

Brighter Futures

Welsh Language Policy | Polisi Iaith Gymraeg



Brighter Futures / Dyfodol Disglair

Welsh Language Policy / Polisi Iaith Gymraeg

Policy owner: Chief Officer

Approved by: Board of Trustees

Version: 3.0

Approval date: Oct 2025

Next review date: Oct 2027

1 1. Purpose

Brighter Futures is a community charity based in Rhyl.

We recognise and value the importance of the Welsh language to the culture, identity and communities of Wales.

Brighter Futures is committed to supporting and encouraging the use of Welsh wherever reasonably practicable.

As a small charity, we recognise that our ability to provide services through Welsh will depend on the Welsh-language skills available within our staff and volunteer team, the nature of the service being provided and the resources available to the charity.

Our approach is therefore to make genuine and achievable progress rather than make commitments that we cannot consistently deliver.

2. Our Commitment

Brighter Futures will seek to:

- make Welsh speakers feel welcome;
- encourage the use of Welsh within our organisation;
- offer Welsh-language support where we have Welsh-speaking staff or volunteers available;
- gradually increase the visibility and use of Welsh;
- use Welsh in public communications where reasonably practicable;

- consider Welsh when developing services, activities and information;
- encourage staff and volunteers who wish to learn or use Welsh; and
- continue improving our Welsh-language provision as our skills and resources allow.

We do not guarantee that every Brighter Futures service, activity, document or communication will be available in Welsh.

3. Speaking Welsh at Brighter Futures

People are welcome to speak Welsh at Brighter Futures.

Where a Welsh-speaking member of staff or volunteer is on site and is available and comfortable providing support in Welsh, we will wherever reasonably possible offer people the opportunity to communicate with them in Welsh.

Welsh-speaking staff and volunteers will be encouraged to use Welsh naturally within Brighter Futures.

We will not guarantee that a Welsh speaker will be available at all times.

Where no Welsh speaker is available, staff and volunteers should respond positively and courteously and, where appropriate and practical, consider whether Welsh-language support can be arranged.

Nobody working or volunteering at Brighter Futures will be expected to speak Welsh beyond their own ability or confidence.

4. Reception and Telephone Contact

Staff and volunteers will be encouraged to use simple Welsh greetings where they feel able to do so.

Examples may include:

Bore da / Good morning

Prynhawn da / Good afternoon

Diolch / Thank you

Where a person wishes to continue a conversation in Welsh and a Welsh-speaking member of the team is available, we will try to facilitate this.

Where nobody who speaks Welsh is available, we will explain this politely.

We do not undertake to provide an immediate Welsh-language telephone or reception service at all times.

5. Written Communication

Brighter Futures welcomes correspondence in Welsh and English.

Where we have the skills or suitable translation support available, we will seek to respond to Welsh-language correspondence in Welsh.

Where this is not immediately possible, we will make reasonable efforts to obtain appropriate assistance where the importance and nature of the communication justify doing so.

We will particularly consider Welsh-language support for important communications relating to access to services, safeguarding, complaints or other significant matters.

We do not guarantee that all routine correspondence will be produced bilingually.

6. Website

Brighter Futures will aim to maintain and gradually improve Welsh-language content on its website.

Where resources allow, priority will be given to key information such as:

- who Brighter Futures is;
- how to contact us;
- information about key services;
- important community information; and
- significant events or activities.

We do not undertake to translate every webpage, news item, document or piece of website content.

When significant Welsh-language information is published, we will make reasonable efforts to ensure that it remains accurate and useful.

Improvements to Welsh-language website content will be made progressively as resources and translation support allow.

7. Social Media

Brighter Futures is committed to increasing the use and visibility of Welsh on social media where reasonably practicable.

Where Welsh-speaking staff, volunteers or suitable translation support are available, we will encourage the use of Welsh in social-media posts.

This could include:

- Welsh greetings and phrases;
- bilingual event information;
- bilingual or Welsh-language posts;
- Welsh content for significant community events;
- Welsh-language celebrations and campaigns; and
- important public information.

