



COMHAIRLE CONTAE FHINE GALL

AN TRÍÚ SCÉIM TEANGA

2018 – 2021

(Faoi Alt 15 d’Acht na dTeangacha Oifigiúla 2003)



CLÁR

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1.1 Réamhrá & Athbhreithniú ar an 2ú Scéim Teanga

D’ullmhaigh Comhairle Contae Fhine Gall a dara Scéim Teanga sa bhliain 2015 de réir Acht na dTeangacha Oifigiúla 2003. Deimhníodh an Scéim ar 9 Feabhra 2015 agus rinneadh athbhreithniú uirthi mar chuid den ullmhúchán don tríú scéim seo.

1.2 Ábhar na Scéime Gaeilge

Ullmhaíodh an Scéim seo faoi Alt 15 d’Acht na dTeangacha Oifigiúla 2003. Forálann Alt 11 go ndéanfaidh comhlacht poiblí scéim reachtúil a ullmhú ina dtabharfar sonraí na seirbhísí a bheartaíonn sé a sholáthar:

- trí mheán na Gaeilge,
- trí mheán an Bhéarla, agus
- trí mheán na Gaeilge agus an Bhéarla

agus na bearta atá le glacadh lena chinntiú go gcuirfear aon seirbhís nach gcuireann an comhlacht ar fáil trí mheán na Gaeilge faoi láthair ar fáil laistigh de thréimhse ama comhaontaithe. Dréachtaíodh an Scéim seo de réir na dtreoirlínte agus tá sí bunaithe ar na gealltanais go léir in aon scéim roimhe seo a chur i bhfeidhm. Sa chás nár cuireadh i bhfeidhm gach gealltanais i scéimeanna a bhí ann roimhe seo go dtí seo, bhí an t-ábhar seo ina ábhar plé le hOifig an Choimisinéara Teanga.

Tá sé mar aidhm ag an tríú Scéim de chuid Chomhairle Contae Fhine Gall cur le prionsabail i ndáil le Seirbhís Ardchaighdeáin do Chustaiméirí agus

- leanfar ag cinntiú go n-éascófar daoine ar mian leo a ngnó a dhéanamh i nGaeilge;
- cuirfear de réir a chéile leis an leibhéal seirbhísí i nGaeilge atá ann faoi láthair;

- réimsí a aithint ar féidir iad a fheabhsú agus aird a thabhairt ar céard is féidir a bhaint amach go réalaíoch thar na trí bliana amach romhainn.

Tá gealltanais sa Scéim measúnú leanúnach a dhéanamh ar an leibhéal éilimh ar sheirbhísí trí Ghaeilge agus a chinntiú go leanann Comhairle Contae Fhine Gall ag freastal ar an éileamh sin ar bhealach pleanáilte agus ciallmhar. Déanfar iniúchtaí chun leibhéal na gceisteanna/iarratas ar sheirbhísí trí Ghaeilge a mheas.

Beidh an Bhainistíocht Shinsearach i gComhairle Contae Fhine Gall freagrach as feidhmiú a chinntiú, chomh maith le monatóireacht agus athbhreithniú a dhéanamh ar an Scéim. Cuirtear an scéim i bhfeidhm i gcomhthéacs na dtimpeallachtaí seirbhíse poiblí agus acmhainní atá ann i gcónaí.

1.3 Dáta tosaithe na Scéime Nua

Dheimhnigh an tAire Cultúir, Oidhreachta agus Gaeltachta an scéim seo a thosóidh ar **28 Bealtaine 2018** agus fanfaidh sí i bhfeidhm ar feadh tréimhse 3 bliana ón dáta sin nó go dtí go mbeidh scéim nua deimhnithe ag an Aire de bhun Alt 15 den Acht, cibé acu is déanaí.

2.1 Plean Corparáideach Chomhairle Contae Fhine Gall 2015 - 2019:

Mar údarás áitiúil tá aird ar leith ag Comhairle Contae Fhine Gall ar na croíluachanna seo a leanas:

Cuirfidh na Croíluachanna seo a leanas bonn eolais faoi gach ceann de ghníomhaíochtaí na Comhairle, ag múnlú cultúr ár n-eagraíochta, ag treorú cuspóirí a leagan síos agus seirbhísí a chur ar fáil:

- Ceannaireacht Dhaonlathach agus Chathartha
- Ardchaighdeán ionracais, thrédhearcachta agus freagrachta
- Oibriú uileghabhálach le pobail, saoránaigh agus custaiméirí
- Seirbhísí ardchaighdeán, inrochtana agus luach ar airgead
- Cur chuig réamhghníomhacha, nuálacha agus inbhuanaithe
- Tiomantas agus scileanna ár bhfostaithe

Is é ár Ráiteas Misin ná:

“Fine Gall a bheith ar an áit is mó a bhfuil tóir air chun cónaí, obair, cuairt a thabhairt agus gnó a dhéanamh ann in Éirinn”.

