



Welsh Language Statement

1. Purpose

Horizon Support Services recognises that the Welsh language is an important part of Wales' culture, identity and heritage.

We are committed to treating the Welsh and English languages with respect and to ensuring that people who use our services, their families, employees and professionals are able to communicate with us in a way that supports their needs wherever reasonably practicable.

Although we are not currently subject to the Welsh Language Standards, we recognise the importance of promoting the Welsh language and supporting the objectives of the Welsh Government's vision of reaching one million Welsh speakers.

2. Our Commitment

We are committed to:

- respecting the language preferences of the people we support;
- encouraging an environment where both Welsh and English are valued;
- considering Welsh language needs when developing our services;
- supporting access to Welsh language information where reasonably practicable;
- continually improving our ability to meet the language needs of those we support.

3. Supporting the People We Support

Where an individual wishes to communicate in Welsh, we will make reasonable efforts to support those preferences.

This may include:

- identifying staff who are able to communicate in Welsh;
- accessing interpretation or translation support where appropriate;
- ensuring that important information is understood regardless of language.

Person-centred care includes respecting each person's culture, identity and preferred method of communication.

4. Supporting Our Workforce

We believe that developing Welsh language skills benefits both our workforce and the communities we serve.

We therefore encourage employees to:

- develop their Welsh language skills where they wish to do so;
- access available Welsh language learning opportunities;
- increase their awareness of Welsh language and culture.

Where practical, Horizon will support staff who wish to improve their Welsh language abilities through available training and learning resources.

5. Recruitment

When recruiting employees, we will consider whether Welsh language skills are desirable for particular roles based upon the needs of the people we support and the communities in which we operate.

Where Welsh language skills are identified as beneficial, this will be reflected appropriately within recruitment materials.

6. Communication

Where reasonably practicable, we aim to:

- respond positively to requests for information in Welsh;
- consider the provision of bilingual information where appropriate;
- ensure that communication remains clear, accessible and respectful.

As Horizon continues to grow, we will keep our approach under review and seek opportunities to improve the availability of Welsh language information.

7. Continuous Improvement

We recognise that promoting the Welsh language is an ongoing journey.

As our organisation develops, we will continue to review our services and identify practical opportunities to strengthen our support for the Welsh language in a way that is proportionate to the needs of the people we support.

8. Our Commitment

At Horizon Support Services, we believe that language is an important part of personal identity, dignity and belonging.

We are committed to respecting language preferences, supporting the Welsh language wherever reasonably practicable, and creating an environment where every individual feels welcomed, valued and understood.

By continually developing our approach, we aim to contribute positively to Wales' rich linguistic and cultural heritage while providing compassionate, person-centred care.