# Scéim na Gaeilge Irish Language Scheme

Comhairle Contae Átha Cliath Theas
South Dublin County Council

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# Teachtaireacht ón Méara

Is mór an pléisiúr domsa mar Mhéara ar Chontae Átha Cliath Theas an Scéim seo, Scéim Ghaeilge Chomhairle Contae Átha Cliath Theas, ina gcuirtear síos ar an bhforbairt a dhéanfar ar an nGaeilge sa todhchaí agus ar na seirbhísí a chuirfear ar fáil i nGaeilge i gComhairle Contae Átha Cliath Theas, a thabhairt isteach. Dhearbhaigh an tAire Gnóthaí Pobail, Tuaithe agus Gaeltachta, Éamon Ó Cuív, Scéim Ghaeilge Chomhairle Contae Átha Cliath Theas ar an 20ú Nollaig 2006.

Tá trí bliana ag an gcomhairle chun na tiomantais a leagtar amach sa pholasaí seo a chomhlíonadh. Déanfar monatóireacht leanúnach ar fhorfheidhmiú na scéime sa tréimhse sin. Cuirfidh riachtanais reatha agus reachtaíochta nua, cosúil le hAcht na dTeangacha Oifigiúla 2003, agus na rialacháin nua atá ag teacht chun cinn le freagrachtaí na Comhairle ó thaobh Seirbhísí a chur ar fáil i nGaeilge.

Léiríonn an polasaí seo, de thoradh taighde agus Comhairliúcháin, tuairimí na ndaoine idir shean agus óg a bhíonn gníomhach i ngníomhaíochtaí Gaeilge sa Chontae. Ba chóir go gcuirfí an-fháilte roimh an Scéim Ghaeilge anseo sa Chontae mar a bhfuil pobal bríomhar de chainteoirí Gaeilge agus ba chóir go mbainfí leas aisti chun a thuilleadh tacaíochta a thabhairt don Ghaeilge sa Chontae agus í a fhorbairt.

**Eamon Maloney, Méara**

# Message from the Mayor

As Mayor of South Dublin County it gives me great pleasure to introduce the South Dublin County Councils Irish Language Scheme which outlines the future development of the Irish Language and provision of services through Irish in South Dublin County Council. The Irish Language Scheme of South Dublin County Council was confirmed by Eamon Ó Cuív, Minister for Rural, Community and Gaeltacht Affairs on the 20th December 2006.

There are three years in which the council must meet all the commitments taken in this policy. During this period there will be constant monitoring of its implementation. Existing and new legislative requirements, such as the Irish Language Act 2003 and upcoming regulations will also increase the Council's responsibilities in the provision of Services in Irish.

As a result of research and consultation this policy is reflective of the views of people, both young and old which are involved with Irish in the County. In a County which supports a vibrant Irish speaking public the Irish Language Scheme should be very welcome and a means to develop and support Irish further in the County.

**Mayor Eamon Maloney**

# Teachtaireacht ón mBainisteoir

Tá an Scéim Teanga seo forbartha ag Comhairle Contae Átha Cliath Theas faoi alt 11 d'Acht na dTeangacha Oifigiúla 2003 agus beidh sí mar thaca ag an nGaeilge inár gContae. Tá go leor gealltanais tugtha againn faoin scéim seo agus orthu sin tá suíomh gréasáin Ghaeilge a fhorbairt chomh maith leis an nGaeilge a nascadh leis na Tionscadail Connect atá againn. Tá athbhreithniú á dhéanamh againn freisin ar ár Logainmneacha go léir agus ar na comharthaí bóthair.

Limistéar is ea Contae Átha Cliath Theas a thug tacaíocht don Ghaeilge ar go leor bealaí le blianta fada. Tá líon mór naíonraí sé sin réamhscoileanna lánGhaeilge chomh maith le bunscoileanna agus meánscoileanna lánGhaeilge againn. Léiríonn an tacaíocht leanúnach a thugann pobal Chontae Átha Cliath Theas dóibh seo agus d'eagraíochtaí eile an gean atá ar an nGaeilge agus ar an gCultúr sa chontae seo.

Is deis atá sa Scéim Teanga seo do Chomhairle Contae Átha Cliath Theas chun tacú lena bhfuil d'obair déanta cheana féin agus chun borradh a chur faoi dhul chun cinn na teanga sa Chontae. Cuirfimid leis na seirbhísí atá á n-ofráil againn i nGaeilge agus tá fáilte againn roimh aon duine as an bpobal a bhfuil fonn air nó uirthi déileáil linn trí mheán na Gaeilge.

