

Our corporate plan - Nature and People Thriving Together Draft impact statements and strategic indicators

Annex 2 – NRW steps to take mapped to strategic indicators

Strategic Indicators

- 1. Increasing the proportion of ecosystems that are defined as resilient
- 2. Increasing the rate of habitat restoration
- 3. Increasing the integration of activities that support nature recovery into Wales' public services
- 4. Decreasing the rate of pollution on land and entering water bodies
- **5.** Decreasing the rate of pollution to air from industrial and non-industrial sources
- 6. Decreasing the rate of greenhouse gas emissions and increasing the rate of sustainable sequestration
- 7. Increasing the proportion of the population who have access to high quality green or blue space, and who use them sustainably
- 8. Increasing the proportion of the population living in places that will continue to support and contribute to their health and well-being in a changing climate
- **9.** Increasing the impact of partnership approaches which deliver multiple benefits and address the root causes of the nature, climate, and pollution crises
- **10.** Increasing the proportion of the population that act to mitigate and adapt to the nature, climate, and pollution crises
- 11. Increasing the proportion of organisations and businesses who act to mitigate and adapt to the nature, climate, and pollution crises
- 12. Increasing the proportion of NRW colleagues feeling engaged, enabled, and empowered

	SI1: Ecosystems	SI2: Habitats	Si3: Public services	SI4: Pollution -land & water	SI5: Pollution - air	SI6: GHG and sequestration	SI7: Green and blue space	SI8: Living	Si9: Partnership approaches	SI10: Population acting	SI11: organisations acting	SI12: Colleagues
Nature is Recovering We will be protecting nature by												
We will be protecting nature by improving the condition of features at protected terrestrial, marine and freshwater sites through using our advisory and regulatory tools, financial incentives and undertaking monitoring to evaluate effectiveness;	Υ	Υ		Υ	Υ							
extending the protection and management of at least 30% of land, freshwater and sea for nature through identifying opportunities to enlarge and better connect the series of Sites of Special Scientific Interest (SSSI);	Υ	Υ		Y	Υ							
understanding how ecosystems respond and adapt to climate change, through developing our evidence to inform our approach and identifying reforms to our regulatory approaches, tools and delivery mechanisms;	Υ	Υ										
building ecosystem resilience into the strategic planning system for land and sea, including Future Wales and other development plans, Planning Policy Wales and the Welsh National Marine Plan, through strengthening our provision of advice and guidance;	Υ		Y	Y	Y			у				
influencing the right development in the right place to secure the protection and resilience of priority habitats and species across land and sea, through making the case for changes to development plans at local and regional scale and individual planning applications;	Υ	Υ		Y	Υ			У				
protecting species at the greatest risk of extinction through using our advisory and regulatory tools, working in partnership and monitoring to evaluate effectiveness;	Υ	Υ		Y	Υ				Υ		Υ	
preventing the introduction and spread of invasive non-native species, pests and diseases through coordinated action with strategic partners;	Y	Υ	Y						Υ			
reducing the risks to nature from incidents such as bird flu, or those impacting protected sites or species, through preparing for and responding as a Category 1 responder;	Υ			Y	Y							
preventing air and water pollution from impacting protected sites through identifying and evaluating the key contributors, such as ammonia and working with key sectors to take action.	Υ			Υ	Υ							

