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Wales

# Welsh Language Scheme

## Annual Monitoring Report 2015-2016

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## Contents

	Page
Introduction	3
Implementing the Welsh Language Scheme	3
Grŵp Pencampwyr	5
ICT	6
Recruitment	6
Welsh Language Training Programme	7
• Awards	8
• Mentoring Scheme	8
Compliance with Welsh Language Scheme	8
• Front Line Services	8
• Control and administration of Scheme	9
• Welsh Language Skills	13
Mainstreaming the Welsh Language	14
Analyse Performance	15
• Risks	15
• Priorities for the coming year	16
Welsh Language Scheme – Performance Indicators	18
Action Plan 2015-2016 (Annex 1)	18
Further Breakdown on Welsh Language Skills (Annex 2)	20

## Introduction

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

This is the third Welsh Language Scheme Annual Monitoring Report prepared by Natural Resources Wales to demonstrate the progress we have made in implementing our Scheme during financial year 2015/2016, and identify our work priorities for the year ahead with regard to the Welsh language.

Over the year we have continued to implement the Scheme in all our workplaces, and mainstream the language into the business as we progress with our vision of becoming a naturally bilingual organisation in order to provide the best possible service to the public of Wales, as well as providing a bilingual working environment for staff. Our aim is to give our customers and staff a real language choice, recognising that people are able to express their views and needs better in their preferred language.

The last twelve months has continued to be a period of change internally with the work of bringing together the functions of the three legacy bodies continuing and as service level agreements come to an end develop our own. The organisation has also continued with it's internal re-structuring and change programme, Welsh language considerations and requirements have formed part of decision making process in these changes.

## Implementing the Welsh Language Scheme

Whilst we have continued to implement the Scheme and raise awareness of it's requirements we have also been preparing the organisation for the forthcoming Standards, ensuring that staff are aware of the changes ahead through our normal communication channels or at face to face meetings.

The Welsh Language Policy Advisor has met with all Visitor Centre Managers and the Tenants in place at our Centres to explain the forthcoming Standards and changes with regards to Welsh language legislation. These face to face meetings have been worthwhile with the Managers and Tenants having a better understanding of the requirements moving forward. The Tenants made it clear at these meetings of the value they find in promoting the language in their business, adding to the visitor experience and also when dealing with the local communities.

The Scheme has been highlighted in the Managers Monthly on a regular basis over the last year as follows:-

- Raising awareness of the forthcoming move from operating Welsh Language Schemes to Standards. Asking Managers to ensure that staff familiarise themselves with the Scheme and guidance in place, answer the telephone bilingually, ensure bilingual phone and out of office message.
- Process in getting the Bilingual Skills Strategy operational, highlighting the need for all staff to self-assess their Welsh language skills.
- Reminder that we operate an Internal Language Policy and its requirements.
- Reminder asking staff to complete the task in self-assess their Welsh language skills, explaining why the information is required.
- Welsh Language Training programme highlighted.

- Raising awareness of survey Welsh Language Commissioner was conducting on the experience of Welsh language service users.

The Scheme has been highlighted on the home page of the intranet on a number of occasions over the last year:-

- Article raising awareness of the new Welsh language page set up in the central Finance/HR system MyNRW, to record Welsh language levels of staff. Guidance were issued to staff on recording this information in the system.
- Highlighting the Welsh Workplace of the year Award which was awarded to Natural Resources Wales by Cardiff University and also that a member of staff had won Welsh Learner of the Year from Coleg Gwent.
- Article to celebrate St David's Day and highlight the benefits of bilingualism and our Mentoring Scheme.
- Volunteers were requested on the Intranet to pilot the translation tool.

This year we have concentrated on mainstreaming the Welsh language into the business to ensure that the language forms part of the decision making process across the business. The Welsh Language Policy Advisor has discussed the policy and its requirement with Managers to ensure that Welsh language considerations are in place and get the organisation in a comfortable position for when the forthcoming Standards are in place.

Examples of this work is listed below:

- Worked in collaboration with Translation Team to ensure compliance with our Scheme, ensuring that each piece of work which required translating is accompanied by our checklist to assess the need for translation, this ensures that each piece of work is given the same consideration. Where a query arises, the checklist and work is forwarded to our Welsh Language Policy Advisor.
- Following an audit carried on our recruitment procedures, a new recruitment guidance has been written as a tool kit for managers when recruiting staff, Welsh Language Policy Advisor advised the Recruitment Team on Welsh language considerations when recruiting and conducting interviews ensuring compliance with the Scheme in place which has been incorporated into the tool kit.
- Recruitment Team ensure when Welsh language training requirements are agreed at interview that the successful post holders are issued with a letter of agreement which the individual signs and is kept on file. The Line Manager is responsible for ensuring that this training takes place, audit checks will in future be carried out by the Welsh Language Policy Advisor and Welsh Language Training Co-ordinator.
- Each new member of staff received an e-mail from the Welsh Language Training Co-ordinator, with details of our Scheme and guidance in place. Any new member of staff who is required to learn Welsh as part of their terms and conditions also receive the Welsh Language Training Request form to ensure that the training is arranged for the individual.
- Worked with the Procurement Team on a Contract Management Monitoring Form for Welsh language compliance. These forms will be used by contract managers to ensure compliance and a copy will be sent to the Welsh Language Policy Advisor following each monitoring check. This form will be launched to the business during 2016.
- A number of new software programmes have been developed as our service agreements come to an end with legacy bodies, Welsh language considerations are incorporated into these decisions on every occasion.