Custaiméirí & Cliant Chomhairle Contae Fhine Gall

Tá daonra d’os cionn 296214 (Daonáireamh 2016) i limistéar Chomhairle Contae Fhine Gall agus tá sé ar cheann de na húdaráis áitiúla is tapúla atá ag fás sa tír, agus a bhfuil an daonra is óige ann. Cuirimid seirbhísí ar fáil do réimse leathan páirtithe leasmhara:

- Áitritheoirí Fhine Gall
- Gnólachtaí tráchtála
- Ionadaithe tofa agus foireann na Comhairle
- Ranna Rialtais agus gníomhaireachtaí leathstáit
- Údaráis áitiúla eile
- Na meáin áitiúla agus náisiúnta

Deir Cairt Chustaiméirí Chomhairle Contae Fhine Gall:

“Éascóimid an dátheangachas (Béarla/Gaeilge) chomh maith agus is féidir agus aithneofar teangacha eile de réir mar is cúil”.

2.2 Achoimre ar na seirbhísí a chuireann Comhairle Contae Fhine Gall ar fáil

Forbairt Eacnamaíoch

Soláthar tacaíochtaí d'fhorbairt eacnamaíoch struchtúrtha agus inbhuanaithe Fhine Gall trí phleanáil do thionscadail a thionscnamh agus a bhainistiú a chuireann go dearfach le forbairt leanúnach eacnamaíochta agus pobail an chontae

Pleanáil & Bonneagar Straitéiseach

Pleanáil d'fhorbairt mheántéarmach agus fadtéarmach an chontae agus bainistíocht á déanamh ar fhorbairt, forfheidhmiú agus rialú tógála laethúil na forbartha atá á déanamh sa chontae

Seirbhísí Tithíochta

Seirbhísí Tithíochta, Cóiríochta agus Bainistíochta Eastáit a chur ar fáil do thionóntaí na comhairle, dóibh siúd a bhfuil riachtanas tithíochta acu agus do shealbhóirí tí príobháideacha

Seirbhísí Pobail

Seirbhísí Leabharlainne, Pobail, Spóirt agus cultúrtha

Seirbhísí Comhshaoil & Uisce

Beartais inbhuanaithe a fhorbairt agus a chur i bhfeidhm chun ár dtimpeallacht a chosaint agus soláthar agus dáileadh soláthar uisce inólta ar ardchaighdeán a chosaint agus uiscí dramhaíola a chóireáil agus a dhiúscairt

Seirbhísí Oibriúcháin

Cothabháil ghinearálta ar bhóithre réigiúnacha agus áitiúla, páirceanna agus spásanna oscailte poiblí chomh maith le tírdhreachú, cothabháil crann, bailiú bruscair, trána, calafoirt agus áiseanna poiblí

Gnóthaí Corparáideacha

Tacaíocht a sholáthar do na feidhmeanna daonlathacha agus tacaíocht chorparáideach agus pleanáil straitéiseach don eagraíocht

Faisnéis, Cumarsáid agus Seirbhísí Digiteacha

Teicneolaíocht faisnéise agus seirbhísí digiteacha a sholáthar don eagraíocht

Bainistíocht Acmhainní Daonna

Seirbhísí Bainistíochta Acmhainní Daonna a sholáthar don eagraíocht

Seirbhísí Airgeadais

Comhairle agus seirbhísí um Bhainistíocht Airgeadais a sholáthar don eagraíocht

Seirbhísí Ailtireachta

Comhairle agus seirbhísí Ailtireachta a sholáthar don eagraíocht

Seirbhísí Díl

Comhairle agus seirbhísí díl a sholáthar don eagraíocht

Seirbhísí atá ar fáil i nGaeilge	Seirbhísí atá ar fáil go dátheangach	Seirbhísí atá ar fáil i mBéarla
	<p>Tá roinnt ball foirne ar fud na heagraíochta ar féidir leo seirbhís dhátheangach a chur ar fáil má iarrtar orthu é, ach iad a bheith ar fáil.</p> <p>Tá sé sin fógartha ar rannóg de Láithreán Gréasáin Chomhairle Contae Fhine Gall www.fingal.ie.</p> <p>Tá seirbhís dhátheangach á cur ar fáil anois ag leabharlanna i gcuid mhaith dá gcraobhacha (sin má bhíonn a bhfoireann dhátheangach ar fáil).</p>	<p>Halla an Chontae Sord</p> <ul style="list-style-type: none"> • Rannóg Gnóthaí Corparáideacha & Rialachais • Rannóg Acmhainní Daonna • Teicneolaíocht Faisnéise • An Rannóg Ailtirí • An Rannóg Airgeadais • An Rannóg Forbartha Eacnamaíochta, Fiontair & Turasóireachta • An Rannóg Pleanála & Bonneagair Straitéiseach <p>Oifig Bhaile Bhlainséir, Bóthar an Gharráin</p> <ul style="list-style-type: none"> • An Rannóg Oibríochtaí • An Rannóg Tithíochta & Pobail • An Rannán Pobail, Cultúir & Spóirt • An Roinn Seirbhísí Uisce & Timpeallachta • An Roinn Dí <p>Leabharlanna</p> <ul style="list-style-type: none"> • Na seirbhísí go léir atá ag feidhmiú ó 10 gcraobh leabharlainne, an tseirbhís leabharlainne soghluaiste agus an tseirbhís don té atá gafa sa teach. • Cartlann an Chontae • An Oifig Staidéir Áitiúil

Caibidil 4 Gealltanais chun úsáid na Gaeilge a fheabhsú

Is iad cuspóirí an tríú Scéim seo cur leis an dul chun cinn atá bainte amach ón bhliain 2015 i soláthar seirbhísí ar ardchaighdeán dár gcustaiméirí a labhraíonn Gaeilge agus an réimse seirbhísí atá ar fáil go dátheangach a leathnúi rith shaolré na scéime.