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We will be restoring nature by												
accelerating improvements to the condition of the Marine Protected Area Network through robust monitoring and investigations, evidence, advice and working with others on project delivery;	Y	Y		Y					Y		Y	
building the resilience of terrestrial, freshwater and marine protected sites transforming them into bigger, better and more effectively connected networks, using our advisory and regulatory tools, financial incentives and undertaking monitoring to evaluate effectiveness;	Y	Υ							Y		Y	
accelerating action for nature's recovery at a landscape scale through sharing our evidence and expertise with National Parks, Areas of Outstanding Natural Beauty and other partners;	Y	Υ	Υ						Y		Y	
scaling up nature-based solutions in urban and rural areas to build connectivity between habitats, securing multiple benefits for nature and people through working with planners and developers to embed in developments; and	Y	Y	Y		Y	Y	Υ	Y	Y	Y		
evaluating the effectiveness of what we do to restore and connect nature through monitoring and sharing the data with others, establishing a series of demonstration platforms.	Y	Y							Y		Y	
We will be ensuring nature is respected and valued in decision making by												
optimising opportunities for nature's recovery by embedding it in all NRW policies, strategies, plans, programmes and projects;	Y	Υ		Y	Y	Y	Y					
meeting the needs of specific audiences to stimulate action for nature through collecting, synthesising, evaluating and communicating our own and others' evidence;	Y	Y	Υ	Y	Y	Y			Y	Y	Y	
mainstreaming nature recovery in all public bodies by collaborating to define the guidelines and opportunities to drive action;	Y	Y	Y						Y		Y	
identifying opportunities to optimise the collective action and impact of the public sector, through using SoNaRR and Area Statements to work with the PSBs, public health and local authorities;	Y	Y		Y	Y	Y	Y		Y		Y	
delivering multiple benefits and opportunities for nature, people and the rural economy through supporting Welsh Government in the development and implementation of the Sustainable Farming Scheme, providing evidence and expertise;	Υ	Υ		Υ	Υ	Υ		Υ	Υ			

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stimulating action for scalable nature positive management of land and water, through collaborative working with key sectors to define effective solutions;	Y	Υ		Υ	Υ	Υ			Y		Y	
identifying opportunities for investment by the public, private and third sectors through developing a platform, or platforms, to share our evidence in an integrated way at different spatial scales.									Y		Y	
We will be connecting nature and people by												
engaging with people to take action, creating opportunities for being in, learning about and becoming advocates for nature and climate, through working with the education, physical activity and health sectors;	Υ	Υ					Υ	Υ	Y	Υ		
inspiring people to take action, empowering and transforming their relationship with nature through working with creative industries and the cultural sector;	Υ	Υ					Υ	Y	Y		Y	
ensuring local communities benefit from equitable access to green and blue spaces and act responsibly, through providing guidance and support, working collaboratively with strategic partners such as Visit Wales and local authorities;							Y	Y	Y		Y	
ensuring social and environmental justice, equity and inclusion inform and strengthen our decision-making for nature's recovery through the review of current mechanisms and development of guidance;							Υ	Y	Y	Y		
involving different communities and sectors in our work, through applying behavioural insights to inform our approaches;							Y	Y	Y	Υ		
creating opportunities for individual and collective action on nature through delivering a sustained communications campaign;	Y	Υ							Y	Y	Y	
ensuring a diverse range of people are taking action for nature, through sharing the vision and outcomes from Nature and Us to expand our networks and increase involvement;	Y	Y							Y	Y	Y	
building the capability and capacity of the Welsh workforce to support nature's recovery through working with others to advocate for green skills and jobs;	Y	Y							Y		Y	
delivering landscape scale nature recovery through developing collaborative partnerships, building on the learning from the Upper Conwy Catchment Project and Natur am Byth.	Y	Υ						Υ	Υ		Y	

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We will be an exemplar nature positive organisation by												
building the resilience of high nature-value sites on the land in our care, especially our National Nature Reserves and other protected sites, and contributing to the 30 by 30 target, through managing soil, water, vegetation and other aspects to create ecological processes that sustain the high nature value;	Y	Y										Y
ensuring nature's protection and recovery is integrated into NRW's financial and business decisions through applying the lessons learnt from others on effective tools and frameworks;	Υ	Υ										Y
ensuring nature's recovery is driven throughout our supply chains, grant programmes and land management agreements through inclusion in our procurement and funding frameworks;	Υ	Υ										Υ
ensuring partners are delivering against our strategic commercial approach through nature positive certification in commercial products and services;	Υ	Υ									Y	Y
investing in the skills and capability of our colleagues to be ambassadors through providing a training programme for nature and climate literacy.												Υ

