched in June 2014 on the Intranet and highlighted in Yr Wythnos and Manager's monthly.
- A feature on the Grŵp Pencampwyr members and contact details was featured in Yr Wythnos in October 2014.
- In November 2014 one of our learners wrote a feature on the Intranet of his experience and challenges of learning Welsh having taken up the opportunity given within the organisation of learning in the workplace.
- The Standards Investigation process was explained in the Manager's Monthly published in December 2014.
- A feature on "Day in the Life of" our Welsh Language Policy Advisor was published on the staff Intranet in February 2015 giving staff an insight into the role of the Advisor on a daily basis.
- Welsh Language Mentoring Scheme was launched on the Intranet in March 2015.

The Grŵp Pencampwyr have met three times over the last year. The group is a mixture of fluent Welsh speakers, learners and non-Welsh speakers which reflect the make up of our workforce. The group has been proactive with a number of the Pencampwyr actively seeking opportunities to promote the Welsh language in their teams and offices.

Some of the Pencampwyr represent large Directorates with over 700 staff working at various locations across Wales, in such instances a sub-group has been set up to help with the work of implementing the Scheme; this has helped greatly enabling more staff to gain an understanding of our Scheme and its requirements throughout the business.

A member of the Welsh Language Commissioner's staff was invited to our July Grŵp Pencampwyr meeting to explain the Standards Investigation process; this helped to understand the process and what was expected from the organisation when completing the Standards questionnaire in the investigation process during November 2014 to

February 2015. A number of staff from different areas of the business were asked to help with gathering information for the Standards Investigation process; this helped them understand the expectations of our organisation when the Standards are imposed in the future. A copy of the Standards Report sent to Welsh Ministers outlining which Welsh Language Standards the Commissioner for our organisation was received on 2nd June 2015.

Our Welsh Language Scheme was written to reflect the move towards the forthcoming Standards and we monitor the progress made in delivering the Scheme against the targets set in our Action Plan which can be found in Annex 1. An Action Plan is currently being compiled to analyse if there are any areas we need to concentrate on to ensure that our organisation is able to comply with the Standards when they are imposed upon us in the future. The work carried out to date in implementing the Scheme has put the organisation in a comfortable position with regards to the Welsh language when the Standards are imposed upon us in the future.

On a regular basis our staff contact the Welsh Language Commissioner's office for advice on the standard forms of place-names, mountains, forests etc in Welsh when erecting or replacing signage and publications; this is to ensure that we are using the correct standard forms of names. The Commissioner's Standardising Place Names Panel give consideration to the meaning, history and etymology of the place name as well as usage, this will ensure that our organisation are using the standard format.

The Recruitment Team and Welsh Language Policy Advisor have continued to work together and have come up with an internal process to ensure that each vacant post has an agreed language level prior to the vacancy being advertised, using the Staffing and Recruitment guidance in place to help identifying the language competency of posts and Welsh language requirements of the team.

As a learning organisation, Recruiting Managers are supportive of the aims of our Scheme to increase our numbers of Welsh speaking staff through our internal Welsh Language Training Programme. 40 internal vacancies were advertised internally during the year giving staff the opportunity to learn to the required Welsh language level agreed for the post. Allowing our existing staff this opportunity means that the organisation utilises staff skills already in place and allowing staff to develop their language skills will be of benefit to the organisation in the future.

We have identified the need to develop our own Natural Resources Wales branded ICT systems; currently a number of the systems we use form part of a service agreement with our former legacy bodies. To ensure that the Welsh language forms a part of the considerations when developing or purchasing software, we have been following the advice of Welsh Language Commissioner staff in developing Bilingual Software guidance which includes a matrix to help decide on the Welsh language requirement of each system developed or purchased for public and internal use.

The Communication Team have been raising awareness with staff who use Twitter and Social Media. All corporate tweets are bilingual, as well as tweets where prior arrangements can be made for their translation e.g. public notices/ event advertisements etc. The factors below will be considered in relation to tweets by individuals:

- The officer's status – any officer at a high level within the organisation would be expected to compose bilingual tweets.
- Target audience – e.g. a tweet relevant to the general public or a wide range of people would be expected to be bilingual.
- The nature of the tweet – e.g. if it promotes an event open to the public it would be expected to be bilingual.
- Staff can tweet in their preferred language if they are doing so in relation to their own work. The Communications Team will ensure parity in terms of Welsh and English content by individuals.