Not every social-media post is required to be bilingual.

Our aim is to make Welsh a more regular and natural part of our communications without placing an unrealistic burden on staff or volunteers.

8. Groups, Activities and Events

Welsh is welcome at Brighter Futures groups, activities and events.

Where Welsh-speaking staff, volunteers, activity leaders or participants are present, they are welcome and encouraged to use Welsh.

Where practical, activities may include Welsh through:

- greetings;
- signs;
- children's activities;
- songs or music;
- activity names;
- cultural activities;
- community events; and
- partnerships with Welsh-speaking organisations.

We will seek opportunities to include Welsh naturally rather than requiring every activity to operate bilingually.

9. Children and Young People

Brighter Futures recognises the value of giving children and young people positive opportunities to hear and use Welsh.

Where appropriate and resources allow, children's and young people's activities may include simple Welsh words, greetings, songs, games or other Welsh-language content.

Where Welsh-speaking staff, volunteers or partner organisations are available, we will encourage opportunities for children and young people to engage with Welsh.

We do not require every children's or youth activity to be delivered bilingually.

10. Signs and Public Information

When producing new or replacement permanent public-facing signage, Brighter Futures will consider whether bilingual wording would be practical and appropriate.

Priority may be given to signs such as:

- welcome and entrance signs;
- key directions;
- important safety information; and
- frequently used public notices.

Existing English-only signs do not need to be replaced solely because of this policy.

Where appropriate, bilingual signage can be introduced gradually as signs are replaced or updated.

11. Posters, Leaflets and Other Materials

Brighter Futures will consider whether significant new public-facing material can reasonably include Welsh.

The decision will take account of:

- the intended audience;
- the importance of the information;

- how widely it will be distributed;
- how long it will remain in use;
- available Welsh-language skills;
- availability of translation support;
- cost; and
- staff and volunteer time.

Short, important and frequently used material may be prioritised for bilingual presentation.

We do not undertake to translate every document, leaflet, poster or internal record.

12. Staff and Volunteers

We value Welsh-language skills within our staff and volunteer team.

Where appropriate, Brighter Futures may maintain a simple voluntary record of employees' and volunteers' Welsh-language skills and confidence.

This can help us understand when Welsh-language support may be available.

Welsh-speaking staff and volunteers will be encouraged to use their Welsh where they feel comfortable doing so.

Being able to speak Welsh does not automatically make an employee or volunteer responsible for translating documents or providing every Welsh-language service.

We will seek to avoid placing an unreasonable additional workload on Welsh-speaking members of the team.

13. Learning and Using Welsh

Employees, trustees and volunteers who wish to learn or improve their Welsh will be encouraged to do so.

Where resources allow, Brighter Futures may:

- signpost Welsh-language courses;
- encourage basic conversational Welsh;
- share Welsh words and phrases;
- promote free learning resources;

- encourage Welsh-language awareness; and
- provide opportunities for people to practise Welsh informally.

People learning Welsh should feel comfortable using the language without worrying about making reasonable mistakes.

14. Recruitment

When recruiting employees or volunteers, Brighter Futures will consider whether Welsh-language ability would be helpful for the role.

Welsh may be identified as **desirable** where it would improve the service we can provide.

Welsh will only normally be identified as **essential** where there is a genuine requirement for the role.

Applicants who speak Welsh are encouraged to tell us about their Welsh-language skills.

Applications made in Welsh will be welcomed.

15. Translation Support

Where appropriate, Brighter Futures may use external Welsh-language translation or checking services.

We will prioritise accurate translation where information is particularly important, including where appropriate:

- safeguarding information;
- important health and safety information;
- significant service information;
- complaints;
- key public information; and
- information required by a funder or contract.

Translation decisions will be proportionate to the importance of the information and the resources available to the charity.

16. Grants, Contracts and Funded Services

Brighter Futures recognises that some grants, contracts or commissioned services may include specific Welsh-language requirements.

