



Welsh Language Standards Annual Report by The National Lottery Community Fund. From September 2018 - September 2019

Background

The National Lottery Community Fund is a UK wide non departmental public body (NDPB) responsible for the distribution of money raised by The National Lottery. We help communities achieve their ambitions by awarding grants to projects that are led by people in those communities, making them stronger and more vibrant. Over the last year, we have distributed £31.3 million in Wales to 706 projects. On the 31st January 2019 we began operating as The National Lottery Community Fund having formerly operated as the Big Lottery Fund since 2004.

How we have complied with our Welsh Language Standards

The National Lottery Community Fund is a truly bilingual organisation and we have implemented Welsh Language Standards since January 25th 2017. Prior to this we implemented a very successful Welsh Language Scheme.

Implementing the Standards within the organisation has enabled us to strengthen the bilingual service that we offer to our customers and grant holders on a day to day basis, as well as enabling us to offer and provide services in Welsh to our Welsh speaking staff members for the first time.

It has enabled our Welsh Language Team to work more closely with some of our central teams which are based outside of Wales, including our People, , Procurement and UK Wide funding programmes teams. It has also enabled us to work more closely with external Welsh language organisations to promote our Welsh services to them and support them to make full use of these.

The National Lottery Community Fund are implementing Standards under the categories of Service Delivery, Policy Making, Operational and Record Keeping.

In order to make it clear to members of the public what services they can expect to receive from The National Lottery Community Fund in Welsh, we worked with the company Ateb in 2016/2017 to put together a Siarter Iaith/Language Charter, which explains in simple terms what the Standards mean to us as an organisation, to our customers and to our staff. Following our rebrand in January 2019, our Language Charter and other supporting documents have been updated. Our

Language Charter posters are displayed in the reception areas of both our offices in Wales so that it is clear to our customers that a bilingual service is available to them from us. The Charter's are also displayed in our offices in Birmingham and London.

We also have small A5 versions of the Charter that we share at events with projects, applicants and stakeholders.

Links to all our documents that highlight our bilingual service to our customers in Wales can be seen on the Welsh Language Standards page on our website.

How we have ensured compliance with our Welsh Language Standards under each heading:

Service Delivery Standards

- We have always been very proud of the bilingual service that we offer our customers in Wales. Our grant applicants and grant holders can work and communicate with us entirely through the medium of Welsh throughout the life of their grant, if they wish to do so. Whilst we were confident with our pre-existing Welsh Language Scheme, we took the Welsh Language Standards as an opportunity to make improvements where we could. We ensured that the reception areas of both our offices made it clear to customers that they could communicate with us in either Welsh or English.
- Recent feedback from one of our Welsh customers was: "The National Lottery Community Fund's Welsh language service is brilliant. The website is easy to use and the Welsh is just as good as the English site. This is a breath of fresh air after dealing with many grant funders and other large organisations that don't offer a Welsh service to the same standard. Being able to discuss a project or application in Welsh means that I can convey my enthusiasm for the application in a better way with the officers."
- We have made good use of the laith Gwaith merchandise and we ensure that all our Welsh speaking members of staff and Welsh learners have the laith Gwaith logo on their business cards and lanyards. As our Newtown office is currently being refurbished and we have all been issued with new ID cards for the building we have also ensured that the laith Gwaith logo is visible on these.
- Over the past year we have launched our new website, which, in line with Standards 48, 51 and 52, is available fully in both Welsh and English and both languages are treated equally.
- On January 30th 2019, we launched our new name and new branding, changing our name from the Big Lottery Fund to The National Lottery Community Fund / Cronfa Gymunedol y Loteri Genedlaethol. Our name, brand and whole identity has maintained a bilingual one throughout this change, in line with Standard 79.
- On September 3rd 2019 we launched our new National Lottery Awards for All online application form in both Welsh and English simultaneously. Leading up to the launch, we held user testing session with staff and customers

separately in both Welsh and English to ensure the form was fit for purpose. In order to ensure our customers would be happy with our Welsh form, we initially held a user testing session on the language used in the Welsh form and later invited the testers to return to check the language once more as well as to test the functionality of the online form.

- For the past 3 years we have held training for our funded projects on how to work bilingually. We have held these in partnership with the Welsh Language Commissioner's Hybu team and they've been a huge success. Between September 2018 and May 2019 we held 4 training sessions in total in different locations across Wales. We will be holding a further 4 sessions over the next year in partnership with the Hybu Team and The National Lottery Heritage Fund.
- The Hybu team have also been supporting us in our Media Training sessions that we hold for our funded projects. Over the last year we held 3 sessions across Wales and a member of the Hybu team attended the sessions to emphasise the importance to projects of promoting themselves bilingually. They will continue to support these sessions for the coming year.