Áiríonn ár dtríú Scéim tiomantas chun monatóireacht a dhéanamh ar leibhéal an éilimh ar sheirbhísí trí Ghaeilge ar bhonn leanúnach, ionas gur féidir linn leanúint ag freastal ar an éileamh seo ar bhealach pleanáilte, ciallmhar agus praiticiúil.

Geallann Comhairle Contae Fhine Gall leanúint leis na gealltanais seo a leanas maidir le forbairt na Gaeilge faoin tríú Scéim seo thar shaolré na Scéime mura luaitear a mhalairt:

4.1 Cáipéisíocht Scríofa

Leanfaidh Comhairle Contae Fhine Gall ag soláthar gach foirm iarratais agus bileoga faisnéise a bhaineann leo ar fáil i bhformáid dhátheangach, nó i leaganacha Gaeilge agus Béarla ar leith.

Nuair a chuirtear foirmeacha iarratais agus bileoga faisnéise a bhaineann leis ar fáil mar leaganacha Gaeilge agus Béarla ar leith, tabharfar an aird chéanna ar an dá leagan ag gach láthair phoiblí.

Leanfar ag foilsiú cáipéisí a bhaineann le cúrsaí teicniúla nó eolaíochta, nach mbeadh spéis iontu ach ag speisialtóir nó atá beartaithe do lucht spéise idirnáisiúnta amháin i mBéarla amháin.

Cumarsáid Sheachtrach

Eiseofar gach preasráiteas a bhaineann le saincheisteanna Gaeilge i nGaeilge nó go dátheangach ag an am céanna. Eiseofar roinnt Preaseisiúintí go dátheangach freisin.

Aithneofar foireann údarásach i ngach Seirbhís, nuair a bheidh siad ar fáil, chun agallaimh a dhéanamh leis na meáin Ghaeilge, go háirithe Raidió na Life, RTÉ Raidió na Gaeltachta agus TG4.

Cuirfear an fhoireann seo ar fáil chun agallamh a dhéanamh do na meáin Ghaeilge trí Oifig Chumarsáide na Comhairle.

Bainfidh Comhairle Contae Fhine Gall úsáid as an nGaeilge in aon phostáil amháin ar a laghad sa tseachtain ar ár n-ardán ar na Meáin Shóisialta.

4.2 Seirbhísí Duine le Duine

Leanfar le hoiliúint leanúnach a chur ar fáil do bhaill foirne a léiríonn suim i seirbhísí trí Ghaeilge a thairiscint agus faoi dheireadh na Scéime táthar ag súil go mbeidh foireann ag gach rannóg a fhéadfaidh déileáil le ball den phobal trí Ghaeilge.

4.3 Fáilteoir/Lasc-chlár & Fógraí Béil

Leanfaidh an fhoireann fáiltithe/an fhoireann lasc-chláir in oifigí na Comhairle ag tabhairt ainm Chomhairle Contae Fhine Gall agus/nó na Rannóige i nGaeilge agus leanfar ag cur oiliúna ar fáil chun beannachtaí bunúsacha a rá i nGaeilge. Leanfar ag cur socruithe oiriúnacha i bhfeidhm ionas gur féidir leo baill den phobal a chur i dteagmháil gan mhoill leis na baill foirne atá freagrach as an tseirbhís a theastaíonn trí Ghaeilge a chur ar fáil.

Is féidir le baill foirne aonair a dteachtaireachtaí glórphoist a shocrú sa teanga aonair a roghnaíonn siad, nó go dátheangach.

4.4 Láithreán Gréasáin

Tá barr feabhais curtha ar láithreán gréasáin Chomhairle Contae Fhine Gall www.fingal.ie do dheiseanna soghluaiste agus tá an t-ábhar agus an nascleanúint dátheangach. Tá roinnt ábhar a bhaineann le cúrsaí teicniúla, agus nach mbeadh spéis ann ach ag speisialtóir amháin nach bhfuil ar fáil ach i mBéarla amháin. Táimid ag súil go mbeidh an próiseas atá ar bun faoi láthair chun láithreán gréasáin nua a fhorbairt curtha i gcrích faoi dheireadh na bliana 2018.

4.5 Córais Faisnéise

Beidh aon chórais ríomhaireachta nua a bheidh á suiteáil in ann an Ghaeilge a láimhseáil go hiomlán.

Tá seoladh ríomhphoist eolas@fingal.ie bunaithe chun déileáil le ceistanna i nGaeilge. Freagrófar fiosrúcháin chomh sciobtha le fiosrúcháin i mBéarla.

Leanfaidh an Chomhairle ar aghaidh ag cur infhaighteacht seirbhísí Gaeilge chun cinn trí rannóg a chur ar fáil ar leathanach baile an Láithreáin Gréasáin a léireoidh conas is féidir leat do ghnó a dhéanamh trí Ghaeilge. Cuirfidh sé seo muintín an phobail chun cinn as infhaighteacht na seirbhísí seo trí Ghaeilge.

Leanfar ar aghaidh ag forbairt an Leathanaigh Gaeilge ar 'Grapevine' Bogearraí Líonraithe Sóisialta Inmheánach na Comhairle mar acmhainn foirne chun dátheangachas a chur chun cinn, lena n-áirítear cúnamh agus comhairle faoi: litreacha a scríobh, frásaí d'fháilteoirí, ainmneacha post agus seirbhísí laistigh den Chomhairle, mionsonraí faoi imeachtaí Gaeilge atá le teacht agus aon fhaisnéis ábhartha eile.