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Communities are resilient to climate change												
we will be scaling up delivery of nature-based solutions by												
restoring peatland through the National Peatland Action Programme (NPAP) working with delivery partners, including on the land in our care, using a range of advisory and regulatory tools, financial incentives and undertaking monitoring to evaluate effectiveness;	Y	Y		Y		Y			Y		Y	
creating new woodlands and restoring ancient woodlands through working with delivery partners, using a range of advisory and regulatory tools, financial incentives and undertaking monitoring to evaluate effectiveness;	Y	Y				Y			Υ		Y	
creating new woodlands and restoring ancient woodlands on the land in our care, through only acquiring land for woodland creation to compensate for woodland permanently converted to other land-uses, and gradually changing the trees on planted ancient woodland sites to species that better reflect their nature conservation and cultural value;	Y	Υ				Υ			Y		Υ	
stimulating restoration of marine and coastal habitats such as saltmarsh, sand dunes, seagrass and native oyster reef through working with delivery partners, using a range of advisory and regulatory tools, financial incentives and undertaking monitoring to evaluate effectiveness;	Y	Υ				Υ			Υ		Y	
maintaining, improving and restoring terrestrial and freshwater habitats to build ecosystem resilience and deliver societal benefits, through using our advisory and regulatory tools, financial incentives and undertaking monitoring to evaluate effectiveness;	Y	Y		Y		Y		Y	Y		Y	
mitigating the impacts of floods and droughts and improving water quality through identifying opportunities for integrated management of land and water at the catchment scale;	Y	Υ		Υ		Υ		Υ	Υ	Y	Y	
enhancing the resilience of urban and rural communities and their connection with nature through strengthening the design and accessibility of urban green and blue infrastructure, working with planners and developers to embed in developments.	Y	Y		Y		Υ	Y	Y	Υ	Y	Y	

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We will be adapting to the risks and impacts of climate change by												
building climate resilience into the strategic planning system for land and sea including Future Wales and other development plans, Planning Policy Wales and the Welsh National Marine Plan, through strengthening our provision of advice and guidance;						Y	Y	Y				
ensuring all future developments are resilient to climate change through making the case for changes to local and regional development plans and advising on planning applications;						Y	Y	Υ				
reducing the risk to life from flooding through managing our flood assets and infrastructure for current and future flood risk, and planning for change through maintaining and adapting the flood assets and infrastructure we are accountable for;								Y	Y	Y	Y	
reducing the risk to life from flooding to people and communities from main rivers, reservoirs and the sea, through the delivery of flood alleviation schemes;								Y	Y	Y	Y	
reducing the risk to life from flooding through issuing flood warnings that meet the changing needs of communities, and maintaining and improving the 24/7 Flood Warning Service;								Y	Y	Y	Y	
reducing the risks to nature and people from floods and droughts through preparing for and responding to incidents as a Category 1 responder;								Y	Y	Y	Y	
building the resilience of communities, local authorities and businesses to current and future flood risk through improving and sharing our evidence to stimulate action;								Υ	Y	Υ	Y	
reducing the risk to life from reservoir failure through regulating reservoir safety;								Y				

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ensuring water companies maintain security of water supply to customers through scrutinising and reporting to Ministers on their water resource management plans, drought plans and infrastructure investment plans;	Y	Υ		Y		Y		Y		Υ	Y	
reducing the risks to the natural resources on the land in our care from drought, disease and pests, wildfires and storm damage through diversifying tree species, restructuring woodland and other habitats, and greater tree thinning;	Y					Υ		Υ				
reducing the risks to the assets we manage on the land in our care such as spoil tips, reservoirs, major culverts and bridges through maintaining and upgrading infrastructure;								Y	Y			
ensuring that regulated facilities and activities are resilient through providing evidence and advice to inform assessments of climate risks, impacts and adaptation actions.				Y	Υ	Υ					Υ	
We will be contributing to the reduction in carbon emissions by												
stimulating adoption of alternative low carbon and carbon capture technologies in industry, through providing specialist advice and guidance to inform either planning permission or permit applications;					Υ	Y		Y	Y		Y	
strengthening emission standards through making the case for change to Welsh Government through providing evidence;					Y	Y						
stimulating development of sustainable renewable energy schemes on the land in our care through applying our strategic commercial approach;						Y		Y	Y		Y	
supporting the development of sustainable offshore and onshore renewable energy through our evidence, advice and regulation, building a common understanding of the standards required in the statutory planning and permitting processes;						Υ		Y	Y		Y	
securing the timber producing potential of the Welsh Government Woodland Estate through providing harvestable timber meeting global standards of sustainable forest management;						Υ						