Annual Monitoring Report 2014-2015

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

Compliance with Welsh Language Scheme

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

Please find attached (Annex 1) our Action Plan for 2014-2015, together with a narrative on what has been achieved to date,

Front Line Services

- b) Data and information regarding language skills and provision at reception desks and contact centre:

We have 8 offices with a public reception area, we have a number of other offices across Wales with no dedicated reception areas. At our offices signs are in place to inform visitors that we offer a bilingual service.

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

Aberystwyth Office – Welsh Government Reception Staff – Bilingual (Natural Resources Wales are tenants at the office).

Maes y Ffynnon Office, Bangor – 1 dedicated reception post – Bilingual.

Llwyn Brain Office, Bangor – 1 dedicated post, 2 staff share reception duties, both Bilingual.

Buckley Office – 1 dedicated post, 4 staff share reception duties, two are bilingual two are learning Welsh.

Tŷ Cambria, Cardiff – 1 dedicated receptionist – Bilingual.

Plas yr Afon, Cardiff – 1 dedicated post, 3 staff share reception duties – Not bilingual (List of Welsh speaking staff members in the office are called upon to deal with Welsh enquiries).

Llys Afon, Haverfordwest – 1 dedicated receptionist – Not Bilingual (List of Welsh speaking staff members in the office are called upon to deal with Welsh enquiries).

Maes Newydd, Llandarcy – No dedicated reception post – (duties shared between administrative staff, bilingual staff available at all times).

Customer Contact Centre – is operated by a team of 16 staff. Out of this team, 14 are fluent Welsh speakers. Our Customer Contact Centre answers all incoming calls for the organisation, with the system giving the caller a language choice immediately upon reply.

We also operate a number of Visitor Centres, with a couple being seasonal and three open all year round, there are no dedicated reception desks at any. Details are as follows:-

Ynys Las – (seasonal Centre), four seasonal Wardens, one bilingual, three learning Welsh.

Garwnant Visitor Centre – (open all year) – reception duties are carried out on a rota system by two members of staff who are both learning Welsh, the Visitor Centre Manager is also learning Welsh. Two member's of the Education Team are based at the Centre who are fluent Welsh speakers.

Bwlch Nant yr Arian – (open all year) – reception duties are carried out on a rota system by three members of staff, one is bilingual and one is learning. There are six members of staff working at the Café who are bilingual.

Coed y Brenin – (open all year) – reception duties are carried out on a rota system by two members of staff who are bilingual, there are a total of 14 staff working at the Visitor Centre and Cafe, 12 of the staff are bilingual.

Control and administration of Scheme

- a) Report on requirement in relation to Welsh in agreements and explain any arrangements to revise or improve understanding given to Welsh

The organisation is still using three legacy body service agreements, the Procurement Team have embarked upon a program of updating all our processes and policies to form one coordinated approach for the organisation, our Welsh Language Policy Advisor will be involved in this process which is likely to take some time to complete, until such a time the statements previously provided below to each legacy body will apply:-

The ex- Forestry Commission Wales system have been following guidance from The Welsh Government regarding contracts and also follow guidance as set out by the Welsh Language Commissioner publication “Contracting out Public Service contracts and the Welsh Language”. The need to comply with the organisation’s Welsh Language Scheme is incorporated into each contract.

Sell2Wales is used for advertising contracts, Pre-Qualification Questionnaires are used, but the template does not contain questions relating to Welsh language as a standard question. Related questions to the language are asked if it is relevant to the requirement in that the service we are seeking to procure involves direct contact with the public as part of service delivery.

The ex-Environment Agency system use Sell2Wales and use the Pre-Qualification Questionnaires which ask upfront questions on compliance with Welsh Language requirements. The questions asked are:-

- (i) Have you had a contract terminated and/or been notified of a breach or potential breach of contract for reasons related to Welsh Language requirements within the last 3 years? If you answered “yes” please provide details including name of customer, reasons for cancellation and any action taken to ensure this will not happen again.
- (ii) Describe your experience and/or general approach to delivering public services in Wales to ensure that the requirement of Welsh speakers are met, as provided by Welsh language legislation.