We continue to ensure that our customers receive the best possible service from us in both Welsh and English.

Policy Making Standards

- To meet the Policy Making Standards we produced a policy that explains clearly how any research or consultation work will ensure that the Welsh Language is not treated any less favourably than the English language.
- We have also developed a policy on awarding grants and the Welsh language, which states how any funding we distribute to projects in Wales will treat the Welsh and English languages equally, and will give opportunities for people and communities to use the Welsh Language at any of our funded projects.
- Following conversations with the Welsh Language Commissioner's office, we will be drafting a new policy on the Welsh language in awarding grants and publishing this on our website over the next few months. The new policy will go into more detail on our Welsh language expectations on funded projects.
- Please get in touch with us at welshlanguage.advice@tnlcommunityfund.org.uk if you would like to see a copy of these policies.

Operational Standards

- As a UK wide organisation, with the majority of our corporate services based in offices outside Wales, this set of Standards continue to be the most challenging for us as an organisation. As a result, the deadlines for us to meet the Operational Standards were staggered over a period of 18 months to enable us to have sufficient time to meet them fully and confidently.

- We have made significant progress in the internal use of the Welsh language over the last 2 and a half years since we started implementing the Standards. All our Standards have been met within the given timescales.
- Our internal language prior to January 2017 was predominantly English and introducing Welsh as another internal language has been a positive experience for many staff, based in and outside Wales. The process has enabled our Welsh Language Team to work more closely with our People, Procurement and IT teams, which has been a positive experience for all.

As a result during the year our achievements include the following:

- Staff members in Wales have completed our core Workplace Essentials training in Welsh. This was rolled out for the first time in 2018;
- We have a dedicated Welsh language page on our intranet, with more and more information being made available in Welsh;
- As well as our Welsh language page on the intranet, most of our HR policies are available in Welsh and English now as well as all our Health and Safety Hub and policies.
- We published a guide for our staff titled 'Our promise to our staff' which explains which services staff can expect and ask for in Welsh from The National Lottery Community Fund. This guide is distributed to all new members of staff when they start in our Wales offices.
- An introduction to our Welsh Language service has always been an important part of our induction process to new staff in Wales. Since 2018, the Welsh language has become part of our corporate induction to all staff that join the Fund across the UK. We have bi-monthly induction sessions to new staff which are held alternatively in our Birmingham and Newcastle offices.
- Our Welsh Language Officer sends regular updates and reminders to staff on our compliance with the Welsh Language Standards throughout the year.
- Whenever we recruit new members of staff, we now ask whether applicants would prefer interviewed in Welsh via a question on our online application system. During this reporting period we have invited 7 people to interview and 3 of those have requested to be interviewed in Welsh.
- We have a procedure in place where any new online systems that are for staff use will now be procured for as bilingual systems from the outset, wherever possible, ensuring that staff can use these system in either Welsh or English in the future. For example we are currently procuring for a bilingual HR system that will be used by all staff across the organisation.
- All our staff have access to Welsh Language awareness training and training to learn or improve their Welsh skills. Our Welsh language team also hold bespoke Language Awareness training for specific teams within the organisation when needed;
- We have updated our Language Skills Strategy in 2018 and will continue to update this document to ensure it helps us to maintain our required number of Welsh speaking members of staff.

- We have various guides available to our staff, which are updated regularly. These include: Email signature template and email out of office messages template and useful contact details for Welsh language information.

We continue to make excellent progress on developing a bilingual internal ethos in the organisation and we look forward to developing the Welsh language further internally within the organisation over the next year.

Record Keeping Standards

To fulfil the requirements of the record keeping standards, we keep copies of:

- Complaints that we receive relating to our compliance with Standards
- Numbers of staff who have attended training courses provided in Welsh
- Assessments which we carry out in respect of the Welsh language skills that may be needed in relation to a new or vacant post and how many roles were advertised as needing Welsh essential or Welsh desirable skills.

Numbers of Welsh Speaking staff

In Wales (as at September 2019), The National Lottery Community Fund has two offices, one in Cardiff and one in Newtown. We have 49 members of staff in the Wales Directorate and 21 of these are Welsh speakers with an additional 3 members of staff learning Welsh either at work or outside work in their community. More than half the staff in the Newtown office are Welsh speakers and we are very proud of the bilingual environment in both our offices.

