



Welsh Language Policy

Polisi Iaith Gymraeg

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Godfrey Group Facilities Ltd / Grwp Godfrey Cyfleusterau Cyf – About us

Godfrey Group Facilities is an industry leader, offering unparalleled cleaning services to holiday parks, schools, offices, housing associations, popular venues and shopping centres, as well as building and maintenance services to housing associations, estates and private properties.

We provide efficiency, reliability and professionalism across all services. We apply innovative technology ensuring nothing gets side-lined, and progress is reported electronically. We deliver fairness and equality, a passion for the Welsh Language and Culture, respect for ideas and bespoke training for each employee, to the specifications of our sites.

1. Aims and objectives

1.1 Aims of the Policy

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

1.2 Godfrey Group's fundamental objectives on the Welsh language are;

- To enable everyone who uses our service to request a Welsh speaker, where possible
- To promote the use of the Welsh language in the community.
- To encourage others to promote and use the Welsh language.
- To promote and facilitate the use of Welsh and provide training opportunities for staff to develop and improve their Welsh language skills and confidence.
- To ensure that the Welsh Language is used on our social media sites, our Website and in our methods of correspondence
- To have office staff who are Welsh Speaking

2. Introduction

Godfrey Group Facilities is a family run business based in Denbighshire, North Wales. We provide Cleaning, House Keeping, building and building maintenance services across the United Kingdom. As a company we are proud to operate out of Wales and we are passionate about the Welsh Language and

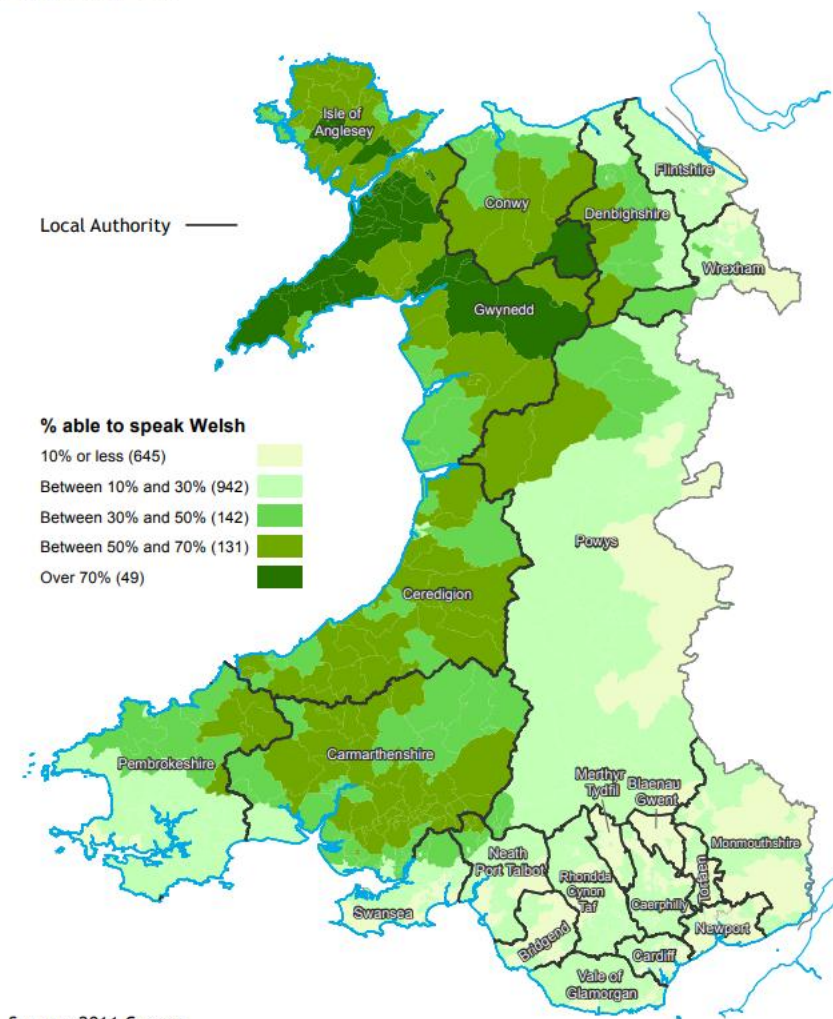
Culture. 24.6% of Denbighshire's population is Welsh Speaking (taken from the 2011 Census). We have Welsh speaking members of staff and we encourage the use of Welsh within the company. We operate services in Wales and England.

3. The Welsh Language

The 2011 census reported a drop in the number of Welsh speakers from 582,000 in 2001 to 562,000, about one in five of the population.

As a company, we are very aware of the 2011 Census and the Welsh Government's Strategy to have one million Welsh Speakers by 2050. We support this strategy.