Faoi mar atá anois tá deis againn, tríd an scéim seo agus trí oibreacha eile, feasacht na Gaeilge a spreagadh ar fud an chontae. Caithfimid dua agus dúthracht leis an dúshlán seo agus tá gach uile shúil againn go n-éireoidh go geal linn.

**Joe Horan,** Bainisteoir Contae

# Message from the Manager

South Dublin County Council, under section 11 of the Official Languages Act 2003 has developed this Language Scheme which will support the Irish language in our County. Under this scheme we have made many commitments, one of which is to develop an Irish website and the Irish Language will also link in with our Connect Projects. We are also reviewing all our Place Names and road signs.

South Dublin County is an area which has, over many years supported the Irish Language in many ways. We have a significant number of naíonraí, Irish speaking pre schools, and also both primary and secondary schools. The continuing support of these and other organisations by the public of South Dublin County displays the love of the Irish Language and Culture in our County.

South Dublin County Council see this Language Scheme as an opportunity to support all the ground work which has been done and to strengthen the growth of the language in this County. We will enhance our services through Irish and welcome any member of the public to deal with us through the medium of Irish.

We are now in a position, through this scheme and other work, to raise awareness of Irish throughout the county, a challenge which we take on wholeheartedly and have every intention of succeeding at.

**Joe Horan,** County Manager

# Caibidil 1

## 1.1 Réamhrá agus Cúlra

Tá Comhairle Contae Átha Cliath Theas tar éis a Scéim Teanga a ullmhú faoi Alt 11 d'Acht na dTeangacha Oifigiúla 2003. Ullmhaíodh an Scéim seo ag féachaint do na Treoirlínte faoi Alt 12 d'Acht na dTeangacha Oifigiúla 2003 a d'eisigh an Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta. D'fhoilsigh Comhairle Contae Átha Cliath Theas fógra sna nuachtáin áitiúla agus náisiúnta araon agus ar www.sdublincoco.ie ar an 16ú Feabhra 2006 inar cuireadh in iúl go raibh sé i gceist aici scéim a ullmhú de réir Alt 13(1)(a) den Acht.

Aithníonn Comhairle Contae Átha Cliath Theas go bhfuil sé de cheart ag ár gcustaiméirí agus ag an bpobal a ngnó a dhéanamh linn sa teanga is rogha leo féin agus go ndéanfar freastal orthu más i nGaeilge nó i mBéarla sin agus iad ag déileáil linn. Tá sé ar cheann de phríomhchuspóirí Scéim seo na Teanga go gcinnteofar go mbainfidh caighdeáin níos airde leis na seirbhísí poiblí a bheidh ar fáil i nGaeilge ós í an teanga náisiúnta agus céad teanga oifigiúil na tíre í. Is mian le Comhairle Contae Átha Cliath Theas cultúr dátheangach a fhorbairt agus a spreagadh ina cuid oifigí go léir ionas go n-aireoidh ár gcustaiméirí ar a gcompord agus go mbeidh sé de mhisneach acu déileáil linn ina rogha teanga féin, mar shampla i nGaeilge nó i mBéarla.

Tugtar gearrléargas sa Scéim seo ar Chomhairle Contae Átha Cliath Theas, ar na seirbhísí a chuirimid ar fáil agus ar an méid de na seirbhísí sin atá ar fáil cheana féin i nGaeilge, i mBéarla nó sa dá theanga.

Tá seirbhísí áirithe ann a bhfuil gach custaiméir ina dteideal de réir Acht na dTeangacha Oifigiúla 2003 .i. freagra a fháil i nGaeilge ar chomhfhreagras a dhéantar i nGaeilge, foilseacháin a bheith i nGaeilge mar shampla An Tuarascáil Bhliantúil.

Tá cosaint ag na cearta seo san acht thuasluaite agus ní thugtar síos na cearta sin an athuair sa Scéim seo. Cuireann an scéim roimpi seirbhísí eile Gaeilge a fheabhsú agus tá na cinn seo thuas dlite orainn de réir dlí is cuma ann nó as í an scéim seo.

## 1.2 Dáta Tosaithe na Scéime - 20 Nollaig 2006

Is é an 31ú Iúil 2006 an spriocdháta atá le hullmhú na Scéime seo. Is é 20 Nollaig 2006 an dáta tosaithe ach dearbhú a bheith faighte ón Aire Gnóthaí Pobail, Tuaithe agus Gaeltachta agus beidh sí i réim ar feadh tréimhse 3 bliana ón dáta sin nó go dtí go ndearbhaíonn an tAire scéim nua de bhun Alt 15 d'Acht na dTeangacha Oifigiúla, cibé ceann is luaithe.