In September 2019 we conducted our latest language skills audit for our staff in Wales and the results were as follows:

- 26 members of staff completed the questionnaire in English and 14 completed it in Welsh.
- The results show that 14 members of staff see themselves as fluent Welsh speakers with excellent spoken, reading and writing skills. 21 members of staff had basic spoken skills in Welsh and felt that they could either pronounce place names and organisations better than before or felt they could follow a simple conversation in Welsh.
- In total 20 members of staff identified that they would like to receive some training with 6 stating that they would benefit from confidence training to use their Welsh in conversation and 5 stating that they would benefit from training to improve their written skills. 9 members of staff noted an interest in learning Welsh through various learning styles. Our Welsh Language Team will follow up the training requests and organise appropriate training for staff during September / October 2018.

Numbers of staff which attended training in Welsh, if it's available in English.

- Our Standards noted that only some training would need to be provided in Welsh, if it was provided in English. These training courses were:

recruitment and interviewing; performance management; complaints and disciplinary procedures; induction; dealing with the public and health and safety. Our Health & Safety training is done via an online system annually and this is available in both Welsh and English for staff to complete. Our induction in the Wales office is usually led by the new member of staff's line manager but this can be altered depending on the individual's language preference, therefore our induction in Wales can be held in either Welsh or English. Most of the other named training courses are not currently offered in English to our staff and therefore haven't yet been made available in Welsh.

- A core part of training for all our staff is the Workplace Essentials which all staff are required to do on an annual basis. It's an online training resource and covers Code of Ethics, Anti-fraud and corruption awareness, Information security and data handling and Data Protection. In 2019 1 member of staff from the Wales Directorate completed the training completely in Welsh and a further 4 members of staff completed the training bilingually. As this is a reduction from the numbers from last year, our Welsh language team will work with the People team to promote the Welsh course and encourage staff to complete the training in Welsh in 2020.
- In 2018 we worked with Cwmni Iaith to deliver a training course specifically for the Welsh speaking members of staff in the Wales Directorate. The training was to prepare our Welsh speakers for the changes the Standards would bring as well as provide training on how to use Welsh effectively in meetings and while presenting. The training also touched on how to deal with difficult situations in Welsh, such as complaints or disciplinary meetings. The training was held in our Newtown office and the majority of our Welsh speaking members of staff at the time were able to attend.
- As an organisation we are registered to take part in the Cymraeg Gwaith scheme, funded by Welsh Government and to date 4 members of staff in Wales have started the free 10 hour courses. Also, one very good Welsh learner was able to attend a residential course in Nant Gwytheyrn through the Cymraeg Gwaith scheme. This member of staff is keen to gain confidence in using his Welsh skills at work more and will be shadowing Welsh speaking members of staff while out at events over the next year and attending a Welsh language course.
- Following our language skills audit last year where a number of Welsh speaking members of staff noted that they would value from receiving training to improve their Welsh skills at work, we commissioned Cwmni Iaith to hold a bespoke training day in our Newtown office where all the training needs noted were met. The training was valuable to our members of staff and if required, we will look at arranging a similar session this year.
- From September 2019 onwards, we have 3 members of staff who are attending a course to learn or improve their Welsh skills.
- We continuously encourage our staff to learn Welsh or at least 'have a go' at some Welsh in their working life. We send out 'Gair Cymraeg yr wythnos / Welsh Word of the week' to all staff in Wales and some in our Birmingham

office which include words on different themes. To date, we have included words beginning with the letters of the Welsh alphabet and videos of Welsh speaking members of staff saying organisational names which some non Welsh speakers may find difficult to pronounce such as Merched y Wawr/cymdeithas.

- During Learning at Work Week our Welsh language team spent a day in our Birmingham office promoting the Welsh language and encouraging our staff in the office to have a go at saying our new name in Welsh 'Cronfa Gymunedol y Loteri Genedlaethol.

Number of new roles assessed as needing Welsh essential skills, Welsh skills would be advantageous or no Welsh skills

- Since our last annual report in September 2018, we have advertised only 2 roles within the Wales Directorate. One for a Funding Manager role where Welsh language skills were desirable and a Translator role where fluent Welsh language skills were essential.
- Our Wales offices are relatively small in comparison with our other offices UK wide and therefore we don't often need to recruit many new members of staff.
- The roles advertised in Wales were after January 2019 (no roles were advertised between September 2018 and January 2019) and within the same period in England 67 roles were advertised.
- We have a Welsh Language Skills Strategy, which all managers, the HR team and the Welsh Language team refer to whenever we recruit for a new or replacement role.

Number of complaints received by the organisation under each heading of Standards

- No complaints have been received regarding the Welsh language service provided by The National Lottery Community Fund under any of the headings of Standards given to us over the past year.

Contact details

If you would like to contact us regarding our Welsh Language Standards or the contents of this annual report, please email us at welshlanguage.advice@tnlcommunityfund.org.uk.