Before accepting such arrangements, we will seek to understand any Welsh-language commitments involved.

Where Brighter Futures has formally agreed to specific Welsh-language requirements as part of funding or a contract, we will seek to meet those requirements.

Where a particular requirement is beyond our current capacity, this should be identified and discussed before the commitment is made wherever possible.

The general flexibility in this policy does not override specific legal or contractual requirements that apply to Brighter Futures.

17. Organisations Using Our Facilities

Other charities, community groups and organisations use Brighter Futures facilities.

We will encourage those organisations to consider the Welsh language positively.

However, external organisations remain responsible for their own communications, activities and any Welsh-language duties or commitments that apply to them.

18. Respect for Welsh and English

Welsh and English are both welcome within Brighter Futures.

Nobody should be criticised or discouraged for speaking Welsh.

Equally, people who do not speak Welsh should not be made to feel excluded or uncomfortable.

Our aim is to create an environment where Welsh is welcomed and encouraged while remaining inclusive to everybody in our community.

19. Complaints and Feedback

We welcome constructive feedback about our Welsh-language provision.

People may raise comments, suggestions or complaints about Welsh-language provision through the Brighter Futures Complaints & Feedback process.

Where feedback identifies a practical improvement that Brighter Futures can reasonably make, we will consider taking action.

A person will not be treated unfavourably because they have asked to use Welsh or suggested that our Welsh-language provision could be improved.

20. Continuous Improvement

Brighter Futures recognises that developing Welsh-language provision is an ongoing process.

Our intention is to make **realistic, achievable and sustainable improvements** rather than promise a level of bilingual provision that our current resources cannot consistently support.

Examples of improvements may include:

- increasing Welsh on social media;
- identifying Welsh-speaking staff and volunteers;
- using Welsh greetings;
- improving key Welsh website information;
- introducing bilingual signs as they are replaced;
- including Welsh at community events;
- improving key bilingual information;
- supporting staff or volunteers learning Welsh; and
- developing relationships with Welsh-speaking community organisations.

The actions taken will depend on the needs of the community and the resources, skills and opportunities available to Brighter Futures at the time.

21. Responsibilities

Board of Trustees

The Board of Trustees has overall responsibility for this policy and for ensuring that the commitments made remain appropriate and achievable for Brighter Futures.

Chief Officer

The Chief Officer will oversee implementation of the policy and identify reasonable opportunities to improve Welsh-language provision.

Staff and Volunteers

Staff and volunteers are encouraged to:

- welcome the use of Welsh;
- use Welsh where they are able and comfortable doing so;
- support Welsh-speaking service users where reasonably possible;
- make use of available Welsh-language resources; and
- identify practical opportunities for improvement.

Nobody is expected to provide a Welsh-language service beyond their skills, confidence or role.

22. Review

This policy will normally be reviewed **bi-annually** by the Chief Officer and Board of Trustees.

The review will consider:

- what Welsh-language provision has worked well;
- feedback received;
- Welsh-language skills available within the organisation;
- opportunities for improvement;
- any relevant requirements from grants or contracts; and
- what can realistically be achieved with the resources available for the following year.

The policy may be reviewed sooner following a significant change in Brighter Futures' activities, staffing, funding or legal or contractual requirements.

Brighter Futures remains committed to supporting and encouraging the Welsh language and to making reasonable progress where our resources and circumstances allow.

Approved by the Board of Trustees: _____

Date: _____

Next review date: _____

1 Cyflwyniad

Rydym yn cydnabod fod Mesur y Gymraeg (Cymru) 2011 yn rhoi statws swyddogol i'r Gymraeg a ni ddylid trin y Gymraeg yn llai ffafriol na'r Saesneg.

Rydym yn credu ei bod yn arfer busnes dda i gynnig gwasanaethau yn newis iaith ein cwsmeriaid. Rydym hefyd yn credu ei fod yn dangos parch tuag at ein gweithlu i annog a hwyluso eu dewis iaith yn y gweithle.