## 1.3 Forléargas ar Chontae Átha Cliath Theas

### 1.3.1 Straitéis Chorparáideach

Tá straitéis chorparáideach na Comhairle tugtha síos inár bPlean Corparáideach 2004-2009 - "I dTeagmháil le Pobail". Is iad seo a leanas na príomhghnéithe atá ann:

**Ráiteas Misin**
'Próisis dhaonlathacha áitiúla oscailte, éifeachtacha, lánpháirtithe agus rannpháirteacha mar aon le seirbhísí ar scothchaighdeán, fóntais agus tacaí a sholáthar a inbhuanaíonn, a fheabhsaíonn, agus a chuireann dlúth agus inneach sóisialta, cultúrtha agus eacnamaíoch Chontae Átha Cliath Theas chun cinn dóibh siúd go léir a chónaíonn, a oibríonn ann nó a thugann cuairt air'

**Bunluachanna na hEagraíochta:**
- Seirbhísí a sholáthar ar ardchaighdeán agus go cothrom
- Ceannaireacht agus Comhoibriú
- Inbhuanaitheacht
- Macántacht, Ionracas agus Freagracht
- Cumasú Foirne
- Rannpháirtíocht an Phobail

**Téamaí ag Trasnú a Chéile:**
- Contae le Cothromas sa Chuimsiú
- Contae Inbhuanaithe
- Contae Comhoibritheach
- Eagraíocht atá Dírithe ar an gCustaiméir

# Chapter 1

## 1.1 Introduction and Background

South Dublin County Council has prepared its Language Scheme under Section 11 of the Official Languages Act 2003. The Scheme was prepared with regard to Guidelines under Section 12 of the Official Languages Act 2003 issued by the Department of Community, Rural and Gaeltacht Affairs. South Dublin County Council published a notice of Intention to prepare a scheme in accordance with Section 13(1)(a) of the Act, in both local and national newspapers, and on www.sdublincoco.ie on the 16th February 2006.

South Dublin County Council recognises that our customers and the public have the right to choose to do business with us in their preferred language and that they will be facilitated in their dealings with us, whether that is through English or through Irish. One of the main objectives of this Language Scheme is to ensure higher standards of public services are made available through the Irish Language as the national language and the first official language of the country. South Dublin County Council wishes to develop and encourage a bilingual culture in all their offices so that our customers feel comfortable and confident to deal with us in the language of their choice, for example, English or Irish.

This Scheme includes a brief overview of South Dublin County Council, the services we provide and the level of services already available through Irish, English and bilingually.

There are certain services which each customer is entitled in accordance with the Official Language Act 2003, i.e., response to correspondence in Irish through Irish, publications available in Irish, i.e. the Annual Report.

These rights are protected in the above mentioned act, and these rights are not repeated in this Scheme. The scheme sets to improve other services in Irish, and the above are legally required of us irrespective of this scheme.

## 1.2 Commencement Date of Scheme - 20 December 2006

The deadline for the preparation of this Scheme is the 31st July 2006. The commencement date will be the 20 December 2006, subject to confirmation from the Minister for Community, Rural and Gaeltacht Affairs and it shall remain in force for a period of 3 years from that date or until a new scheme has been confirmed by the Minister pursuant to Section 15 of the Official Languages Act, whichever is earlier.

## 1.3 Overview of South Dublin County

### 1.3.1 Corporate Strategy

The Council's corporate strategy is set out in our Corporate Plan 2004-2009 - "Connecting with Communities". Its principal elements are as follows:

**Mission Statement**

'To provide open, effective, inclusive and participative local democratic processes, together with best quality services, facilities and supports which sustain, improve and promote the social, environmental, cultural and economic fabric of South Dublin County for all who live, work and visit here.'