On a number of occasion over the last twelve months representatives from our organisation have been asked to take part and give a presentation at events explaining how the organisation

has been working on developing a bilingual workplace, sharing good practice with others. Below are examples of other work the organisation has been involved with:-

- Our Chief Executive and Welsh Language Commissioner hosted an event during the National Eisteddfod at Meifod on using Welsh in the Workplace. Good practice was shared, with two members of our staff who have learnt to speak Welsh for work purposes sharing their experiences in learning Welsh, a question and answer session followed the discussion.
- Director of North and Mid Wales Directorate gave a presentation at the Welsh in the Workplace conference organised by Bangor University on the work our organisation has done in bringing three organisations together, and how we are working on developing ourselves as a bilingual organisation and increasing the opportunities for our own staff to work bilingually.
- Welsh Language Policy Advisor gave a presentation at the Bilingualism @ Work Conference and Bilingualism in Education Conference, emphasising the importance of thinking of the Welsh language as a skill in the workplace.
- Welsh Language Policy Advisor attends the Welsh Local Government Rhwydiaith (Networking) meetings which are held quarterly with Language Policy Officers from other public organisations attending where legislative matters are discussed along with sharing good practice and any new initiatives.
- A member of our Grŵp Pencampwyr from Finance and Corporate Services gave a presentation at Hunaniaith Gwynedd conference aimed at Pencampwyr on how he carries out his role within the team and how they have utilised and developed the skills of Welsh speakers within the team to translate their own notices to the business when publishing ICT updates. This started as a pilot project which has successfully continued.

Welsh Language Policy Advisor continues to sit on Hunaniaith group with (Gwynedd CC), Ceredigion Local Service Board Executive Group for Bilingual Futures and Rhwydiaith (Welsh Language Officers network). These meetings are beneficial in sharing good practice and knowledge.

### **Grŵp Pencampwyr**

The Grŵp Pencampwyr have met four times during the year. Meetings over the last year have taken place using skype which has made it easier for members to participate in the majority of meetings. The group is now established with a number of the Pencampwyr being proactive in promoting the use of the language in each Directorate and bringing examples of good practice to share at our meetings.

Over the last twelve months the group has continued to promote the use of Welsh proactively in their Directorates, the minutes of the Pencampwyr meetings are translated in everyday spoken Welsh with the not so familiar words entered in brackets alongside the Welsh words, this has helped a number of our learners read and be able to understand the Welsh version of the minutes.

Here are some examples of the work which the Pencampwyr have been proactive in organising and sharing good practice with each other:-

- Encouraging staff to use their Welsh language skills in meetings informally without the use of simultaneous translators, fluent Welsh speakers acting as translators for non-Welsh speakers.
- Lunch time walks where learners and fluent Welsh speakers practice their Welsh language skills informally

- A Welsh homework club has been set up in our Monmouth office, where fluent Welsh speakers help the learners with their weekly homework.
- Pencampwr for Finance and Corporate Services was instrumental in getting a page set up in the HR/Finance MyNRW system for recording staff Welsh language skills, this will make it easier for reporting purposes.
- Each Directorate has a Target for Welsh language in their Directory Delivery Plan which is achievable to all staff.
- A sub-group of Pencampwyr has this year been set up in the South as well as the North with a representative based at each of our offices.
- Staff learning Welsh at our Aberystwyth office meet each Monday for a cuppa and have an informal chat in Welsh.
- Word of the week has been launched in a number of Directorates which has proved to be popular with staff, the Welsh word is also written phonetically to help the non- Welsh speakers with pronunciation. Our Transformation Directorate has moved on with this introducing basic sentences to help staff become familiar with using more Welsh in work.
- North and Mid Wales Pencampwr has devised a questionnaire for learners asking what practical help the organisation could give them with their learning, this questionnaire has been shared with all the Pencampwyr for use.
- Pencampwr for Knowledge Strategy and Policy wrote an article of her journey in learning Welsh over the last six years, including hints and tips for other learners, the article was published on the intranet feature "Day in the Life Of".
- A notice board has been put up in each of our offices by the Facilities team for Welsh language purposes, this notice board is used to inform staff who the Pencampwyr are and their contact details, advertising forthcoming courses, our Mentoring Scheme and any news/information regarding the Welsh language.
- Pencampwr was interviewed on Radio Cymru talking about learning Welsh and how she has been supported to do so by our organisation.
- A number of the Pencampwyr act as Mentors to our Welsh learners.

## ICT

Our ICT team have continued with the work on developing our own Natural Resources Wales branded ICT systems as we continue with the work of moving away from current service agreements with our former legacy bodies. Welsh language is embedded into the decision making process when developing or acquiring ICT systems.

A new Bilingual ICT Service desk was launched during the year, giving our staff the choice of speaking to a Welsh or English service desk technician.

Our ICT team now translate their internal all staff messages using the support system Cysill/Cysgeir which is available to all staff upon request. Having a team of fluent Welsh speakers has helped in decreasing the dependency on our Translation Team as they have become more confident and encouraged to use their Welsh language skills.

## Recruitment

The Welsh Language Policy Advisor has continued to assess each vacant post for Welsh language requirements, each vacancy is discussed with the recruiting manager along with the number of Welsh speakers in each team. Due to the current reduction in external recruiting in the public sector, the majority of vacancies have been advertised internally. Following the process we have in place this allows our staff to develop their Welsh language skills so that we are increasing our bilingual capacity for the future. This process helps to ensure that each team has a capacity of Welsh speakers and also give our staff the opportunity to develop these skills where necessary.

187 vacancies were advertised during the year with the majority being advertised internally. The vacancies were advertised with the following Welsh language requirements:-

- 1 vacancy was advertised at Level 5 - Fluent Welsh in both written and spoken Welsh
- 17 vacancies were advertised at Level 4 - Fluent Welsh speaker
- 1 vacancy was advertised at Level 4 - Fluent Welsh speaker or a willingness to learn to the required level as a condition of appointment
- 6 vacancies were advertised at Level 3 - Ability to speak Welsh with confidence on work related matters
- 44 vacancies were advertised at Level 3 - Ability to speak Welsh with confidence on work related matters or a willingness to learn to required level as a condition of appointment
- 118 vacancies were advertised at Level 1 ability to use basic Welsh conversational phrases and to pronounce Welsh place names correctly

### Welsh Language Training Programme

This is the second year of our Welsh Language Training Programme, which has proved to be very successful with 254 members of staff being supported to attend Welsh language training at various levels, with twelve members of staff sitting examinations at different levels, all being successful in passing these exams. All the staff were given time off for the exam with some taking study leave in line with our Welsh Language Training Guidance.