4.6 Seirbhísí Idirghníomhacha Ar Líne

Beidh aon sheirbhísí idirghníomhacha ar líne nua, a fhorbróidh Comhairle Contae Fhine Gall, a thugann deis don phobal i gcoitinne leas a bhaint as seirbhísí na Comhairle á dtabhairt isteach sa dá theanga ag an am céanna.

4.7 Oiliúint & Forbairt

Tá Rannóg Oiliúna Chomhairle Contae Fhine Gall agus an Roinn Acmhainní Daonna tiomanta d'eolas agus do scileanna na bhfostaithe a fheabhsú agus cinnteoidh siad go dtabharfar an spreagadh agus an deis chéanna do gach ball foirne chun a n-inniúlacht i nGaeilge a fheabhsú. Beidh an t-éileamh ar sheirbhísí trí Ghaeilge i rith shaolré na Scéime mar fhachtóir lena dhéanamh amach cén feabhas atá tagtha ar inniúlacht i nGaeilge. Déanfar iniúchtaí ar an éileamh ar sheirbhísí trí Ghaeilge ar bhonn rialta.

Beidh an Chomhairle:-

- Ag leanúint ar aghaidh ag tacú le réimse cúrsaí oiliúna Gaeilge ar ardchaighdeán a chur ar fáil don fhoireann, i rith agus tar éis gnáthuaireanta oibre araon, tríd na Scéim Oideachais Foirne, mar chuid lárnach de phlean oiliúna foriomlán na nÚdarás.
- Ag cur réimse cúrsaí ar fáil thrí mheán na Gaeilge do bhaill foirne atá líofa sa teanga cheana féin.
- Ag cur ábhar Gaeilge ar fáil don fhoireann trí Grapevine agus Fingal Today chun forbairt agus seachadadh seirbhísí trí Ghaeilge a éascú.
- Ag leanúint ar aghaidh ag measúnú gach cúrsa, lena n-áirítear cúrsaí Gaeilge agus cúrsaí a chuirtear ar fáil trí Ghaeilge, ar bhonn rialta chun a fháil amach chomh éifeachtach agus a chomhlíonann siad spriocanna na nÚdarás.

- Ag cur feacht teanga san áireamh mar chuid de chúrsaí oiliúna Ionduchtúcháin agus Seirbhíse do Chustaiméirí araon ionas go gcinnteofar:
 - a. go dtuigfidh an fhoireann an chúis a gcuireann an Chomhairle beartas dátheangach i bhfeidhm
 - b. go dtuigfidh an fhoireann comhthéacs agus cúlra an bheartais; agus
 - c. go bhfuil siad go hiomlán ar an eolas faoin tslí a mbeidh tionchar ag an mbeartas ar a gcuid oibre
 - d. go bhfaighfear tuiscint bháúil ar riachtanais agus ar imní na Saoránach a labhraíonn Gaeilge
- Leanfaidh an Chomhairle ar aghaidh ag scrúdú bealaí eile (e.g. scéimeanna dámhachtana) chun forbairt seirbhísí trí Ghaeilge na foirne a spreagadh agus a chur chun cinn, agus chun iarrachtaí na foirne a aithint.

4.8 Bearta Bolscaireachta

Leanfaidh Comhairle Contae Fhine Gall ar aghaidh:

- Ag glacadh páirte agus ag cur chun cinn Seachtain na Gaeilge
- Ag tacú leis an ngrúpa Gaeilge a thagann le chéile ag am lóin agus ag aon imeachtaí sóisialta Gaeilge eile.
- Rannóg Ghaeilge a chur i nuachtlitir na foirne 'The Raven'.
- Faisnéis a chur ar fáil don fhoireann trí Phobal na Gaeilge ar 'Grapevine' agus tríd an mBileog Foirne Laethúil 'Fingal Today'
- Úsáid na Gaeilge a mhéadú ar ár nArdáin ar na Meáin Shóisialta – Twitter agus Facebook

4.9 Earcaíocht agus Socrúchán

Cuirfidh Comhairle Contae Fhine Gall beartais earcaíochta, shoghluaisteachta foirne agus acmhainní i bhfeidhm agus é mar aidhm a chinntiú go mbeidh an dóthain foirne a labhraíonn Gaeilge ar fáil chun seirbhísí i nGaeilge a chur ar fáil. I gcomhthéacs ina bhfuil cáilíochtaí do phoist leagtha amach go náisiúnta ag an rialtas láir, leanfaidh Comhairle Contae Fhine Gall ag déanamh athbhreithnithe ar cibé an bhfuil poist ann a bhféadfadh inniúlacht i nGaeilge a bheith luaithe leo, (i scríbhinn agus ó bhéal araon), ar fud na heagraíochta.

Leanfaidh an Chomhairle ag obair le baill foirne atá inniúil i nGaeilge le seirbhísí i nGaeilge a chur ar fáil i réimse chomh leathan seirbhísí agus is féidir agus de réir mar a thagann éileamh ar sheirbhísí trí Ghaeilge. Cuirfear rannóg ar fáil ar leathanach baile an Láithreáin Gréasáin a léireoidh conas is féidir leat do ghnó a dhéanamh trí Ghaeilge.

