



12 July 2018 Board

<b>Paper Title:</b>	Welsh Language Annual Monitoring Report 2017/18
<b>Paper Reference:</b>	NRW B B 25.18
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<b>Paper Presented By:</b>	Ashleigh Dunn / Tim Jones

<b>Purpose of Paper:</b>	<b><u>Decision</u> / <u>Scrutiny</u>/ <u>Development</u> / <u>Information</u></b>
<b>Recommendation:</b>	The Board is asked to approve the Welsh Language Annual Report for 2017/18 in line with the requirements of our Standards

<b>Impact:</b> To note – all headings might not be applicable to the topic	<p>How do the proposals in this paper help NRW achieve the Well-Being of Future Generations Act principles in terms of:</p> <p><b>Looking at the <u>long term</u>:</b> A Wales of vibrant culture and thriving Welsh Language</p> <p><b>Taking an <u>integrated</u> approach:</b></p> <p><b>Involving a <u>diversity</u> of the population:</b> Ability to give a language choice when dealing with the public, treating the Welsh and English languages equally in our work</p> <p><b>Working in a <u>collaborative</u> way:</b> Ensuring we are able to provide a Welsh language service in all areas of our work</p> <p><b><u>Preventing</u> issues from occurring:</b> Providing a bilingual service is an example of good practice, allowing people to express their views better in the language they are more comfortable in speaking.</p>
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## **Issue**

1. To approve our Annual Report ,which we have a duty to produce and publish under our Welsh Language Standards policy, and to update the Board on the work which has taken place over the last financial year to improve our Welsh language services.

## **Background**

2. The Welsh Language (Wales) Measure 2011 established a legal framework to impose Welsh Language Standards on some public organisations, and NRW has a duty to comply. Our Welsh Language Standards became operational for our organisation on 25 January 2017.

## **Assessment**

### **Welsh Language Annual Monitoring Report 2017/2018 (Annex 1)**

3. We have a duty under the Welsh Language (Wales) Measure 2011 to produce and publish an Annual Monitoring Report on the progress we have made within the year in implementing our Welsh Language Policy in place, and publish the report no later than six months following the end of the financial year to which the report relates to.
4. The Record Keeping Standards require that we include in the report, all complaints received with regards to the Welsh language, Welsh language skills of our staff, number of staff who attended training courses offered by us in Welsh, number of staff who were supported by us to develop their Welsh language skills, number of new and vacant posts that were advertised as Welsh essential, desirable or no Welsh language skills required.
5. The report also includes the work we have done in improving our Welsh language services for our customers.

### **Key Highlights for the 2017/2018 Report: -**

- We continued to raise awareness of our staff to our duties with regards to the Standards. Articles published on intranet and in Managers Monthly drew attention to those duties and asked Managers to discuss these with their teams.
- All new staff receive an email from the Welsh Language Team, explaining our policy, procedures and guidance to help all staff work bilingually. Information on our Training programme is also included in the email. All new staff are invited to attend a Welsh language awareness course to help them in understanding the history and culture of Wales and the requirements of legislation in place.
- Work has taken place to improve the availability and timelines of our Welsh flood warning service. Delivery of new ICT systems in spring 2017 made it simpler for Welsh language customers to register for flood warnings and receive more timely and helpful flood information.
- Our free flood warning service is currently available to over 136,000 properties in Wales. To receive flood warnings, those at risk needed to register to receive warnings by phone, SMS or email in Welsh or English. Following several years of promotional activity customers from 53,000 properties have done so.
- To further extend the reach of our warnings, we have worked with telephone providers (BT, EE, O2, Three & Vodafone) to register their customers for our flood warnings. Now, our warnings will be sent to over 114,000 properties, with around 5,000 more to be added over the coming months. These additional customers are initially sent bilingual 'welcome' messages informing them that they have been automatically registered to receive flood warnings (although they can opt out).

- On the Places to Visit section of our website a DaysOut interactive map was developed and launched with pop up pins to show where our main woodlands and National Nature Reserves for visiting are. Visitors to the website can click on the pin that will take them directly from the map to the web page of site they wish to visit. On this page, they will find all the information on the facilities available to them at that site there. This interactive map has been developed in both Welsh and English.
- Work has recently been underway to install Windows 10 software on computers which all staff will use. As part of this work a language package has been trialled and staff will have a choice of having the interface of this software in either Welsh or English and will be able to populate their language preference themselves.
- 7.5% of the calls received at our Customer Care Centre during this reporting period were dealt with in Welsh.
- The number of users who accessed our website in total for 2017/18 were 931,392. Total number of Welsh users were 9313.
- Stats show that the language skills of our staff who have been supported to learn Welsh following our training programme launched in 2014 are progressing. In 2014, 10.5% of our staff could speak Welsh at Level 2, our current stats show that 22.7% of our staff can speak Welsh at that same level.

## Conclusion

6. Overall the report shows that we are in a good place and continue to build on the previous work carried out in anticipation of the Standards. This is the first year of implementation and we have some work to do around engagement and raising awareness. A plan is being developed to support this.
7. We aim to reduce the number of complaints received and ensure compliance with the Standards. In relation to the complaints received this year, we have been proactive and put measures in place to avoid reoccurrence. Where possible we have liaised directly with the complainant to resolve the issue and foster good relations.
8. We now have diagnostics to prove the success of our Welsh language training programme and the overall positive impact it has on increasing our ability to provide a bilingual service to the people of Wales. Since the programme launched in 2014, the number of staff at level 2 has increased by 12%. We will continue to encourage further learning and promote opportunities for our learners and Welsh speakers to use and practise their language skills.
9. The current change programme is providing us with some challenges and opportunities. Our Welsh Language Advisor has worked closely with the Organisation Design team to produce guidance documents for managers ensuring we comply with our legal duties under the Standards. An exercise will take place in the Autumn to map our current levels of Welsh language ability and identify the language requirement for each role. This exercise will also identify if there are any gap in language capabilities and if so in which teams and Directorates.
10. There is a risk that we will lose some fluent Welsh speaking staff through the change programme. The plans we are putting in place for this year will give us better diagnostics to understand the full impact of this and where interventions need to be put in place to ensure we continue to build our Welsh language capability. We may also have more opportunities in the future when recruiting, as more people that are already fluent Welsh speakers are applying for roles.

### **Recommendation(s)**

11. The Board is asked to approve Annex 1 - the Welsh Language Annual Report for 2017/2018, due for publication.

### **Key Risks**

12. Failure to produce a Welsh Language Annual Monitoring Report will be breaking our legal duty within our compliance notice.
13. Risks of non-compliance can be found on page 8 of the Annual Report.

### **Financial Implications**

14. Implementation of the Standards will continue from current budgets; there will be an additional cost in upgrading MyNRW to include Welsh language requirements which will need to be discussed with the supplier.

### **Equality impact assessment (EqIA)**

15. An Equality Impact Assessment was carried out on the Welsh Language Standards as part of the development of the policy.

### **Index of Annex**

Annex 1 – Welsh Language Annual Monitoring Report 2017/2018