We have run 15 courses in-house with a tutor coming into the office on a weekly basis, these courses are very successful with very few staff dropping out. Evaluation forms have been sent out to all our learners asking their opinion on the quality of the lessons and asking for comments. There were no negative comments on the evaluation forms received and a high percentage appreciated being given the opportunity of being supported to learn Welsh in work time, treating Welsh language training the same as any other workplace training course.

Two members of our Executive Team are learning Welsh and currently attending a block Mynediad 1+2 on a monthly basis through Cardiff Welsh for Adults Centre. This course was their preferred method of learning due to their work commitments finding it easier to commit one day a month to training rather two hours on a weekly basis. Two of our Board members is also currently learning Welsh.

Arrangements are in hand for our newly appointed Board members to attend a "Cyfarch" a one day Welsh annunciation course along with other staff members.

Four "Cyfarch"/Annunciation courses were held within the year, with 55 members of staff attending. Two of the courses were held in Cardiff with one in Rhuddlan and the other in Welshpool.

Our Facilities Teams are in the process of ensuring that a Welsh Language notice board space is created at each of our offices. This will be used to advertise up and coming training events, the name and contact details of the Grŵp Pencampwyr members and also advertising the Mentoring Scheme. This has proven to be an effective way of communicating up and coming Welsh training courses to staff.

A writing course for our fluent Welsh speakers – "Cwrs Graenus" was held in October at our Crosshands office, 9 people attended this course which we tailored to include NRW terminology. The Welsh Language Training Co-ordinator worked with the delegates and the tutor to influence the course content. Again this course was a success with each attendee completing an evaluation form at the end of the day.

Five members of staff were supported to attend the New Year "Graenus" course with a number of our staff attending revision courses.

As part of St David's Day celebrations, an article was published on the Intranet highlighting St David's Day to all staff in which our Mentoring Scheme was highlighted along with the health benefits of speaking and learning Welsh following research carried out by Edinburgh University who have published their findings.

### **Awards**

Our organisation was very pleased to have won Welsh in the Workplace client of the year from Cardiff Welsh for Adults in July 2015. Some of our learners attended the ceremony along with the Executive Director for Organisational Development and People Management. A press release was issued on the Cardiff University website, a feature on the award was published on our intranet and Yammer.

A member of staff was awarded Learner of the Year Award by Coleg Gwent for the effort made in learning Welsh to date. The staff member attended a ceremony to receive the award in October. This was highlighted on Coleg Gwent Twitter page with a feature on our intranet page and Yammer.

### **Mentoring Scheme**

Awareness of our Mentoring Scheme has been highlighted through our communication channels in the Managers Monthly, Yammer and also on the Welsh language notice boards at each of our offices, highlighting the benefits of using the language outside the classroom and having an informal chat with a fluent Welsh speaker.

To date we have 10 learners have signed up to our Mentoring Scheme, 16 members of staff have come forward offering to be Mentors. Learners will be sent an evaluation form asking what they think of the scheme and asking what further help our learners require.

### **Annual Monitoring Report 2015-2016**

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

#### **1. 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 2015/2016, 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, there are a number of fluent Welsh speakers who work at our Aberystwyth office who would be able to discuss matters in Welsh with a visiting member of the public).



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

**Llwyn Brain Office, Bangor** – 1 dedicated reception post - Bilingual

**Buckley Office** – 1 dedicated reception post - Bilingual

**Tŷ Cambria, Cardiff** – 3 staff cover role, 2 bilingual, 1 able to meet and greet bilingually.

**Plas yr Afon, Cardiff** – 3 staff cover role – Not Bilingual (all able to meet and greet bilingually).

**Llys Afon, Haverfordwest** – 1 dedicated reception post – Not bilingual (able to meet and Greet bilingually, a list of Welsh speaking staff members in office who can be called upon to deal with a Welsh Language enquiry.

**Maes Newydd, Llandarcy** – No dedicated reception post – 2 members of staff cover the reception desk 1 bilingual, 1 able to meet and greet bilingually.

**Customer Contact Centre** – 16 members of staff work at our Customer Contact Centre, 12 are fluent Welsh speakers and 2 are learning Welsh at Level1. Our Customer Contact Centre answers all incoming calls for the organisation, with the system giving the caller a language choice immediately upon reply.

At all our offices we have a number of fluent Welsh speakers who would be able to discuss matters in Welsh with a visiting member of the public.

**Ynys Las Visitor Centre** – (seasonal only) - 1 fluent Welsh speaker, 1 who speaks Welsh at level 3, 1 at level 1. 1 Education Officer who works from the Centre on a regular basis is a fluent Welsh speaker.

**Garwnant Visitor Centre** – (open all year) 2 members of staff on reception are learning Welsh at Level 2, with 2 members of the Education Team who work out of the Centre are fluent Welsh speakers.

**Bwlch Nant yr Arian**- (open all year) reception duties are carried out on a rota basis by 4 members of staff, 2 are fluent Welsh speakers and 1 is learning Welsh. 1 Education Officer is also based four days a week at the Centre who is a fluent Welsh speaker. 3 members of the café staff are also fluent Welsh speakers.

**Coed y Brenin** – (open all year) reception duties are carried out on a rota basis by 2 members of staff, 1 fluent Welsh speaker and 1 at Level 2. All the staff at the café are fluent Welsh speakers.

## 2. 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 language

The development of new procurement processes under the Procurement Governance Framework continues and progress remains on track. Natural Resources Wales is working to ensure that its procurement processes are aligned with the Welsh Procurement Policy Statement (June 2015) and the new European Public Contracts Regulations 2015.

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

During 2015 we have:

1. Published our standard terms and conditions of contract on our external website.

These terms and conditions are available both English and Welsh on our website and apply to all Natural Resources Wales contracts. Clause 40 of the General Terms states: "The Contractor shall comply with the requirements of Natural Resources Wales's Welsh Language Scheme where applicable to the performance of its obligations under the Contract." This will be amended when the Standards come into force.