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protecting carbon stocks and optimising opportunities for sequestration through sustainably managing the land in our care;						Y						
stimulating action for carbon neutral management of land and water through collaborative working with key sectors to define effective solutions.	Y	Υ		Y		Y			Y		Y	
We will be enabling people, communities and businesses to take sustained action on climate change by												
engaging with people to take action, creating opportunities for being in, learning about and becoming advocates for nature and climate through working with the education, physical activity and health sectors;							Y	Y	Y	Y		
inspiring people to take action, empowering and transforming their relationship with nature through working with creative industries and the cultural sector;							Y	Y	Y		Y	
identifying opportunities to optimise the collective action and impact of the public sector, through using SoNaRR and Area Statements to work with the public service boards, public health and local authorities;									Y		Y	
ensuring social and environmental justice, equity and inclusion inform and strengthen our decision-making for climate change through the review of current mechanisms and development of guidance;								Υ	Υ	Y	Y	
involving different communities and sectors in our work, through applying behavioural insights to inform our approaches;								Y	Y	Y	Y	
creating opportunities for individual and collective action on climate change through delivering a sustained communications campaign;									Y	Υ	Y	

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ensuring a diverse range of people are taking action for climate through sharing the vision and outcomes from Nature and Us to expand our networks and increase involvement;									Υ	Y	Y	
building the capability and capacity of the Welsh workforce to support climate action through working with others to advocate for green skills and jobs; and									Υ		Y	
meeting the needs of specific audiences to stimulate action for nature through collecting, synthesising, evaluating and communicating ours and others evidence.			Y						Y	Y	Y	
We will be an exemplar organisation for a carbon positive public sector by												
strengthening our strategic approach to decarbonisation through developing and delivering an organisation-wide net zero plan, building on the lessons learnt from partners;						Y			Υ			Υ
changing our ways of working through completing climate change risk and vulnerability assessments to inform an integrated adaptation action plan, sharing our learning with others;						Y			Υ			Y
ensuring NRW's financial and business decisions integrate climate change, through applying the lessons learnt from others on effective governance, tools and frameworks;						Y			Y			Y
increasing energy efficiency and deployment of renewables in all our buildings and assets, through reviewing current systems and taking action;						Y			Υ			Y
reducing our carbon footprint through monitoring our usage and taking action as we transition to a hybrid working model;						Y			Y			Y
reducing vehicle emissions through the use of ultra-low emission vehicles wherever possible, using biodiesel and fuel efficiency measures in the interim;						Y			Υ			Υ
investing in the skills and capability of our colleagues to be ambassadors through providing a training programme for climate and nature literacy;						Y			Υ			Y
ensuring actions for climate are driven throughout our supply chains, grant programmes and land management agreements through inclusion in our procurement and funding frameworks.						Y			Υ			Υ

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Pollution is Minimised												
We will be effectively using our regulatory tools and approaches by												
ensuring the sectors we regulate, including illegal non-permitted activities, take effective action to control and minimise pollution and increase resource efficiency through the provision of advice and guidance that effectively sets out the standards required to ensure compliance;				Y	Y	Y		Υ			Y	
minimising pollution and waste through working collaboratively with industry and others to identify how legislation and Welsh Government policy need to change;				Y	Y	Y		Y			Y	
avoiding pollution and waste through exploring innovative approaches using all our regulatory tools, including experimental powers;				Υ	Y	Y		Y	Y		Y	
improving poor local environmental quality through working with local authorities to understand the issues and develop shared action plans;				Y	Y	Y	Y	Y	Y	Y		
improving environmental performance of those we regulate through advising poor performers on prevention measures and identifying star performers to share lessons learnt and good practice;	Υ	Y		Y	Y	Υ					Y	
minimising the risks of pollution from chemicals through adapting our regulatory approach to chemicals in the environment;	Y			Y	Y	Y		Y				
minimising pollution of land and water through collaborative working to stimulate positive action and build effective solutions;	Υ	Υ		Y		Y				Y	Y	
protecting the environment and improving environmental performance of water companies through effective challenge of their investment programmes to secure action to improve;	Υ	Y		Y		Y		Y			Y	
minimising pollution in highly protected and designated waters through identifying the actions required of a range of sectors;	Υ	Υ		Υ			Υ		Y		Y	