4.10 Beartas cruinnithe poiblí

Reáchtálann an Chomhairle gach cruinniú poiblí dá gcuid i mBéarla.

Cuirfear deiseanna oiliúna ar fáil do bhaill tofa ar mian leo Gaeilge a fhoghlaim agus a úsáid.

Leanfaidh Comhairle Contae Fhine Gall ag obair leis an gCoiste Gaeilge a bunaíodh trí Choiste Polasaí Straitéiseach na nEalaíon, an Chultúir, na hOidhreachta agus an Phobail chun an Ghaeilge a chur chun cinn sa Chomhairle agus i bhFine Gall.

Caibidil 5 Feidhmiú, Monatóireacht & Foilsiú na Scéime Comhaontaithe

5.1 Feidhmiú & Monatóireacht

Is ar an Fhoireann Bainistíochta Sinsearach atá an fhreagracht iomlán chun an scéim a chur i bhfeidhm agus cuirfidh siad i bhfeidhm í i gcomhthéacs na n-acmhainní atá ar fáil. Is iad na bainisteoirí líne go príomha i ngach Rannóg a dhéanfaidh an fheidhm mhonatóireachta ó lá go lá.

Tabharfaidh an tAonad Cumarsáide tuairisc faoin tslí a bhfuil Comhairle Contae Fhine Gall ag comhlíonadh Acht na dTeangacha Oifigiúla 2003 agus an dul chun cinn maidir le feidhmiú na Scéime Gaeilge. Nuair a bheidh an Scéim ceadaithe, ullmhófar Plean Forfheidhmithe 3 bliana ina leagtar síos spriocanna ina mbeifear in ann dul chun cinn na scéime a mheas.

Tabharfar tuarascálacha Ráithiúla maidir le Dul Chun Cinn don Phríomhfheidhmeannach lena n-áirítear tagairt dóibh seo a leanas:

- Tionscnaimh a chuir úsáid na Gaeilge chun cinn
- Ábhair ar foilsíodh cuid de nó é go léir i nGaeilge
- Aon ghearán nó moltaí a bhaineann le seirbhísí a chur ar fáil i nGaeilge ag Comhairle Contae Fhine Gall
- Dul chun cinn ar gach gealltanais atá leagtha amach sa Scéim
- Leibhéal na n-éileamh ar sheirbhísí i nGaeilge.

Beidh rannóg faoin nGaeilge san áireamh i dTuarascáil Bhliantúil na Comhairle.

5.2 Foilsiú na Scéime Comhaontaithe

Scaipfear an Scéim Gaeilge ar an bhfoireann go léir agus a chuirfear ar fáil í ar 'Grapevine.

Tapóidh an Chomhairle gach deis chun na seirbhísí i nGaeilge a chuirimid ar fáil a chur chun cinn agus a phoibliú trí na modhanna seo a leanas:

- custaiméirí a chur ar an eolas go díreach ar bhonn réamhghníomhach faoin rogha gnó a dhéanamh linn trí Ghaeilge, mar shampla, trí fhógraí a thaispeáint i gceantair fáiltithe a thabharfaidh le fios go bhfuil seirbhísí Gaeilge ar fáil;

- faisnéis a chur ar fáil ar leathanach baile an Láithreáin Gréasáin a léiríonn conas is féidir leat do ghnó a dhéanamh trí Ghaeilge;
- Léiriú ar threoirínte, bileoga nó foirmeacha iarratais go bhfuil na cáipéisí seo ar fáil freisin i nGaeilge, mura gcuirtear i láthair iad go dátheangach;
- an aird chéanna a thabhairt ar ábhair i nGaeilge agus i mBéarla.

Cuirfear an Scéim seo ar fáil don phobal i gcoitinne trí:

- Láithreán Gréasáin Chomhairle Contae Fhine Gall
- Na Meáin Shóisialta
- Preasráiteas
- Leabharlanna Fhine Gall

Cuirfear cóip den scéim chomhaontaithe ar aghaidh chuig Oifig an Choimisinéara Teanga

Tuilleadh faisnéise ar fáil ó:

An tAonad Cumarsáide,
Comhairle Contae Fhine Gall.