2. Developed the Market Approach Plan (MAP).

This document is completed by the Procurement Team for all procurements with a value of £25k and over and sets out the procurement strategy for a specific purchase. The MAP asks specific questions about the purchase in order to identify the core requirements.

Section 2.5 of the MAP asks whether the proposed contract will bring suppliers into contact with members of the public as a direct part of the service or if it involves the direct provision of services to staff. If this is the case then Natural Resources Wales's Welsh Language Scheme must be adhered to and bilingual considerations included in the specification as advised by the Welsh Language Policy Advisor. This is in line with the Public Contracts Regulations which state that supplier selection and award criteria must be related and proportionate to the subject matter of the contract; and to the guidance contained within the Welsh Government's "Contracting out Public Service Contracts and the Welsh Language" which states "the actions taken and guidance developed must be appropriate in the circumstances and reasonably practicable".

In terms of providing tender documents in both English and Welsh, Section 2.5.3 of the MAP asks whether the tender documents themselves need to be provided bilingually. By following the guidance of the Welsh Language Policy Advisor and completing the translation checklist contained within Natural Resources Wales's Welsh Language Scheme each tender will be assessed on a case-by-case to ascertain translations requirements. This is in line with the advice contained within the Value Wales Procurement Planner (Strategy > Legal Framework > Welsh Language and Public Procurement) which states that "procurement processes should comply with individual organisation's own Welsh Language Approved schemes".

3. Adopted the Welsh Government's SQuID approach to supplier selection as part of the tender process. SQuID is the Supplier Qualification Information Database which comprises a common question set and guidance which simplifies and standardises the selection process across the Public Sector in Wales and improves transparency. The SQuID question set contains question CC.GEN.08 which can be applied (along with other contract-specific requirements) where experience of delivering services in Welsh is an important indicator of capability when shortlisting potential suppliers. (CC.GEN.08 - 'Please confirm that you currently meet, or will meet if you are successful, the requirements of the Welsh language measure.')
4. Used the sell2wales website to advertise all contract opportunities, in line with other Public Sector bodies in Wales. Notices will be published bilingually where it is appropriate to the subject matter of the contract as per the guidance contained within the Welsh Government's "Contracting out Public Service Contracts and the Welsh Language" which states "the actions taken and guidance developed must be appropriate in the circumstances and reasonably practicable".
5. Our Procurement Rules have been drafted and are in the process of being approved through Audit Committee and standard corporate governance process. The rules state that when carrying out procurement activity on behalf of Natural Resources Wales, staff must comply with all appropriate policies and legislation (this includes Natural Resources Wales's Welsh Language Scheme).

6. Set out our internal audit requirements with the Head of Audit requesting that an internal audit is undertaken in the latter part of 2016 to test compliance with new processes and procedures. This will include compliance with our Welsh Language Scheme.
  7. Assisted the Welsh Language Policy Advisor to develop a form that can be used to aid Contract Managers when monitoring contract performance and in particular compliance with any requirements to deliver services bilingually. This form will be launched to the business in this coming year with guidance in place to help Contract Managers in completing the checks.
- 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 the year explaining how the organisation encourages staff to develop their language skills and welcomes communication from customers in Welsh.

The Business Plan is linked to our Corporate Plan 2014-2017 which explains what we plan to achieve over the next few years in helping to strengthen our bilingual capacity further with a commitment to improve our services to customers and our relationships with stakeholders and partners by delivering our Welsh Language Scheme.

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. This year the Pencampwyr have been discussing Welsh Language Targets which all staff in the Directorate are able to achieve, moving forward we hope to include some more challenging targets for each Directorate.

Examples of the Targets in Directory Delivery Plans are:-

- All staff read and be familiar with the Welsh Language Scheme
- Be aware of the guidance available to help us
- Answer telephones bilingually
- Set a bilingual answer phone message
- Set a bilingual out-of-office message

The Corporate Dashboard tracks progress on a quarterly basis and is regularly checked by our non-Executive Team and our Management Board.

Our Annual Report explains how we want to use the Welsh language and become a naturally bilingual organisation where customers and staff can do business in their language of choice.

- c) Summary of valid complaints received and steps taken  
We have received two complaints this year from the public as follows:-

The first complaint was received in April 2015 on our use of the spelling for Gwydyr Forest in North Wales. The complaint was acknowledged and the advice of the Welsh Place Name Society was sought through the Welsh Language Commissioner's office. The Society came back with the recommendation that Gwydir and (not Gwydyr) is the standard form which should be used. It was explained to the complainant that as a body we had

taken over the functions of three legacy bodies and this included a large number of signage across Wales, historically the spelling of Gwydyr was used by the Forestry Commission. It was confirmed to the complainant that we have a planned programme of work over the next few years in rebranding signs, and will ensure that the correct spelling of Gwydir will be used as and when signs in the area are replaced in the future as advised by the Welsh Place Name Society.

The Team responsible for signage in the area were informed of the complaint and decision on the correct spelling of the name as recommended by the Welsh Place Name Society. No further correspondence was received or action taken.

The second complaint was received in June 2015 on the quality of the Welsh automated message received from our “enquiries” e-mail address. The complainant also asked for a link to our Welsh Language Scheme. A reply was sent confirming that the automated message had been corrected by our Translation Team. It was explained that our guidance to staff is that all written work intended for the public should be translated by our Translation Team or by a fluent Welsh speaker. We assured the complainant that we will make every effort to ensure Welsh messages are correctly proof read in future. A link to our Welsh Language Scheme was sent along with the reply.

Our Customer Contact Centre staff were made aware of the complaint and reminded of the correct procedure to take following our Translation Guidance in place. No further correspondence was received or action taken.

We have also received five complaints from our own staff regarding non-compliance with our own Internal Language policy when corresponding with large groups of staff or teams. A reminder was sent to the originator of each correspondence reminding them of the policy we have in place. The policy has also been highlighted in the Manager’s Monthly and as a feature on the Intranet as a reminder to staff.