Byddwn yn sicrhau ein bod yn gwneud cynnydd parhaol tuag at yr uchelgais hwn. Mae'r Polisi Iaith Gymraeg hwn yn datgan ein hymrwymadau presennol wrth ddefnyddio'r Gymraeg a hefyd, lle'n briodol, yn gosod targedau i ddatblygu ein defnydd o'r Gymraeg.

Dylid dehongli hyd a lled ein hymrwymadau yn y polisi hwn mewn ffordd resymol - maent yn gyfyngedig i weithgareddau a gwasanaethau yng Nghymru neu sydd wedi eu darparu i bobl sy'n byw yng Nghymru, a hefyd maent yn gyfyngedig i weithgareddau a gwasanaethau yr ydym yn medru eu rheoli neu ddylanwadu arnynt.

Cyfeiriwch unrhyw sylwadau neu gwynion am y polisi hwn at:

Ymddiriedolwyr

Dyfodol Disglair, 34 Fford Wellington, Y Rhyl, Sir Ddinbych LL18 1BN

1 Introduction

We acknowledge the fact that under the Welsh Language (Wales) Measure 2011 the Welsh language has official status, and should be treated no less favorably than the English language.

We believe that it is good business practice to provide services in the language of choice of our customers. We also believe that it shows respect to our workforce to encourage and facilitate the use of their chosen language in the workplace.

We will ensure that we make constant progress towards achieving this ambition, and this Welsh Language Policy sets out our current commitments in relation to using Welsh and also, where appropriate, sets targets to help us develop our use of Welsh.

The scope of our commitments in this policy should be interpreted reasonably - they are limited to activities and services in Wales or which are delivered to people living in Wales, and also limited to activities and services which we are able to control or influence.

Please direct any comments or complaints about this policy to:

Trustees

Brighter Futures, 34 Wellington Road, Rhyl, Denbighshire LL18 1BN

01745 798350

01745 798350

hello@brighterfutureshyl.co.uk

hello@brighterfutureshyl.co.uk

2 Delwedd Gyhoeddus	Ticiwch y blwch Tick the box ☐	2 Public Image
2.1 Arwyddion parhaol		2.1 Permanent Signs
☐ Mae pob arwydd parhaol yn gwbl ddwyieithog	x	☐ All our permanent signs are fully bilingual
2.2 Arwyddion dros dro		2.2 Temporary Signs
☐ Mae pob arwydd dros dro yn gwbl ddwyieithog	some	☐ All our temporary signs are fully bilingual
2.3 Enw Corfforaethol		2.3 Corporate Name
☐ Mae ein brand corfforaethol yn gwbl ddwyieithog	x	☐ Our corporate brand is fully bilingual
2.4 Papur Pennawd		2.4 Stationery
☐ Mae ein papur pennawd yn gwbl ddwyieithog	some	☐ Our stationery is fully bilingual
2.5 Cardiau Busnes		2.5 Business Cards
☐ Nid oes gennym gardiau busnes ar hyn o bryd	x	☐ Our business cards that are fully bilingual
3 Gwefan a Gwasanaethau Digidol		3 Website and Digital Services
3.1 Gwefan		3.1 Website
☐ Mae ein gwefan yn ddwyieithog	some	☐ Our website is bilingual
3.2 Gwasanaethau Digidol		3.2 Digital Services