Proportion of people (aged 3 and over) able to speak Welsh, by LSOA, 2011



Source: 2011 Census

4. Planning and Delivering Services

4.1 Policies and Initiatives

- 4.1.1 Godfrey Group will operate in accordance with the Assembly Government's definition of mainstreaming the Welsh language:

“To consider the Welsh language in all aspects of your work and in everything you do, with the aim of ensuring that every opportunity is taken to promote and support the Welsh language; to contribute towards the Government’s vision of a truly bilingual Wales; and to plan, provide and evaluate services in Welsh and in English”.

- 4.1.2 When creating new policies and initiatives or when amending policies, Godfrey Group will assess their linguistic impact and make sure they are consistent with our Welsh Language Policy.
- 4.1.3 We will ensure that whoever is involved in the formulation of policies is aware of our Welsh Language Policy and can speak Welsh.
- 4.1.4 We are aware that the private sector can contribute towards the development of the Welsh language on a local or community level and we will aim to ensure that Godfrey Group’s policies and initiatives promote and facilitate the use of the Welsh language, whenever possible.

4.2 Service Provision

- 4.2.1 It will be our standard practice to ensure that we can provide a Welsh speaker where required.
- 4.2.2 We have Welsh speaking members of staff and we can offer our services in Welsh upon request.

5. Dealing with the Welsh speaking Public

5.1 Correspondence

- 5.1.1 Godfrey Group welcomes correspondence in Welsh.
- 5.1.2 All correspondence will be dealt with promptly and correspondence through the medium of Welsh should not in itself lead to delay.
- 5.1.3 When someone writes to us in Welsh, we will always aim to provide a reply in Welsh.
- 5.1.4 Our email correspondence will contain some Welsh but will not be bilingual unless this is requested.

5.2 Communication over the telephone

- 5.2.1 Godfrey Group welcomes telephone calls in Welsh and we will aim to provide a Welsh speaking member of staff to respond to calls in Welsh.
 - 5.1.1 Calls to our office or will be answered with a Welsh and English greeting, with the Welsh greeting first.

5.2 Meetings

Godfrey Group can provide a Welsh speaker for meetings if requested.

5.3 Communicating with the public in other ways

5.3.1 With the substantial development of information technology, any computerised communication with the public will contain some Welsh.

5.3.2 We will consider the best ways of meeting the needs of Welsh speakers in whichever way we deal with the public.

5.3.3 Godfrey Group's website will contain some bilingual pages – we are working towards this.

5.3.4 Any automatic e-mail message (e.g. 'out of office' message) and standard messages (disclaimer) will be bilingual.

6 Godfrey Groups's Public Face

6.1 Corporate identity

6.1.1 Our legal company name is **Godfrey Group Facilities Ltd.** On our website and emails we will use the bilingual company name of Godfrey Group Facilities / Godfrey Group Cyfleusterau Cyf. Our public image, including our address, corporate slogan, visual identity and any other standard information used on our website and emails will be bilingual.

6.1.2 We will use Welsh branding only for some enterprises.

6.2 Signs

6.2.1 We are moving towards all our external and internal signs being bilingual

6.1.1 Processes are in place to ensure that text is correct, we will co-ordinate and monitor this carefully, especially when work is given out to contract.

6.2 Publishing and print materials

6.2.1 All materials aimed at the public will contain some Welsh, with both English and Welsh languages appearing in the same document.

6.2.2 We will ensure that staff and those with responsibility for printing are aware of this policy and procedures for publication.

6.2.3 All the information to be published on our website will contain some Welsh and some sections will be bilingual.

6.2.4 We will ensure that all Welsh text in our publications is of a high standard and that the tone is appropriate for the target audience.

6.3 Forms and explanatory material

6.3.1 Every form and explanatory material published by Godfrey Group, for use in Wales, will be partly bilingual.

6.3.2 Electronic provision for filling in forms will ensure equality for the Welsh language, where required.

6.4 Marketing and Publicity

6.4.1 Our standard practice will be to ensure that our official notifications and public notifications appear bilingually with the Welsh and English versions together. They will be equal about form, size, quality, clarity and prominence.

6.4.2 Staff recruitment advertisements will appear bilingually in all publications that are recruiting staff in Wales, where required.

6.4.3 Information packs, such as job descriptions and person specifications will be bilingual, if required.

7 Godfrey Group's Internal Administrative Language

7.1 Internal operational language

7.1.1 With the vast majority of our staff being English speaking, Godfrey Group's internal language is English, however, we have Welsh speaking staff and a Welsh speaker can be provided where required.

7.1.2 Messages and information on key matters such as working conditions and Health and Safety will always be available bilingually, if requested.

7.2 Recruitment

The ability to communicate through the medium of Welsh is listed as desirable for every post in Wales.

7.3 Welsh Language Training

We will support the Welsh Language by encouraging and supporting members of staff to improve their Welsh skills. Where required, we will provide staff training in the use of Welsh in the workplace.