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

We’ve continued to publish all content of pages on our website in English and Welsh simultaneously, with the only exception being any time-critical notices around flood warnings.

The Communications Team, together with the ICT team, have developed a number of new online services in 2015/16, for example online river levels:

<http://cyfoethnaturiol.cymru/afonydd?lang=cy>

Where possible, our services have been fully bilingual. Some of our products with mapping features are not currently bilingual as they were developed quickly, using off the shelf templates to replace business critical services that were being switched off by our legacy body organisations (Environment Agency, Forestry Commission).

The second phase of our flood warning online services is going live by the end of March, and the majority of the online service, apart from the mapping elements at this stage, will be bilingual. We will look at improving the Welsh language mapping capability in future.

Our main social media account [@NatResWales](#) is fully bilingual. This year we have developed additional bilingual accounts, for example [Coed y Brenin @WardenCadair](#) and [Sian Williams](#) and will continue to promote to share guidance for staff and encourage more bilingual and Welsh language social media activity from new accounts from staff members.

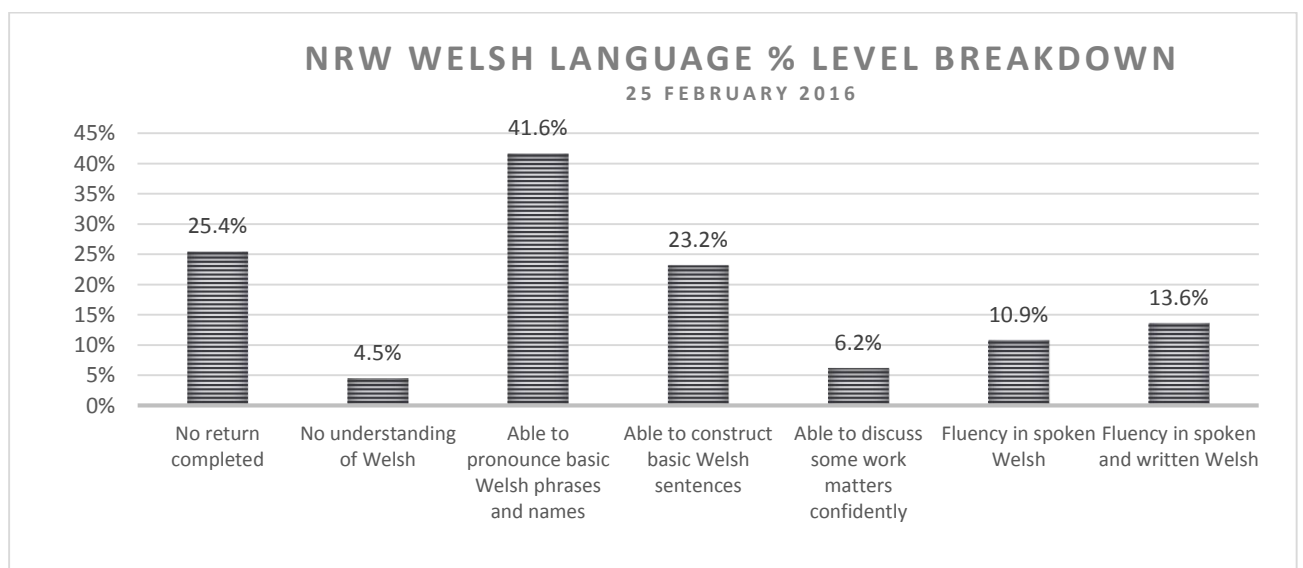
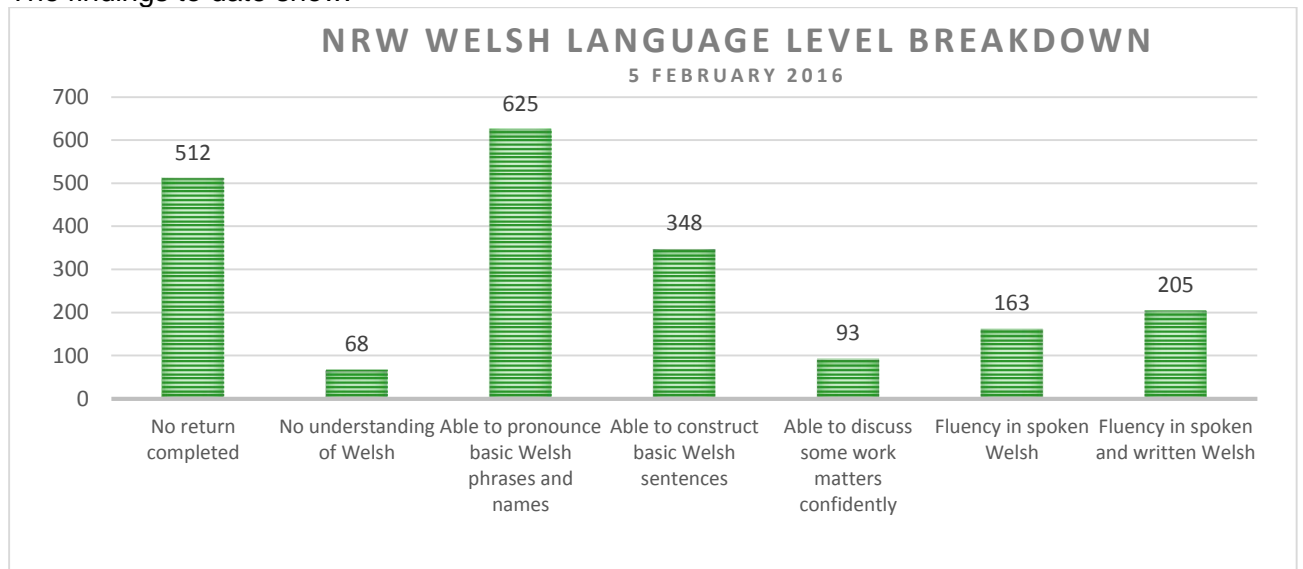
We'll continue to develop and improve the available services in 2016/17 and the availability of Welsh language digital services where possible.