☒ Nid ydym yn cynnig gwasanaethau digidol ar hyn o bryd



☒ We currently do not offer digital services in Welsh

3.3 Cyfryngau Cymdeithasol		3.3 Social Media
○ Nid ydym yn cynnig gwasanaethau cyfryngau cymdeithasol ar hyn o bryd Gymraeg	☐	○ We currently do not offer social media services in Welsh
4 Hysbysebu a Marchnata		4 Advertising and Marketing
4.1 Hysbysebu trwy ddarlledu		4.1 Broadcast Advertising
○ Nid ydym yn hysbysebu trwy ddarlledu ar hyn o bryd	☐	○ We currently do not use broadcast advertising
4.2 Hysbysebu yn y Wasg Gymreig		4.2 Advertising in the Welsh Press
○ Nid ydym yn hysbysebu yn y wasg Gymreig ar hyn o bryd	☐	○ We currently do not advertise in the Welsh press
4.3 Hysbysebu Recriwtio		4.3 Recruitment Advertising
○ Mae ein hysbysebion recriwtio yn ddwyieithog	some	○ All our recruitment advertising is bilingual
4.4 Hysbysebu Awyr Agored (Byrddau Arddangos a Cherbydau)		4.4 Outdoor Advertising (Billboards and Vehicles)
○ Nid oes gennym hysbysebion awyr agored ar hyn o bryd	☐	○ We currently do not have any outdoor advertisements
4.5 Cyhoeddiadau Print		4.5 Printed Publications
○ Mae pob cyhoeddiad print yn gwbl ddwyieithog	most	○ All our printed publications are fully bilingual
4.6 Deunydd Arddangos a Marchnata		4.6 Exhibition and Marketing Materials
○ Nid oes gennym unrhyw ddeunydd arddangos a marchnata ar hyn o bryd	☐	○ We currently do not have any exhibition and marketing materials

4.7 Negeseuon wedi eu recordio a Chyhoeddiadau Sain		4.7 Pre-recorded Messages and Audio Announcements
Mae pob neges wedi ei recordio yn gwbl ddwyieithog	☐	All our pre-recorded audio messages are fully bilingual
4.8 Pecynnu		4.8 Packaging
Nid oes gennym unrhyw becynnu ar hyn o bryd	☐	We currently do not have any packaging
4.9 Prisio, Derbynebau a Thocynnau		4.9 Pricing, Receipts and Ticketing
Nid oes gennym unrhyw brisiau, derbynebau na thocynnau ar hyn o bryd	☐	We currently do not have any pricing, receipts or ticketing
5 Cyfathrebu		5 Communication
5.1 Olrhain Dewis Iaith		5.1 Tracking Language Choice
Nid ydym yn cofnodi nac yn olrhain dewis iaith ein cysylltiadau busnes ar hyn o bryd	☐	We currently do not record or track the language choice of any business contacts
5.2 Cyfathrebu Wyneb yn Wyneb		5.2 Face to Face Communication
Er mwyn sicrhau ein bod yn gallu darparu gwasanaeth iaith Gymraeg ar unrhyw adeg, rydym yn sicrhau bod o leiaf un aelod o staff sy'n medru siarad Cymraeg ar gael ym mhob gweithle lle bydd cyswllt â'r cyhoedd	basic	In order to ensure that we can offer a Welsh language service at all times, we ensure that there is at least one member of staff able to speak Welsh in any workplace where there is contact with the public
5.3 Cyfathrebu dros y Ffôn		5.3 Telephone Communication
Rydym yn ateb galwadau ffôn â chyfarchiad dwyieithog	☐	We answer calls with a bilingual greeting
Mae pob aelod o staff yn gallu adnabod a derbyn galwad yn Gymraeg gyda chwrteisi	☐	Every member of staff is able to recognise and handle a Welsh language call with courtesy