The ex-Countryside Council for Wales have been following guidance as set out by the Welsh Language Commissioner publication “Contracting out Public Service contracts and the Welsh Language”. The need to comply with the organisation’s Welsh Language Scheme is incorporated into each contract.

Sell2Wales system is used with the Pre-Qualified Questionnaire. All respondents are offered the option of undertaking the survey in Welsh or English. On all contracts where there is likely to be contact with the public, the contract will specify the need for a Welsh speaker to deal with the public facing elements of the contract. When a final summary report is required for a highly technical subject, a bilingual report summary will be requested. Finally, the tender documents stipulate that the tender may be presented in Welsh or English.

The management and audit of all contracts across the three legacy areas are carried out by the contract manager responsible for each individual contract.

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

Welsh Language Scheme targets are included in our Business Plan for each year, which describes how we wish to continuously improve our service to customers and partners by progressing to become a bilingual organisation encouraging staff to develop their language skills and welcoming communication

from customers in either Welsh or English. This is linked to our Corporate Plan 2014-2017 which explains what we plan to achieve over the next three years. The Corporate Dashboard tracks progress on a quarterly basis and is regularly checked by our non Executive Team and our Management Board.

- c) Information regarding what degree regional business plans connect to Welsh Language Scheme which include and address the appropriate targets

Each Directorate has a Directory Delivery Plan in place, which outlines the role that the Directorate and it's teams will play in delivering the outcomes of our Business Plan. Each member of staff have personal objectives demonstrating the part they will have in helping to deliver the Directory Delivery Plan.

- d) Summary of genuine complaints received and steps taken

Complaints Received from Public:-

English Only Notice – complaint on Twitter

A complaint was received on Twitter when a signat Cwm Carn Forest was noticed to be in English only. The complaint was received by one of our duty Communications Team, an apology was given to the complainant and assurance that the matter would be looked into as soon as possible. The complaint was forwarded to the team responsible within the organisation and the notice was replaced with a bilingual sign. The team were reminded of our Welsh Language Policy and Translation Team in place to help with such matters. No further action taken or received.

Welsh Outdoor Recreation Survey – complaint on Twitter

A complaint was received on Twitter regarding our Welsh Outdoor Recreation Survey which was carried out by a third party on our behalf, the complainant raised the issue that the Survey did not comply with the requirements of our Welsh Language Policy due to the fact that the offer of a language choice was not given initially. An apology was given to the complainant and an assurance that the matter would be looked into. The team responsible for the Survey discussed the issue with the third party who revealed that due to the fact that the Survey was conducted via the telephone, when the call was initiated in Welsh the vast number of callers terminated the call. It was decided that the call would be initiated in English then the language choice question would be the second statement, this ensured that callers were aware of the reason for the call and secondly given the language choice before the Survey began. No further action taken or received.

English Only Presentation

A complaint was received by letter that a presentation given by a member of our staff at a public meeting was given in English. The matter was passed to the appropriate staff member and manager who discussed the matter. The staff member making the presentation had been asked to stand in and give the presentation on another team's behalf, the presentation was sent in English only

the day before where there was no time to translate. The staff member addressed the meeting bilingually, discussed and answered all questions raised from the presentation in Welsh when required, as the subject matter was technical in the presentation this was presented in English. The team responsible for the presentation were reminded of our Welsh Language Policy and it's requirements, the presentation has now been translated for further use. A letter of apology was sent to the complainant explaining the situation and what actions had been taken. No further action taken or received.

Internal Recruitment

An e-mail was received from a member of the public complaining about the low Welsh language level set for a managerial post advertised in North West Wales whilst an identical post in South Wales was advertised requiring Welsh language level 4, further details were requested from the complainant regarding the job title so that we could investigate the complaint. The complaint was then passed onto the correct team, the post in question was found to have been advertised internally only as part of our management tier re-structure process where the responsibilities of the three former legacy bodies were amalgamated into one. Only staff with the relevant skills and experience were considered for the post which was advertised at Level 1 but the successful candidate would be required to learn Welsh to Level 3, this is in line with our Staffing and Recruiting Guidance. The identical post referred to in South Wales was advertised with the same Welsh language level requirement as the North West Wales post. A letter was sent to the complainant explaining that the posts were part of an internal re-structure process and followed our Staffing and Recruiting guidance and our vision as set out in our Welsh Language Scheme of becoming a bilingual organisation for the future by giving staff the opportunity to learn Welsh for work purposes following our Welsh Language Training Programme. No further action was taken or received.