### 3. Welsh Language Skills

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

We are currently in the process of updating the information on the Welsh language skills of our workplace. This work has involved staff self assessing their skills and recording the information in the central Finance/HR MyNRW system. This process has been ongoing as we encourage our staff to carry out this process. To date 74.6% (1502) members of staff have completed this task, Managers have been reminded to ensure that their staff complete this task. The target in our Bilingual Skills Strategy is to have 30% of our staff able to speak Welsh with confidence by 2018.

The findings to date show:-



A further breakdown on the Welsh language skills of the organisation can be found in (Annex 2) of this report.

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

Our Welsh Language Training Programme was launched in June 2014, this is the second year that the programme has been running and has continued to be successful. This year the programme has supported staff on a weekly basis as follows:-

20 members of staff attend Beginners 1  
77 members of staff attend Beginners 2  
11 members of staff attend Foundation 1  
27 members of staff attend Foundation 2  
14 members of staff attend Intermediate 1  
19 members of staff attend Intermediate 2  
7 Members of staff attend Advanced 1  
7 members of staff attend Advanced 2

2 members of staff attend Beginners 1 and 2 for one day on a monthly basis  
55 members of staff have attended 1 day Cyfarch course  
10 members of staff have attended Graenus course tailored to our organisational requirements  
5 members of staff have been supported to attend Welsh New Year School a three day revision course

10 members of staff have signed up to our Mentoring Scheme.

- c) Evidence of provision of language awareness training:

55 members of staff attended a one day "Cyfarch"/Annunciation course which included a session on Welsh language awareness.

#### 4. Mainstreaming the Welsh Language

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

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

During 2015/16 Equality Impact Assessment work has continued and there have been 28 assessments conducted including 8 Business Area Review projects who are all compiling high level Equality Impact Assessments with task specific ones to follow. The Business Area Review Equality Impact Assessments take into account specific self-disclosure information collected voluntarily from our staff.

We are shortly to publish our Business Plan in addition to our Equality Action Plan for 2016/17. These two high level and strategic documents have undergone our Equality Impact Assessment process.

In the coming months we will be streamlining our Equality Impact Assessment process and ensuring that the Welsh language continues to be of equal status to the Equality Act 2010 protected characteristics.

The Workforce Planning and Equalities Senior Advisor works closely with the Welsh Language Policy Advisor to ensure that the Welsh language is considered along with protected characteristics in policy decisions, raising awareness of the language along with equalities.

- c) Information on any steps taken to expand the promotion on the use of Welsh.
- In July a new ICT in house Service Desk service was introduced, this system was developed bilingually giving our staff the choice of speaking to a Welsh or English speaking service desk technician to discuss ICT related problems.
  - ICT service desk team no longer use the services of our in-house Translation Team, they now translate their own ICT related messages to the business using Cysill/cysgeir software, the team have a high number of Welsh speakers in the team.
  - Staff are encouraged to post messages in their language of choice on Yammer, organisational messages are posted bilingually.
  - We are currently in the process of trialling a new IT translation tool which means staff can translate short pieces of work themselves. The tool is being piloted by members of staff who are confident with writing in Welsh, and the Translation Team are on hand to proof read if necessary. Following completion of this trial period we will evaluate all the comments by those involved in the pilot and make a decision whether to go ahead and launch the IT translation tool to the business for small translation work. This tool will also help our Welsh speakers who lack confidence in writing in Welsh and also our learners alike giving them a chance to build their confidence in using Welsh at work with support.
  - Staff are encouraged to use their Welsh language skills at team meetings in giving presentations and asking questions in their preferred language.
  - All meetings are opened and closed bilingually by the Chair.

## 5. Analyse Performance

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

### Risks:-

- We continue to 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.
- Re-structuring and change programme has now been completed, with a business area review currently taking place. Due to this we have been unable to move forward with ensuring that our Bilingual Skills Strategy becomes fully operational. In the last year we have been actively encouraging our staff to self-assess their Welsh language skills and record them in MyNRW, which is a commitment in the Strategy. There will also be a need to carry out a pan business mapping exercise to set a Welsh language level for each post

within the organisation using our Staffing and Recruitment guidance in place. This exercise is likely to take a number of months as we will need to analyse the information held on the capacity of Welsh speakers we currently have, 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 currently increase capacity. The Strategy is partly operational with the Welsh Language Training programme in place.

- Of the 74.6%(1502) staff who have self-assessed their Welsh language skills our findings show that 24.5%(368) of our staff are fluent Welsh speakers, our target is to increase this to 30% by 2018. Currently 3%(47) members of staff are learning at Intermediate and Advanced level who are likely to become fluent Welsh speakers with support. We will need to actively encourage some of our 93 (6.2%) of staff who have self-assessed at Level 3 to develop their language skills if we are to achieve the target set out in our Bilingual Skills Strategy.

#### **Priorities for the coming year:-**

- Having recently received the draft Welsh Language Standards proposed for our organisation, an analysis will be drafted on each of the Standards proposed outlining any work required to ensure that the organisation is able to comply with the Standards within the eight week consultation period given by the Welsh Language Commissioner.
- Raise staff awareness of the Welsh Language Standards and their requirements in all areas of the business, ensure guidance in place to help and explain to staff what is required.
- Organise a course for staff who are involved in policy making decisions to ensure that staff involved in making these decisions 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 set upon the organisation early in 2017.
- Glowyi Iaith courses to be arranged for our fluent Welsh speakers to help them gain confidence in using their Welsh language skills and lessening the dependency on our Translation Team enabling them to write in Welsh without having to have work proof read.
- A course aimed at our staff who speak or have learnt Welsh to Level 3 (able to discuss work related matters with confidence). This course will be tailored to Natural Resources Wales language, to help with giving staff confidence in using Welsh in the workplace.
- Continue with our Welsh Language Training Programme in supporting our staff who need or wish to learn Welsh for work purposes.
- Organise more one day “Cyfarch” course for staff who have self-assessed themselves as having no Welsh language skills, which is the basic linguistic requirement in the organisation
- Produce a pocket book of useful Welsh terms and phrases which will include Natural Resources Wales terminology. We will aim to include the phonetic pronunciation to everyday useful greetings to help our staff when meeting and greeting others.
- We will launch our new Welsh Language Contract Monitoring form and produce guidance for Contract Managers, this will help Managers with understanding the requirements of the Scheme and forthcoming Standards.
- Work with members of ICT staff to review the systems we have in place for bilingual capacity.
- People Survey to be launched in April 2016, all staff participating will be asked the question if they feel that Natural Resources Wales are making progress in becoming a bilingual organisation.