5.4 Gohebiaeth (Papur ac Electronig)		5.4 Correspondence (Paper and Electronic)
Rydym wastad yn ysgrifennu at bobl yn ddwyieithog neu yn eu dewis iaith	☐	We always write to people bilingually or in their preferred language
Rydym yn derbyn gohebiaeth yn Gymraeg neu Saesneg	X	We accept correspondence in Welsh or English
Rydym wastad yn ateb yn Gymraeg i lythyrau a dderbyniwyd yn Gymraeg neu pan fydd rhywun yn gofyn i ni wneud hynny	X	We always reply in Welsh when we are replying to letters received in Welsh or when we have received a request to do so
5.5 Ffurflenni a Dogfennau Cyfrif		5.5 Forms and Account documents
Mae pob ffurflen a dogfen gyfrif yn gwbl ddwyieithog neu yn newis iaith y derbynnydd	☐	Every form and account document is fully bilingual or in the recipient's choice of language
6 Staff a'r Gweithle		6 Staff and the Workplace
6.1 Asesu Anghenion Sgiliau Iaith wrth Recriwtio		6.1 Assessing Language Skills Requirements when Recruiting
Rydym yn ffurfiol yn asesu pa sgiliau iaith Gymraeg sydd eu hangen ar gyfer pob swydd yn ein sefydliad	☐	We formally assess what level of Welsh language skills are required to perform each role in our organisation
6.2 Cofnodi a Datblygu Sgiliau Iaith ein Staff		6.2 Recording and Developing our Staff's Language Skills
Rydym yn cadw cofnod anffurfiol o sgiliau iaith Gymraeg rhai aelodau o staff	X	We keep an informal record of the Welsh language skills of certain employees
Rydym yn cydnabod na ddylai'r Gymraeg gael ei thrin yn llai ffafriol na'r Saesneg yng Nghymru	☐	We acknowledge that in Wales, the Welsh language should be treated no less favourably than the English language

Rydym yn cefnogi staff sydd am wella eu sgiliau iaith Gymraeg, ac yn galluogi iddynt dderbyn hyfforddiant yn annibynnol	☐	We support staff who want to improve their Welsh language skills, and enable them to receive training independently
6.3 Cyfathrebu Mewnol		6.3 Internal Communication
Rydym yn cydnabod rhyddid pob aelod o staff a'n cwsmeriaid i ddefnyddio'r Gymraeg gyda'i gilydd, yn unol â Mesur y Gymraeg (Cymru) 2011, a disgwylwn i staff barchu dewisiadau ieithyddol eu cydweithwyr a'r cwsmeriaid	☐	We recognise that each member of staff and customer has the freedom to use the Welsh with each other, as enshrined in the Welsh Language (Wales) Measure 2011 and we expect staff to respect the linguistic preferences of their colleagues and customers
6.4 Cyhoeddiadau Mewnol		6.4 Internal Publications
Nid oes gennym gyhoeddiadau mewnol	☐	We do not have any internal publications
6.5 Meddalwedd yn Gymraeg		6.5 Welsh language software
Rydym yn gosod rhyngwyneb Cymraeg ar gyfer unrhyw feddalwedd y mae ein staff yn ei ddefnyddio sydd â rhyngwyneb Cymraeg cydnabyddedig	☐	We install a Welsh language interface for any software used by our staff which has a recognised Welsh language interface
6.6 Arweiniad		6.6 Leadership
Byddwn yn sicrhau bod y polisi hwn yn cael ei gefnogi ar y lefel uchaf o fewn ein sefydliad	☐	We will ensure that this policy is supported at the highest level in our organisation
6.7 Ymwbyddiaeth		6.7 Awareness
Bydd y polisi hwn ar gael yn gyfleus i'r cyhoedd ei ddarllen	☐	This policy will be conveniently available for the public to read
Bydd polisi hwn ar gael yn gyfleus i'n staff ei ddarllen	☐	This policy will be conveniently available for our staff to read
Bydd y polisi hwn yn ymddangos ar ein gwefan erbyn 21.02.24		This policy will appear on our Website by 21.02.24

6.8 Adolygu		6.8 Review
Byddwn yn asesu ac yn adolygu'r polisi hwn o leiaf pob tair blynedd	☐	We will assess and revise this policy at least every three years
7 Gwasanaethau wedi eu darparu ar ein rhan		7 Services delivered on our behalf
Rydym yn sicrhau fod pob gwasanaeth sydd wedi ei ddarparu ar ein rhan gan contractwr neu drydydd parti yn cydymffurfio â'r polisi hwn	☐	We ensure that every service delivered on our behalf by a contractor or third party complies with this policy