Telephony Complaint

Our Customer Contact Centre received a complaint over the telephone from a customer who was having difficulty using the Welsh option on our service, each time the Welsh option was requested the call was terminated. The Operative taking the call apologised and assured the customer that the matter would be looked into and took the callers details. The matter was investigated and found to be a technical fault with the system, the problem was solved by the service provider. The complainant was kept informed throughout investigating the problem and once solved was informed by the Operative. No further action was taken or received.

Complaints Received from Staff:-

Four of the complaints were received regarding e-mails being sent out to all staff in the organisation in English only and not complying with our Internal Language Policy, which stipulates that all large staff/group e-mails are to be sent out bilingually with the Welsh message preceding the English. The matter was

raised with the author of each e-mail by the Welsh Language Policy Advisor, reminding staff of the policy we have in place.

- e) Evidence of arrangements to ensure quality of Welsh content on corporate website and plans if any for improving Welsh content.

Our corporate website has been fully bilingual since becoming operational on 1st April 2013. All information published is translated by a qualified translator. Our digital communications team work within the requirements of our Welsh Language Scheme ensuring pages are bilingual before publishing. Some technical reports will not be translated but will have a bilingual summary following our Translation guidance.

Recently our digital communications team has updated our website by incorporating what was previously hosted on Forestry Commission Wales and Countryside Council for Wales websites. All of this content was professionally translated and reviewed before being published.

Our new website content management system has been designed to only allow a new page to be published when both Welsh and English versions have been populated, thereby ensuring ongoing compliance with our Welsh Language Scheme.

Welsh Language Skills

- a) Information regarding Welsh language skills of workplace and report on data.

Due to our internal re-structuring and change programme, and the number of staff leaving the organisation through our recent Voluntary Exit Scheme, no staff Skills Audit has been carried out since April 2013 to capture the Welsh language skills of staff. All staff will be asked to self assess their Welsh language skills in the next twelve months as part of our work to ensure that the Bilingual Skills Strategy becomes fully operational. This information will then be recorded in our new Finance and Human Resources system MyNRW and updated as and when required. The table below lists the findings of the Audit in October 2013:-

28.b. Speaks Welsh to the level stated			
None:		28.2%	532
Level 1:		31%	585
Level 2:		10.5%	198
Level 3:		6.7%	126
Level 4:		10.5%	198
Level 5:		13.1%	248

- b) Evidence of investment into Welsh language training and explanation of other steps taken to improve skills in workplace in a period of restricted external recruitment

Over the last 12 months we have concentrated on our Welsh Language Training Programme which was launched in June 2014, giving all our staff the opportunity to learn or improve their Welsh language skills for work purposes. The launch of this programme will help us in achieving the targets set in our Bilingual Skills Strategy of having 30% of our staff able to communicate with confidence in Welsh by 2018 and becoming a naturally bilingual organisation for the future. We have a Welsh Language Training Co-ordinator who takes on the day to day organisation of the training programme, who staff contact for help and advice on their training needs, and makes all the necessary arrangements for the training required.

The success of this Welsh Language Training Programme has seen over 250 of our staff with no Welsh language skills attend a one day Cyfarch(annunciation) course, which helps them in being able to pronounce place names, personal names and basic greetings in Welsh, which is the basic Welsh language standard required within our organisation. Over the next 12 months we are aiming to hold more of these courses to ensure that all our staff are able to meet this basic Welsh language standard required within our organisation. This one day course has inspired many of our staff to continue and progress to the Mynediad/Beginner 1 course.

The launch of our Welsh Training programme has resulted in:-
139 members of staff attending Mynediad/Beginners 1 course
31 members of staff attending Mynediad/Beginners 2 course
52 members of staff attending Sylfaen course
24 members of staff attending Canolradd course
9 members of staff attending Uwch course

8 of the above courses are being held in-house at offices across Wales, this has been pivotal in the success of these courses, learning in the workplace along colleagues making it more fun by learning together. This has resulted in fewer members of our staff dropping out of the course than previously seen.