- Continue with the work of encouraging our staff to self-assess their Welsh language skills and record them in MyNRW and aim to get at least 90% completed by end of calendar year.
- Develop our Welsh Language Training page of the intranet with useful hints and tips to help learners and Welsh speakers. We are also hoping to develop our own online learning resources to help staff with basic meet and greet phrases and useful terminology used within the business.

b) Examples of relevant good practice

- At all staff team meetings in the North and Mid Wales Directorate, staff are actively encouraged to use Welsh in giving presentations and asking questions etc with a Simultaneous Translator in place to facilitate.
- Continuing with our weekly Welsh language training programme with tutors coming into some of our offices to deliver the classes in work time, this has resulted in less staff dropping out of lessons than staff attending external lessons.
- Ensuring that all staff with no Welsh language skills attend the one day “Cyfarch” course.
- Sub Grŵp Pencampwyr members based at each one of our offices and the help of our Facilities team have made distributing information to all staff easier.
- Increasing the opportunities for staff to work bilingually by introducing ICT bilingual service desk.
- Continued awareness and promotion of the Welsh language being raised through our normal communication channels.
- In July a new ICT in house Service Desk service was introduced, this system was developed bilingually giving our staff the choice of speaking to a Welsh or English speaking service desk technician to discuss ICT related problems.
- ICT service desk team no longer use the services of our in-house Translation Team, they now translate their own ICT related messages to the business using Cysill/cysgeir software, the team have a high number of Welsh speakers in the team.
- Staff are encouraged to post messages in their language of choice on Yammer, organisational messages are posted bilingually.
- Developing Welsh social media accounts.
- We are currently in the process of trialling a new IT translation tool which means staff can translate short pieces of work themselves. The tool is being piloted by members of staff who are confident in writing Welsh, and the Translation Team are on hand to proof read if necessary. Following completion of this trial period we will evaluate all the comments by those involved in the pilot and make a decision whether to go ahead and launch the IT translation tool to the business for small translation work. This tool will also help our Welsh speakers who lack confidence in writing in Welsh and also our learners alike giving them a chance to build their confidence in using Welsh at work with support.
- All meetings are opened and closed bilingually by the Chair.

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

No work has been carried out in this area to date, discussions have taken place between Welsh Language Policy Advisor and Customer Care Centre Manager on monitoring quality of service in the coming year.

We were pleased to receive an e-mail following the work our organisation carried out over the Christmas period due to flooding. A member of the public sent an e-mail thanking our staff for their work and stating how much she appreciated being able to discuss matters in Welsh at a time when she was feeling very anxious over flooding close to her home.

## 6. 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. In the next year a new Welsh Language Contract Monitoring process will be introduced to monitor each contract for Welsh language compliance.

**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 speaking member of staff:

Reception – 6 posts are designated as Welsh essential. 67% 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 –

1. Number and % of staff (fluent and learners) who received Welsh language training to specified qualification:-

12 (0.6%) members of staff received Welsh language training to a specified qualification during the year.

### HR & Skills-

2. Number and % of staff who have received Welsh language awareness training:-

55 (3%) members of staff received Welsh language awareness training as part of the one day Cyfarch course.

## Annex 1

### Action Plan 2015-2016

Section	Action(s)	Target Date	Action(s) Taken
2	<b>Service Provision</b>		
	Carry out review of the bilingual capacity of current IT systems	April-December 2016	Guidance in place with points for staff to consider when developing or purchasing new software. A review of

			all systems has been delayed due to service level agreements end dates and need to exit current agreements with legacy bodies.
<b>3</b>	<b>Policy Making</b>		
	Training for staff involved with policy making decisions	January 2017	Discussions have taken place with a learning provider who will run a course for staff dealing with policy decisions when Standards are known to our organisation
	Bilingual Skills Strategy and timetable to become operative together with sections 3.3, 3.4 and 3.5 of our Scheme	From April 2013	Explained on page 14 of the report on work carried out to date.
<b>4</b>	<b>Operations</b>		
	Continue with Welsh language awareness programme and arrange Cyfarch courses for staff with no Welsh language skills  Arrange Gloywi laith courses for fluent Welsh speakers who wish to develop their written skills	Ongoing	55 members of staff received awareness training as part of one day Cyfarch course. More training will be arranged during 2016/17 to show basic linguistic courtesy  10 members of staff attended Gloywi laith course. More training will be arranged during 2016/17 to help lessen dependency on Translation team
<b>5</b>	<b>Promoting the Welsh Language</b>		
	Raise awareness of Scheme and guidance and Welsh Language Training Programme	Ongoing	Awareness of Scheme is raised on Intranet, Managers Monthly and Yammer. Each new member of staff receives copy of Welsh Language Scheme and Welsh Language Training Guidance
	Increase opportunities for our staff to work bilingually	Ongoing	Work to date explained on page 13, 14, 15 and 16 of report.
<b>6</b>	<b>Monitoring and Record Keeping</b>		

	Record and report on compliance with measure in Welsh Language Scheme	From April 2013	Report on compliance has been included in our Annual Monitoring Report 2015/16.
	Annual Report to Senior Management Team and Welsh Language Commissioner	June 2016	Report due July 2016