Halla an Chontae

An tSráid Mhór

Sord

Ríomhphost: eolas@fingal.ie

Láithreán Gréasáin www.fingal.ie www.fingal.ie/ie

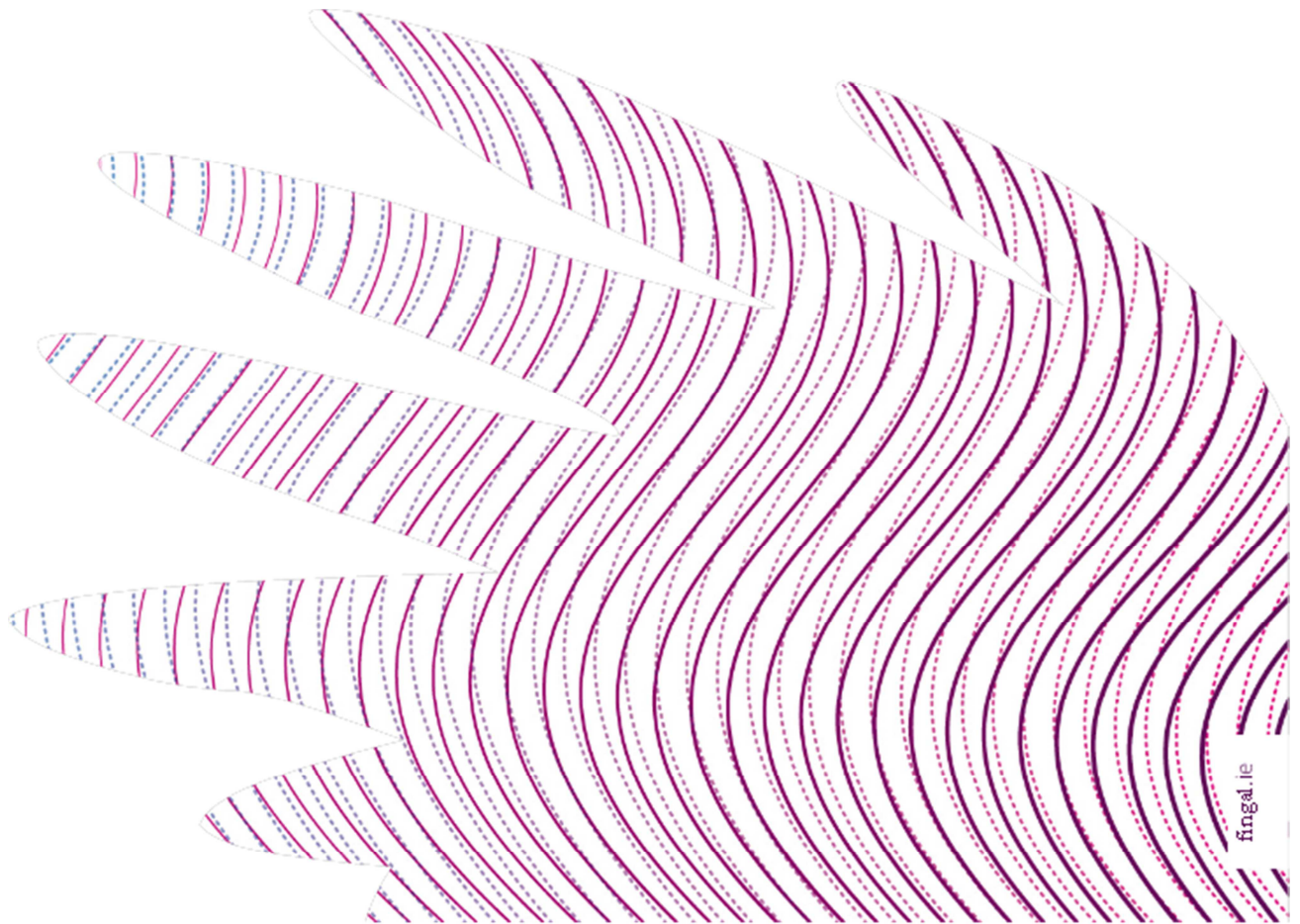


FINGAL COUNTY COUNCIL

THIRD LANGUAGE SCHEME

2018 – 2021

(Under Section 15 of the Official Languages Act 2003)



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Chapter 1 Introduction and background

1.1 Introduction & Review of 2nd Language Scheme

Fingal County Council prepared its second Language Scheme in 2015 in accordance with the Official Languages Act 2003. The Scheme was confirmed on 9th February 2015 and has been reviewed as part of the preparation of this third scheme.

1.2 Content of the Irish Language Scheme

This Scheme was prepared under Section 15 of the Official Languages Act 2003. Section 11 provides for the preparation by a public body of a statutory scheme specifying the services it proposes to provide:

- through the medium of Irish,
- through the medium of English, and
- through the medium of Irish and English

and the measures to be adopted to ensure that any service not currently provided by the body through the medium of the Irish language will be so provided within an agreed timeframe. This Scheme has been drawn up in accordance with the guidelines and is predicated on all of the commitments in any previous scheme being implemented. In the event of commitments in earlier schemes not having been fully implemented to date, this matter has been the subject of discussion with the Office of an Coimisinéir Teanga.

Fingal County Council's Third Scheme aims to build on the principles of Quality Customer Service and

- will continue to ensure that persons who wish to conduct their business in Irish are facilitated;

- build incrementally on the existing levels of services currently provided in the Irish language;
- identify areas which can be improved on having regard to what is realistically achievable over the next three years.

The Scheme includes a commitment to assess on an ongoing basis the level of demand for services through Irish and to ensure that Fingal County Council continues to meet this demand in a planned and coherent way. Audits will be carried out to determine the level of queries/requests for services through Irish.

Responsibility for ensuring implementation, as well as monitoring and reviewing the Scheme will rest with Senior Management within Fingal County Council. The scheme is implemented in the context of the prevailing public service and resourcing environments.

1.3 Commencement date of New Scheme

The Minister for Culture, Heritage & the Gaeltacht has confirmed this scheme with a commencement date of **28 May 2018** and it shall remain in force for a period of 3 years from this date or until a new scheme has been confirmed by the Minister pursuant to Section 15 of the Act, whichever is the later.

Chapter 2 Overview of Fingal County Council

2.1 Fingal County Council's Corporate Plan 2015 - 2019:

As a local authority Fingal County Council has due regard to the following core values:

The following Core Values will inform all of the activities of the Council, shaping the culture of our organisation, guiding the setting of objectives and the delivery of services:

- Democratic and Civic Leadership
- High standards of integrity, transparency and accountability
- Inclusive engagement with communities, citizens and customers
- High quality, accessible services & value for money
- Proactive, Responsive, Innovative and Sustainable approaches
- The commitment and skills of our employees

Our Mission Statement is:

“To make Fingal the place of choice to live, work, visit and to do business in Ireland”.