Two of our Management Board members have taken up the opportunity of learning Welsh and sitting a WJEC examination at the end of their course which they successfully passed. Our Chair and other Board members have received training to help them in being able to pronounce place names, personal names and basic greetings in Welsh.

With the success of the Welsh Language Training Programme, to give further support to our learners we launched our Mentoring Programme to coincide with

St David's Day, giving our learners the opportunity to practice what they have learnt in the classroom informally with a Welsh speaker. This method is known to help learners gain confidence in using the language, to date we have 18 Mentors and 24 Mentees. With the Welsh lessons coming to an end in June we shall be encouraging our learners to sign up to this Scheme to keep up their Welsh language skills until the beginning of the next term in September 2015.

A number of our Grŵp Pencampwyr members have been supporting our learners at offices across Wales as follows:-

Siop Siarad

Word of the day/week

Help with homework

Lunch time walking group, giving staff the opportunity to have an informal chat in Welsh

Staff greeting each other in Welsh first thing in the morning

Lunch time informal chats

These informal lunch time chats are popular amongst our learners giving them the opportunity to practice what they have learnt in an informal setting helping them gain confidence in using the language. A number of learners have commented that they enjoy listening to Welsh speakers using the language naturally rather than in a formal classroom setting. The time given by our Welsh speakers to promote the use of Welsh in these sessions is very much appreciated by our learners.

- c) Evidence of provision of language awareness training
The 250 members of staff received a short awareness session during the Cyfarch one day training course. The training courses were provided by external Welsh Language Tutors from Welsh Language Training Centres across Wales.

Mainstreaming the Welsh Language

- a) Information regarding arrangements for assessing policies on Welsh language and any steps taken to revise arrangements to ensure appropriate assessment carried out.

Following advice given by the Welsh Language Commissioner during a meeting held to discuss their feed-back on our last Annual Monitoring Report, where it was raised that the Equality Impact Assessment form and guidance made no reference to the Welsh language. The Welsh Language Policy Advisor has worked closely with the Workforce Planning and Equalities Senior Advisor to ensure that the Welsh language has been included as a consideration on the Equalities Impact Assessment form and guidance, this ensures that the language forms a part of the screening process for all policies, plans and projects.

The Welsh Language Policy Advisor plays a part in the authorising process with all Equality Impact Assessments carried out by the organisation to ensure that Welsh language issues have been addressed as required by our Welsh Language Scheme.

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

The organisation has continued with the good work carried out last year on implementing and promoting the use of Welsh both internally and externally. Staff are encouraged and supported to use their Welsh language skills wherever possible both written and verbally. The launch of our Welsh Language Training Programme supporting all of our staff who wish to learn Welsh for work purposes has been very successful giving staff who in their legacy organisation were not given this opportunity. The organisation will continue to support staff who are learning, this will help us attain our vision of becoming a bilingual organisation for the future.

From the results of recent surveys/questionnaires which are available bilingually for staff to complete, 2% of our staff completed these in Welsh. The Grŵp Pencampwyr have been speaking to a number of our Welsh speakers and advanced learners asking what difficulties/barriers they find in using Welsh in the workplace. The response concluded that staff found the language difficult to understand in the Cymraeg Clir approach that the Translation Team use for their work. A pilot scheme will now take place on some communications to staff where a Welsh copy will be amended, English words/internal organisational language/acronyms will be inserted in italic and in brackets next to the Welsh to help make reading and understanding the communication easier in Welsh. We hope that this will help our staff gain confidence and become more familiar and prepared in using their Welsh skills in the future.

Our new internal on-line HR and Finance self serve system developed called MyNRW which was launched in December 2014 where all staff in the organisation can access to view or amend records has been developed bilingually. User profile can be amended by our ICT department and set in preferred language of user.

Our new internal Health and Safety on-line accident reporting self serve system has been developed bilingually, giving our staff the opportunity to report any accident or near miss in their own language. All staff within the organisation have access to this system.