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restoring water quality in catchments affected by the legacy of abandoned metal mines, through using our evidence and working collaboratively to identify priorities for action;	Υ	Υ		Υ					Υ			
improving air quality for nature and people through reducing and eliminating emissions to air in our regulation of industry.	Υ	Υ			Υ	Υ		Y			Υ	
We will be taking a risk based response to incidents by												
minimising harm from environmental pollution incidents through preparing for, and responding to priority incidents as a Category 1 responder;	Y			Y	Υ			Y			Y	
minimising the harm from specific sectors and within specific geographic areas through using evidence to take action to improve compliance;	Υ	Y		Υ	Υ	Υ		Y	Y		Y	
minimising the harm from serious environmental crime through investigating incidents and taking strong and decisive action;	Y			Y	Υ	Υ		Y		Υ	Y	
minimising the harm from illegal waste through taking action with local authorities and third sector partners to prevent fly-tipping.	Y			Y	Υ	Υ		Υ	Υ	Y	Y	
We will be encouraging the adoption of resource efficiency and the use of alternative materials by												
minimising waste through implementing new regulatory requirements such as extended producer responsibility and non-domestic and public sector recycling;					Υ	Υ					Y	
ensuring the efficient use of resources, meeting sector-specific standards through the provision of advice and guidance to water companies and other industries;	Υ			Y	Υ	Υ		Y			Y	
stimulating supply chains to use timber grown in Wales through using our position as the dominant supplier of sustainably harvested timber in Wales.											Y	

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We will be enabling people, communities and businesses to take sustained action to minimise pollution by												
scaling up nature-based solutions in urban and rural areas to support pollution minimisation, securing multiple benefits for nature and people through working with planners and developers to embed in developments;	Y						Y	Y	Y	Y	Y	
creating opportunities for individual and sector-specific action through delivering a sustained communications campaign;									Υ	Y	Y	
identifying opportunities to optimise the collective action and impact of the public sector through using SoNaRR and Area Statements to work with the PSBs, public health and local authorities;									Υ		Y	
meeting the needs of specific audiences to stimulate action for nature through collecting, synthesising, evaluating and communicating ours and others evidence;			Y						Υ	Y	Y	
minimising illegal waste through development and implementation of a joint strategy for Landfill Disposal and Unauthorised Disposal with the Welsh Revenue Authority;					Υ	Υ		Y	Υ			
engaging with people to take action, creating opportunities for being in, learning about and becoming advocates through working with the education, physical activity and health sectors;							Y	Y	Y	Y		
inspiring people to take action, empowering and transforming their relationship with nature through working with creative industries and the cultural sector;							Y	Y	Υ		Υ	
ensuring social and environmental justice, equity and inclusion inform and strengthen our decision-making for minimising pollution through the review of current mechanisms and development of guidance;							Y	Y	Y	Y		
involving different communities and sectors in our work, through applying behavioural insights to inform our approaches;							Y	Y	Y	Y		

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ensuring a diverse range of people are taking action to minimise pollution through sharing the vision and outcomes from Nature and Us to expand our networks and increase involvement;									Y	Y	Y	
building the capability and capacity of the Welsh workforce to support pollution minimisation through working with others to advocate for green skills and jobs.									Y		Y	
We will be an exemplar zero pollution and waste organisation by												
ensuring that NRW's financial and business decisions integrate zero pollution and waste through applying the lessons learnt from others on effective tools and frameworks;				Y	Y							Y
maximising the reuse, recycling and recovery of materials through monitoring and taking action when replacing key items such as ICT equipment and PPE;				Y	Y							Y
ensuring action on pollution minimisation is driven throughout our supply chains, grant programmes and land management agreements through inclusion in our procurement and funding frameworks;				Y	Y							Y
reducing the risk of harm to the environment from pollution incidents on the land in our care through high standards of operational management, and dealing effectively with any incidents that do occur;				Y	Y							Y
investing in the skills and capability of our colleagues to be ambassadors, through providing a training programme for climate and nature literacy.				Y	Υ							Y

