Welsh Language Policy

1. Policy Statement

Swansea Wellbeing Centre CIC (SWC) recognises the Welsh and English languages as languages of equal importance in Wales. We respect the right of individuals to communicate with us in their preferred language and are committed to promoting the use of the Welsh language throughout our services and activities, wherever reasonably practicable.

We aim to ensure that everyone who contacts or visits the Centre feels welcomed, respected and able to access our services in Welsh or English.
SWC can currently offer its meet-and-greet and Wellbeing Mentoring services in Welsh.

2. Publicity and Promotional Materials

SWC will endeavour to provide publicity, promotional materials and relevant public information bilingually in Welsh and English, wherever reasonably practicable. When deciding how materials are produced and distributed, we will consider their purpose, accessibility, environmental impact and available resources. Where materials are provided in a single language, we will seek to establish individuals' language preferences and provide information in their preferred language where possible.

We will aim to ensure that the Welsh language is appropriately represented across our communications, including our website, social media and other promotional channels.

3. Partnerships

When working in partnership with other organisations, SWC will seek to uphold the principles of this policy and encourage the use of Welsh and English in joint activities, communications and promotional materials, wherever reasonably practicable.

We will respect the language policies and arrangements of our partners while encouraging inclusive and accessible communication.

4. Written Correspondence

SWC welcomes written correspondence in Welsh or English. We will endeavour to respond in the same language in which the correspondence was received. Correspondence received in Welsh will be handled appropriately, and we will seek support where necessary to ensure that a response can be provided in Welsh. Where correspondence is received bilingually, we will respect the recipient's preferred language and respond accordingly.

Using Welsh to communicate with SWC should not result in unnecessary delays.

5. Verbal Communication

SWC aims to provide a welcoming and inclusive environment for all visitors and callers. Where possible, visitors and callers will be greeted in their preferred language, and enquiries in both Welsh and English are welcomed.
We will make reasonable arrangements to ensure that telephone enquiries received in Welsh are handled promptly. Where a Welsh-speaking member of the team is not immediately available, we will seek appropriate support and arrange a response or call-back in Welsh wherever possible.

We will continue to identify opportunities to improve our ability to communicate with Welsh-speaking visitors and service users.

6. Centre Identity and Public Image

SWC recognises the importance of the Welsh language to the cultural identity and heritage of Wales. We are committed to respecting and valuing the Welsh language and promoting an inclusive environment in which people feel comfortable communicating in their preferred language.
Where appropriate and practicable, we will consider the use of bilingual signage, notices, displays and other materials that reflect the Centre's identity and its commitment to serving the local community.
We aim to ensure that the Welsh language is visible and appropriately represented in the Centre's public image and communications.

7. Implementation and Responsibilities

SWC will promote awareness of this policy among team members and, where appropriate, volunteers and partner organisations.
We will seek to implement the policy within our available resources and review opportunities to improve Welsh-language provision in response to the needs of our community.

Feedback from visitors, practitioners, partners and service users will be welcomed and considered when identifying improvements.

8. Policy Review

This policy will be reviewed annually to ensure that it remains relevant, effective and appropriate to the needs of Swansea Wellbeing Centre CIC and the community it serves.

The review will consider the availability of Welsh-language services, the accessibility of communications, feedback received and opportunities to strengthen the use of Welsh across the Centre's activities.

Policy owner: The Swansea Wellbeing Centre CIC
Last reviewed: 12 October 2026