We have identified that we need to acquire and develop our own Information Communication Technology resources for when our service agreements with the legacy organisations come to an end. Working alongside the Welsh Language Commissioner we have developed guidance on Welsh language requirements of ICT resources for both public and internal use. This will increase the opportunities for our staff to work bilingually internally.

Analyse Performance

- a) Recognise risks and prioritize in preparation for next year
We monitor risks to the requirements of our Welsh Language Scheme targets at various levels, the Directorate Delivery Plan for Organisational Development and People Management includes the Welsh language and outlines the role that the Directorate plays in delivering outcomes of the Business Plan. Each Directorate also has a risk register which tracks the progress made of the targets set. Any issues highlighted are followed up where appropriate.

The organisation has nearly completed its internal re-structuring and change programme, this will now enable us to move forward with ensuring that our Bilingual Skills Strategy becomes fully operational. The Strategy is partly operational due to the launch of our Welsh Language Training programme to help us achieve the target set in the Strategy of having 30% of our staff able to speak Welsh with confidence by 2018.

To continue with this work there will be a need to work on a pan business mapping exercise to assess and set a Welsh language level for each post within the organisation. This will be done using our Staffing and Recruitment guidance taking into consideration the language requirements of the post and also the team to ensure each workplace has sufficient number of Welsh speakers to provide a bilingual service. This exercise will take a number of months and will also require each member of our staff to self assess their Welsh language skills, this information will be used to help us plan when and where we are likely to lose Welsh speakers in the future and where we need to increase capacity currently. This information will be captured in our new MyNRW HR and Finance system which will enable us to produce reports on language skills of our staff and posts as and when required. This process is likely to take a number of months but we hope to complete by the end of March 2016.

A copy of the Standards Report to Welsh Ministers was received from the Welsh Language Commissioner on 2nd June 2015, we are now in the process of compiling an action plan to see if there are any areas we need to concentrate on to ensure that our organisation is able to comply with the Standards when they are imposed upon us in the future.

We are currently in discussion with a training provider who provide courses in aspects of Welsh language policy and planning regarding running an internal course to help staff involved with policy making decisions to understand what considerations should be given to the Welsh language when developing policies and projects and the effects of decision could have on the language, both positive and negative. This will help the organisation prepare for when the Policy Making Standard is imposed upon the organisation in the future.

Due to the success of our Welsh Language Training programme and Mentoring Scheme we will continue to support those staff who have expressed a wish to learn Welsh for work purposes. Over the next twelve months we planning on arranging some internal "Using Welsh in the Workplace" courses to give extra help and tuition to our staff who are currently learning or at Level 3-Canolradd/Intermediate, acting on feed-back from a number of our staff who are

at this level stating that they would like to gain confidence in using Welsh in their daily work. The course would be tailored to the requirements and specific terms used in our organisation, helping the participants become familiar with the language used.

b) Examples of relevant good practice

- Development of Bilingual Software guidance
- Internal ICT systems being developed bilingually to increase opportunities for staff to use Welsh internally
- Continued organisational support for staff learning Welsh
- Work of Grŵp Pencampwyr in supporting our learners
- Mentoring Scheme
- Work of our Translation Team in adapting some Welsh internal communication to encourage staff to use their Welsh skills internally
- Staff sharing their stories on learning Welsh on staff intranet
- Close working of Recruitment Team and Welsh Language Policy Advisor
- Guidance in place for staff use of Social Media

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

No work has begun in this area to date.

Welsh Language Scheme – Performance Indicators

Contract Services - % of sample contracts which were monitored for compliance with Welsh Language Scheme requirements:-

Control and administration of each contract is monitored by the contract manager responsible for the contract. When an aligned approach for the organisation is in place to our agreements and contracts, monitoring procedures will be addressed at the same time.

Face to Face Service – number and % of posts at receptions, contact centre or one stop shop that were designated as Welsh essential, and % of those filled by a bilingual member of staff:-

Reception –6 posts are designated as Welsh essential, 86% of the posts are filled by bilingual speaking staff.

Contact Centre – 7.5 posts are designated as Welsh essential, 100% of the posts are filled by bilingual speaking staff.

HR & Skills – 5 members of staff and % of staff (fluent and learners) received Welsh language training to specified qualification

HR & Skills – 250 and 13% of staff who received Welsh language awareness training as part of the Cyfarch one day course.