Other Commitments	SI1: Ecosystems	SI2: Habitats	Si3: Public services	SI4: Pollution -land & water	SIS: Pollution - air	SI6: GHG and sequestration	SI7: Green and blue space	SI8: Living	Si9: Partnership approaches	SI10: Population acting	SI11: organisations acting	SI12: Colleagues
The values will be front and centre of everything we do to deliver this corporate plan; they will be embedded in our brand, our storytelling, our learning and development, leadership and management. All our work conversations and behaviours will be rooted in these values.												Υ
We will work collaboratively across our teams, with sector representatives and through the Public Services Boards (PSBs) to optimise these opportunities, and build meaningful partnerships to drive the transformational change we need									Υ		Y	Υ
As each step is implemented, we will continue to apply our purpose but will also acknowledge the value, insight and input our communities and other parts of the public, private and third sectors can contribute along the way									Υ	Y	Y	
The ambition running through all our efforts will be to ensure that nobody gets left behind as Wales pursues action for nature and climate.							Υ	Y	Υ			
For the lifetime of this plan, and through applying our purpose, we will sharpen our focus on social and environmental justice, on equity and inclusion, making sure delivering for rural and urban communities across Wales is at the heart of everything we do							Υ	Υ	Υ			
We will continue to empower, enable and trust our colleagues across the organisation to make well-informed decisions at the more appropriate level of delegated responsibility.												Υ
We will establish a new Planning and Resourcing Group (PRG) with oversight of the planning and allocation of resources across the three well-being objectives.												Υ
Each well-being objective will have an accountable Director providing vision, momentum and assurance to the wider Executive Team and Board												Υ

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A new strategic risk register will be developed to reflect the new well-being objectives and ways of working.												Υ
We will make a difference by being astute and innovative in how we align what we have (resources) and what we do to achieve the successful delivery of our well-being objectives.												Υ
Driving efficiency and demonstrating good value for the public money invested will underpin everything we do, ensuring our funding structure is fit to face the demands we face now and has longer-term goals in mind												Υ
Effective programme and project management will be key to delivering on the ground, with the Programme Management Office providing assurances and monitoring and scrutinising delivery												Υ
improving how we plan our work, simplifying our processes, and using digital technology wherever possible, we will build on and improve the services we provide, driving efficiencies for our colleagues and our customers alike												Υ
adopting innovative approaches in how we deliver our work, doing so in a structured and targeted way. Our people and our partners will be critical to securing these ambitions and we will draw in expertise from outside the organisation to support us												Y
We will foster a culture of inclusion that attracts and retains our talent												Υ
We will provide an inclusive work environment that promotes and values the diversity of all our colleagues												Υ
We will provide opportunities for all our colleagues to develop their potential, skills and capabilities to enable them to become confident advocates of our vision and mission												Y
We will also invest in nurturing resilient and compassionate leaders at all levels of the organisation; and to meaningfully lead on the delivery of our well-being objectives												Y
We will provide a safe working environment for all - our colleagues, those who work with us, or visit the land in our care - making sure everyone gets home safely at the end of the day												Υ

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We embrace our leadership role in the implementation of the Anti-racist Wales Action Plan, working closely with others across the public sector to make a difference												Υ
We will also continue to support Welsh Government's Cymraeg 2050 ambition to increase the use of the Welsh Language and the number of Welsh speakers across the organisation												Υ
we have rolled out our new hybrid and agile working styles policy to ensure colleagues can maintain and effectively manage a productive work-life balance.												Y
Adfywio programme is also allowing us to explore how we can reduce our costs and carbon footprint by rationalising our portfolio of buildings across Wales						Υ						
We are committed to sharing this information in an open, transparent and readily accessible way, using cutting-edge analytics to display data in real-time and highlighting areas of concern									Υ	Y	Y	
new evidence approaches and collaboration will need to be developed so that our key information can be used more effectively. As such, we will continuously innovate to optimise resources and enhance our understanding of the state of the environment, improving how we meet the needs of our customers									Υ	Υ	Υ	
To help others target action and stimulate change, we will put greater emphasis on the analysis and interpretation of data at different spatial scales to capture the state of our natural resources, current and future changes and the opportunities for integrated action									Υ	Υ	Υ	
We will adopt a greater advocacy role, led by the evidence in SoNaRR and Nature and Us and will target our advocacy to specific systemic issues, developing a clear plan to work with specific organisations and partners across Wales to identify the pathways for transformative change									Υ	Y	Υ	
We must actively listen to a range of voices, particularly marginalised voices - to understand and bring people together to build meaningful partnerships.									Υ	Y	Υ	