Customers & Clients of Fingal County Council

Fingal County Council has a population of over 296214 (Census 2016) and is the fastest growing local authority areas in the country, with the youngest population. We provide services to a wide range of stakeholders:

- Residents of Fingal
- Commercial businesses
- Elected representatives & Council staff
- Government departments & semi-state agencies
- Other local authorities
- Local and national media

Fingal County Council Customer Charter states:

“We will facilitate bilingualism (English/Irish) to the maximum possible extent and recognise other languages as appropriate”.

2.3 Summary of services provided by Fingal County Council

Economic Development

Provision of supports for structured and sustainable economic development of Fingal by planning for, initiating and managing projects that contribute positively to the county's ongoing economic and community development

Planning & Strategic Infrastructure

Planning for the medium to long term development of the county while managing the day to day development, enforcement and building control of development being undertaken in the county

Housing Services

Provision of Housing, Accommodation and Estate Management Services to council tenants, to those with a housing need and private householders

Community Services

Library, Community, Sports and cultural services

Environment & Water Services

Develop and implement sustainable policies for the protection of our environment and to safeguard the provision and distribution of high quality drinking water supply and the treatment and disposal of waste waters

Operational Services

The general maintenance of regional and local roads, parks and public open spaces along with landscaping, tree maintenance, litter collection, beaches, harbours and public conveniences

Corporate Affairs

Provision of support for the democratic functions and corporate support and strategic planning to the organisation

Information, Communication and Digital Services

Provision of information technology and digital services to the organisation

Human Resource Management

Provision of Human Resource Management services to the organisation

Financial Services

Provision of Financial Management advice and services to the organisation

Architectural Services

Provision of Architectural advice and services to the organisation

Legal Services

Provision of legal advice and services to the organisation

Chapter 3 Breakdown of current services in each Official Language

Services available in Irish	Services available bilingually	Services available in English
	<p>A number of staff are available throughout the organisation who can provide a bilingual service if requested, subject to availability.</p> <p>A section on Fingal County Council's Website www.fingal.ie advertises this.</p> <p>Libraries are now delivering a bilingual service in many of their branches (subject to the availability of bilingual staff).</p>	<p>County Hall Swords</p> <ul style="list-style-type: none"> • Corporate Affairs & Governance Dept • Human Resources Dept. • Information Technology • Architects Dept. • Finance Dept. • Economic Enterprise & Tourism Development Dept. • Planning & Strategic Infrastructure Dept. <p>Blanchardstown Office, Grove Road</p> <ul style="list-style-type: none"> • Operations Dept. • Housing & Community Dept inc. • Community, Culture & Sports Division. • Water Services & Environment Dept. • Law Dept. <p>Libraries</p> <ul style="list-style-type: none"> • All services operating from 10 branch libraries, the mobile library service and the housebound service. • The County Archive • The Local Studies Office

Chapter 4 Commitments to enhance the use of the Irish Language

The objectives of this third Scheme are to build on the progress achieved since 2015 in the provision of quality services to our Irish-speaking customers and to broaden the range of services available bilingually over the lifetime of the scheme.

Our third Scheme includes a commitment to monitor the level of demand for services through Irish on an ongoing basis, so that we can continue to meet this demand in a planned, coherent and practical way.

Fingal County Council undertakes to continue with the following commitments to the development of the Irish language under this Third Scheme over the lifetime of the Scheme unless otherwise stated:

4.1 Written Documentation

Fingal County Council will continue to make all application forms and associated information leaflets available in bilingual format, or in separate Irish and English versions.

Where application forms and associated information leaflets are provided as separate Irish and English language versions, equal prominence will be given to both versions at all public locations.

Documents of a technical or scientific nature, of specialist interest only or intended for an international audience only, will continue to be published in English only.

External Communications

All press releases pertaining to Irish language issues will be issued simultaneously in Irish or bilingually. Some other press releases will also be issued bilingually.

Authoritative staff in each Service will be identified, where available, to carry out interviews with the Irish language media, particularly Raidió na Life, RTÉ Ráidió na Gaeltachta and TG4.

These staff will be made available for interview to the Irish language media through the Council's Communications Office.

Fingal County Council will use Irish in at least one post weekly on our Social Media platforms.

4.2 One-to-One Services

Ongoing training will continue to be provided to interested members of staff to offer services through Irish and by the end of the Scheme it is anticipated that each department will have staff that can deal with a member of the public through Irish.

4.3 Receptionist/Switchboard & Oral Announcements

Receptionist staff/switchboard staff in Council offices will continue to give the name of Fingal County Council and/or the Department in Irish and will continue to be provided with training to give basic greetings in Irish. Suitable arrangements will continue to be in place so that they can put members of the public in touch without delay with staff responsible for offering the service required through Irish.

Individual staff members can set their voicemail messages in the single language of their choice, or bilingually.

4.4 Website

Fingal County Council's website www.fingal.ie is optimised for mobile devices and is bilingual in content and navigation. Some content of a technical nature, and of specialist interest, is available only in English. We are currently in the process of developing a new website which is due to be completed by late 2018.

4.5 Information Systems

Any new computer systems being installed will be fully capable of handling the Irish language.