## Annex 2

### Welsh Language Ability per Directorate (Department/unit)

	No return completed	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5
	512 (24.4%)	68 (4.5%)	625 (41.6%)	348 (23.2%)	93 (6.2%)	163 (10.9%)	205 (13.6%)
<b>Chief Executives Office</b>	0	0	0	0	0	1 (50%)	1 (50%)
<b>Finance &amp; Corporate Services</b>	52 (2.6%)	13 (8.1%)	59 (36.6%)	37 (23%)	6 (3.7%)	19 (11.8%)	27 (16.8%)
<b>Governance</b>	6 (0.3%)	2 (5.6%)	17 (47.25%)	4 (11.1%)	2 (5.6%)	5 (13.9%)	6 (16.7%)
<b>Communications</b>	8 (0.4%)	2 (15.4%)	0	2 (15.4%)	1 (7.7%)	0	8 (61.5%)
<b>Knowledge Strategy &amp; Planning</b>	77 (3.8%)	9 (4.3%)	90 (42.7%)	56 (26.5%)	22 (10.4%)	18 (8.5%)	16 (7.6%)
<b>National Services</b>	92 (4.6%)	10 (4.2%)	101 (42.1%)	58 (24.2%)	1 (5.4%)	28 (11.7%)	30 (12.55)
<b>Operational Development &amp; People Management</b>	2 (0.1%)	-	13 (56.5%)	2 (8.7%)	1 (4.3%)	3 (13%)	4 (17.4%)
<b>Operations North &amp; Mid</b>	143 (7.1%)	4 (1.1%)	95 (27%)	83 (23.6%)	33 (9.4%)	53 (15.1%)	84 (23.95%)
<b>Operations South</b>	131 (6.5%)	27 (6.0%)	241 (53.8%)	105 (23.4%)	13 (2.9%)	33 (7.4%)	29 (6.5%)
<b>Transformation</b>	1 (0.05%)	1 (6.3%)	9 (56.3%)	1 (6.3%)	2 (12.5%)	3 (18.8%)	-

### Welsh Language Ability by grade of post

Grade	No return completed	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5
<b>A1</b>	6 (1.2%)	1 (1.5%)	2 (0.3%)	-	-	-	2 (1.0%)
<b>B1</b>	22 (4.3%)	1 (1.5%)	4 (0.6%)	5 (1.4%)	-	2 (1.2%)	2 (1.0%)
<b>B2:EOA:A</b>	85 (16.6%)	9 (13.2%)	73 (11.7%)	34 (9.8%)	12 (12.9%)	32 (19.6%)	32 (15.6%)
<b>B3:B3W:PB6a PB6aOp:W3 W4:Grade 3</b>	82 (16%)	23 (33.8%)	52 (8.3%)	34 (9.8%)	7 (7.5%)	19 (11.7%)	36 (17.6%)

<b>C1:C1W:AS4 PB5:PB5Op B:W2:Grade 4</b>	141 (27.5%)	12 (17.6%)	176 (28.2%)	122 (35.1%)	29 (31.2%)	61 (37.4%)	58 (28.3%)
<b>C2:C:W1: Grade 5</b>	35 (6.8%)	4 (5.9%)	37 (5.9%)	36 (10.3%)	13 (14%)	10 (6.1%)	20 (9.8%)
<b>C3:PB4</b>	76 (14.8)	8 (11.8%)	162 (25.9%)	74 (21.3%)	16 (17.2%)	20 (12.3%)	27 (13.2%)
<b>D1:D</b>	31 (6.1%)	1 (1.5%)	30 (4.8%)	13 (3.7%)	9 (9.7%)	6 (3.7%)	8 (3.9%)
<b>D2:PB3: Grade 9</b>	19 (3.7%)	5 (7.4%)	49 (7.8%)	15 (4.3%)	6 (6.5%)	8 (4.9%)	8 (3.9%)
<b>D3:E:PB2</b>	6 (1.2%)	-	6 (1.0%)	-	-	-	4 (2%)
<b>E1:E2:PB1</b>	4 (0.8%)	2 (2.9%)	29 (4.6%)	13 (3.7%)	1 (1.1%)	3 (1.8%)	4 (2%)
<b>CX:F1:F2</b>	-	1 (1.5%)	5 (0.8%)	1 (0.3%)	-	1 (0.6%)	2 (1%)
<b>Spot</b>	5 (1%)	1 (1.5%)	-	1 (0.3%)	-	1 (0.6%)	2 (1%)

### Welsh Language Ability (within office/centre)

	No return completed	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5
<b>Aberystwyth</b>	24 (1.2%)	2 (2.2%)	24 (27%)	27 (30.3%)	10 (11.2%)	15 (16.9%)	11 (12.4%)
<b>Buckley</b>	25 (1.2%)	-	42 (50.6%)	20 (24.1%)	7 (8.4%)	4 (4.8%)	10 (12%)
<b>Llwyn Brain Bangor</b>	33 (1.6%)	1 (0.8%)	20 (15.7%)	21 (16.5%)	16 (12.6%)	24 (18.9%)	45 (35.4%)
<b>Llys Afon</b>	19 (0.9%)	3 (7.1%)	22 (52.4%)	11 (26.2%)	3 (7.1%)	1 (2.4%)	2 (4.8%)
<b>Maes Newydd</b>	36 (1.8%)	4 (3.3%)	63 (52.1%)	34 (28.1%)	3 (2.5%)	11 (9.1%)	6 (5%)
<b>Maes Y Ffynnon</b>	51 (2.5%)	1 (0.5%)	46 (25.3%)	45 (24.7%)	17 (9.3%)	33 (18.1%)	40 (22%)
<b>Rivers House</b>	20 (1.0%)	8 (4.7%)	103 (60.6%)	46 (27.1%)	3 (1.8%)	4 (2.4%)	6 (3.5%)
<b>Ty Cambria</b>	66 (3.3%)	22 (8.7%)	140 (55.1%)	46 (18.1%)	8 (3.1%)	19 (7.5%)	19 (7.5%)



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

Published by:  
Natural Resources Wales  
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Cardiff  
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