	SI1: Ecosystems	SI2: Habitats	Si3: Public services	SI4: Pollution -land & water	SI5: Pollution - air	SI6: GHG and sequestration	SI7: Green and blue space	SI8: Living	Si9: Partnership approaches	SI10: Population acting	SI11: organisations acting	SI12: Colleagues
We must work collaboratively with these different sectors to pool our collective insight, knowledge and expertise to build trust and effect real change together									Y	Y	Y	
we will work with specific sectors, sharing our evidence and expertise on what good looks like									Υ		Υ	
We will invest time developing our regulatory advice and guidance tools, testing our approach with businesses and sector representatives									Y		Y	
We will continue to modify our regulatory approaches, reflecting customer feedback and the proportionate application of our statutory powers									Υ		Y	
We will also continue to advise Welsh Government on the opportunities to modernise regulatory policy and legislation									Y		Y	
We always encourage businesses and developers to engage with us early to ensure the needs of the environment are reflected in the design of proposals from the outset											Y	
We will explore alternative delivery models for pre-application advice, while at the same time improving our digital services to make it easier for customers to find the relevant information and access our services											Y	
When we consider how we design and deliver our services, we will actively listen to feedback from colleagues, and the people who use our services, on what matters most to them, what is working and what isn't. We will act on this feedback, providing a personal and professional service to improve services in line with our customer and digital strategies									Y	Y	Y	Υ
To minimise the impact of disruption to our services we will continue to update our business continuity plans, learning from our experience of the Covid-19 pandemic as well as others' experience of cyber-attacks												Y
We will continue to invest in the improvement of our digital services in line with the Digital Service Standards for Wales, reflecting our commitment to agile, user-centred design to continually improve our digital services												

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We recognise how we can also do more to harness our purchasing power to make an impact												
We will go further to ensure our procurement and funding frameworks drive positive action across our supply chains to achieve outcomes that do not harm the natural environment in the process												
introducing changes to embed decarbonisation at key stages of our end-to-end purchasing and funding cycle, including during contract management						Υ						
we are committed to ensuring that we do not displace the biodiversity impacts from our own business activities to other countries. Our ambition is to exclude deforestation from our supply chains, make them free of single-use plastic and we will favour the use of recycled and re-purposed goods and materials as much as is practically possible						Y						
indicators to monitor delivery of this corporate plan will be reported to Ministers in six months, with a sub-group of the NRW Board leading the development work. We will then publish the performance indicators as an addendum to our corporate plan												Y
Over the course of the next 12-18 months, we will be working with Welsh Government to shape and influence targets and indicators, recognising that our performance framework will need to respond to the outcome of: • our commitment to social and environmental justice, and the work we will be doing to understand the social impacts of our work;												
 the development by Welsh Government of performance indicators related to the four aims of sustainable management of natural resources, due in 2024; the development by Welsh Government of statutory nature recovery targets; the development by Welsh Government of climate adaptation indicators in 2024; the publication of the interim SoNaRR2025 in December 2024 												Y
Our performance management approach and indicators, metrics and milestones will provide the line of sight from the corporate plan to the annual business plan and service level agreements (SLAs), and will be reported in the quarterly performance reports and annual report												

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To ensure alignment, and transparency of delivery against the well-being objectives, we are streamlining our annual planning and performance framework												Y
Building on our work with Welsh Government through the baseline exercise, we will continue to work with them to develop service level agreements (SLAs) to cover all areas of our work and use them to inform negotiations on budgets												
we will use the SLAs to allocate the budget, the level of service we will deliver across our different services and inform the annual business plan, performance metrics and milestones. We will apply this approach in the 2024/25 annual business planning cycle												