An e-mail address eolas@fingal.ie has been set up to deal with queries in the Irish Language. Queries will be responded to as promptly as English language queries.

The Council will continue to promote the availability of Irish language services by providing a section on the homepage of the Website indicating how business can be conducted through Irish. This will promote public confidence in the availability of these services through Irish.

The Irish Language Page on 'Grapevine', the Council's Internal Social Networking Software, will continue to be developed as a staff resource for the promotion of bilingualism including help and advice on: writing letters, phrases for receptionists, names of posts and services within the Council, details of upcoming Irish language events and any other relevant information.

4.6 On-line Interactive services

Any new on-line interactive services, developed by Fingal County Council, which allow the general public to avail of Council services will be introduced simultaneously in both languages.

4.7 Training & Development

Fingal County Council's Training Section and Human Resources Department, are committed to improving the knowledge and skills of employees and will ensure that all staff are given equal encouragement and opportunity to improve their Irish language competence. The demand for services through Irish during the lifetime of the Scheme will be a factor in determining the degree to which the Irish Language proficiency is enhanced. Audits of the demand for services through Irish will be carried out on a regular basis.

The Council will:-

- Continue to support the provision of a range of high-quality Irish language training courses to staff, both during and after normal working hours, through its Staff Education Scheme, as an integral part of the Authorities' overall training plan.
- Provide a range of courses through the medium of Irish for members of staff who are currently fluent in the language.

- Provide Irish language materials to staff through Grapevine and Fingal Today to facilitate the development and delivery of services through Irish.
- Continue to assess all courses, including Irish language courses and courses delivered through Irish, on a regular basis to ascertain how effectively they meet the Authorities' goals.
- Include language awareness as part of both Induction and Customer Service training courses so as to ensure that staff:
 - a. understand why the Council implements a bilingual policy
 - b. understand the context and background to the policy; and
 - c. are fully informed about how the policy will affect their work
 - d. gain an empathetic understanding of the needs and concerns of Irish-speaking Citizens
- The Council will continue to examine other mechanisms (e.g. award schemes) to encourage and promote the development of services through Irish by staff, and to recognise the endeavours of staff.

4.8 Promotional Measures

Fingal County Council will continue to:

- Participate in and promote Seachtain na Gaeilge (Irish Language Week)
- Support the Irish Language lunchtime group and any Irish language social events.
- Include an Irish Language section in the staff newsletter 'The Raven'.
- Provide information for staff through the Irish Language Community on 'Grapevine' and through the Daily Staff Bulletin 'Fingal Today'
- Increase the use of Irish on our Social Media Platforms – Twitter and Facebook

4.9 Recruitment and Placement

Fingal County Council will implement recruitment, staff mobility and resourcing policies with a view to ensuring an adequate number of Irish speaking staff are available to provide services in the Irish language. In a context where qualifications for posts are set

nationally by central government, Fingal County Council will continue to review whether there are posts which may require competency in Irish (both written and oral) throughout the organisation.

The Council will continue to work with staff who are competent in the Irish language to provide services in the Irish language across as full a range of services as possible and as demand for services through Irish arises. A section will be provided on the homepage of the Website indicating how business can be conducted through Irish.

4.10 Public meetings policy

The Council conducts all of its public meetings in the English language.

Training opportunities will be provided for elected members who wish to learn and use Irish.

Fingal County Council will continue to work with the Coiste Gaeilge set up through the Arts, Culture, Heritage and Community Strategic Policy Committee to promote the Irish Language in the Council and in Fingal.

Chapter 5 Implementation, Monitoring & Publicising of Agreed Scheme

5.1 Implementation & Monitoring

The overall responsibility for implementing the scheme rests with the Senior Management Team who will implement in the context of the available resources. The day to day monitoring function will be carried out primarily by line managers in each Department.

The Communications Unit will report on Fingal County Council's compliance with the Official Languages Act 2003 and progress on implementation of the Irish Language Scheme. Once the Scheme is approved, a 3-year Implementation Plan will be prepared which will set targets against which progress on the scheme can be measured.

Quarterly Progress reports will be made to the Chief Executive which will include reference to the following:

- Initiatives that have promoted the use of Irish
- Materials published in whole or in part in Irish
- Any complaints or suggestions relating to the provision of services in Irish by Fingal County Council
- Progress against each commitment set out in the Scheme
- Level of demand for services in Irish.

The Council's Annual Report will include a section on the Irish Language.

5.2 Publicising of agreed Scheme

The Irish Language Scheme will be circulated to all staff and will be made available on 'Grapevine'.

The Council will take every opportunity to promote and publicise the services we provide in Irish through the following means:

- directly informing customers on a proactive basis of the option of conducting business with us through Irish, for example, by the display of notices at reception areas indicating that Irish language services are available;

- providing information on the homepage of the Website indicating how business can be conducted business through Irish ;
- Indicating on guidelines, leaflets or application forms that these documents are also available in Irish, unless presented bilingually;
- giving equal prominence to Irish and English language materials.

This Scheme will be made available to the general public by means of:

- Fingal County Council Website
- Social Media
- Press Release
- Fingal Libraries

A copy of the agreed scheme will be forwarded to the Office of An Coimisinéir Teanga

Further information available from:

Communications Unit,

Fingal County Council.

County Hall

Main Street

Swords

Email: eolas@fingal.ie

Web www.fingal.ie www.fingal.ie/ie