HR, Equalities and Diversity – 446 members of staff and 24 % of our staff total within organisation are able to speak Welsh. These figures are from the Staff Skills Audit conducted in October 2013.

Within Department/unit:-

Finance and Corporate Services =

26 members of staff are able to speak Welsh = 17% of the staff

Governance

8 members of staff are able to speak Welsh = 19% of the staff

Communications

13 members of staff are able to speak Welsh = 57%

Knowledge Strategy and Planning

48 members of staff are able to speak Welsh = 16% of the staff

National Services

61 members of staff are able to speak Welsh = 22% of the staff

Organisational Development and People Management

17 members of staff are able to speak Welsh = 37% of the staff

Operations South Wales

99 members of staff are able to speak Welsh = 15% of the staff

Operations North and Mid Wales

167 members of staff are able to speak Welsh = 38% of the staff

Transformation Team

5 members of the staff are able to speak Welsh = 18% of the staff

By grade of post

We are currently unable to give information to this level of accuracy, once we have completed our work on the Bilingual Skills Strategy we hope to have this information by March 2016.

Within workplace (office, centre and main offices)

As detailed in point above.

Service Standards – number of complaints received regarding implementation of scheme and % of complaints which were dealt with in accordance to organisation corporate standards.

5 complaints were received from the public, with 100% of the complaints dealt with in accordance to organisation corporate standards.

4 complaints were received internally from our own staff, 100% of the complaints dealt with in accordance to organisations corporate standards.

**Action Plan
Implementing Natural Resources Wales Welsh Language Scheme 2014-2015**

Section	Action(s)	Target Date	Action(s) Taken
2	Service Provision		
2	Ensure all members of staff have access to staff guidance relating to service provision	July 2013	All Scheme guidance are available on intranet all new guidance are highlighted on intranet and in Manager's Monthly. Requirements of Scheme have been highlighted in Yr Wythnos, Manager's Monthly and Focus On feature on intranet to all staff.
2.10	Set up a bilingual systems programme group Carry out a review of the bilingual capacity of current IT systems Agree an Implementation Plan	July 2013 December 2013 February 2013	Following advice from Welsh Language Commissioner's Office, we now have guidance in place for staff on points to consider when developing current or purchasing new ICT software for both external and internal use. This work was completed in March 2015.
3	Policy Making		
3.1	Include assessment of the effect on Welsh language as part of the decision making process with regard to new and changed policies	April 2013	Following advice from Welsh Language Commissioner's Office, Welsh Language has been included as a consideration in our Equality Impact Assessment form and guidance to ensure that language forms part of the screening process for all policies, plans and projects. This work was completed in November 2014.
3.3	Bilingual Skills Strategy and Timetable to become	From April 2013	Explained on page 12 of the report, work to ensure Strategy becomes fully

	operative, together with Scheme sections 3.3, 3.4, 3.5.		operational will begin in 2015 and completed by March 2016.
4	Operations		
	Agree and implement measures to encourage and enable Welsh Speakers and Welsh learners to increase their use of spoken and written Welsh in all aspects of their work whenever practical	From April 2013	Explained on pages 3,4,11 and 12 of the report how we have taken steps to mainstream and promote the use of Welsh in workplace.
	Prepare and implement an ongoing Welsh language awareness programme	Ongoing	250 members of staff received Awareness Training as part of Cyfarch one day Welsh annunciation course during 2014-15. More courses to be arranged for 2015-16.
5	Promoting the Welsh Language		
	Raise awareness of our bilingual corporate aim by ensuring that staff are adequately informed through guidance and Welsh Language Awareness Training briefings on the aims and objectives of this scheme	From April 2013	Awareness of aims of Scheme highlighted in Yr Wythnos, Managers Monthly and Team Meetings by Grŵp Pencampwyr members and Welsh Language Policy Advisor during 2014-15.
6	Monitoring and Record Keeping		
	Record and report on compliance with the measure in this Scheme	From April 2013	Report on compliance has been included in Annual Report 2015.
	Annual report to Senior Management Team and Welsh Language Commissioner on implementation.	June 2015	Report due June 2015.