**Core Organisational Values:**

- Quality and equitable service provision
- Leadership and Collaboration
- Sustainability
- Integrity, Probity and Accountability
- Staff Empowerment
- Community Involvement

**Cross Cutting Themes:**

- An Equitable and Inclusive County
- A Sustainable County
- A Collaborative County
- A Customer Focused Organisation

**Téamaí Príomhthosaíochta**

- I dTeagmháil le Pobail
- Struchtúr Dinimiciúil san Eagraíocht
- Áit Iomaíoch go hEacnamaíoch
- Contae a bhfuil meas aige ar a luachanna agus a chosnaíonn agus a fhorbraíonn a Chomhshaol Oidhreachta, Nádúrtha agus a Thaitneamhachtaí
- Contae le Comhshaol Maireachtála Inbhuanaithe agus d'Ardchaighdeán
- Contae i mBéal Forbartha agus atá Táite

Is é polasaí na Comhairle faoi Théama 5.4 de na Téamaí ag Trasnú a Chéile atá inár bPlean Corparáideach 2004-2009 (Eagraíocht atá Dírithe ar an gCustaiméir) faoin teideal Teangacha Oifigiúla agus Comhionannas:

*"Seirbhísí d'ardchaighdeán a chur ar fáil i nGaeilge agus/nó go dátheangach agus custaiméirí a chur ar an eolas faoi na cearta atá acu roghnú go ndéileálfaí leo i gceachtar den dá theanga oifigiúla."*

Bhunaigh Comhairle Contae Átha Cliath Theas an post Oifigeach Forbartha Gaeilge i nDeireadh Fómhair na bliana 2004.

### 1.3.2. An Struchtúr Polaitíochta agus Bainistíochta Sinsearaí i gComhairle Contae Átha Cliath Theas

Leagann an chairt seo thíos amach an struchtúr polaitíochta agus bainistíochta sinsearaí atá sa Chomhairle:

| Polaitíocht | Bainistíocht Shinsearach |
|---|---|
| Méara | Bainisteoir Contae |
| Comhairle Contae (26 Comhalta) | Foireann Bainistíochta |

**GPC An Grúpa ar Pholasaí Corparáideach**
- An Méara
- Cathaoirligh na gCPS
- An Bainisteoir agus An Fhoireann Bainistíocht

**Coistí Limistéar**
- Leamhcán/Cluain Dolcáin
- Tír an Iúir/Ráth Fearnáin (7 gComhalta)
- Tamhlacht (10 gComhalta )

**Cinn na bhFeidhmeanna**
**Cnuas 1 – Athrú san Eagraíocht**
- Teicneolaíocht na Faisnéise
- Acmhainní Daonna
- Airgeadas
- Seirbhísí Corparáideacha

**Na Coistí ar Pholasaí Straitéiseach**
- Forbairt Eacnamaíoch
- Iompar
- Na hEalaíona, Cultúr, An Ghaeilge, Oideachas agus Leabharlanna
- Tithíocht & Sóisialta
- Spórt & Caitheamh Aimsire
- Forbairt Pobail & Páirceanna

**Stiúrthóirí Seirbhíse**
**Cluster 2 - Infrastructure**
- Pleanáil
- DForbairt agus Cur chun cinn eacnamaíoch
- Iompar
- Pobal

**Cnuas 3 - Caighdeán Saoil**
- Tithíocht & Sóisialta
- Páirceanna, Comhshaol, Spórt & Caitheamh Aimsire
- Gníomhaire Dlí
- Ailtire Contae

**Key Priority Themes**

- Connecting with Communities
- A Dynamic Organisational Structure
- An Economically Competitive Place
- A County, which values, protects and develops its Heritage, Natural Environment and Amenities
- A County with a high quality and Sustainable Living Environment
- A Developing and Connected County

Under Cross Cutting Theme 5.4 of our Corporate Plan 2004-2009 (A Customer Focused Organisation) it is the Council's policy under the heading of Official Languages and Equality to:

*"Provide quality services through Irish and/or bilingually and inform customers of their rights to choose to be dealt with through one or other of the official languages."*

South Dublin County Council set up a full-time post of Oifigeach Forbartha Gaeilge in October 2004.

### 1.3.2 The Political and Senior Management Structure of South Dublin County Council

The chart below outlines the Council's political and senior management structure:

| Political | Senior Management |
|---|---|
| Mayor | County Manager |
| County Council (26 Members) | Management Team |

**CPG Corporate Policy Group**
- Mayor
- Chairs of SPCs
- Manager and Management Team

**Area Committees**
- Lucan/Clondalkin
- Terenure/Rathfarnham (7 Members)
- Tallaght (10 Members)

**Heads of Function**
**Cluster 1 - Organisational Change**
- Information Technology
- Human Resources
- Finance
- Corporate Services

**Strategic Policy Committees**
- Economic Development
- Transportation
- Arts, Culture, Gaeilge, Education and Libraries
- Housing & Social
- Sports, Recreation, Community Development and Parks

**Directors of Service**
**Cluster 2 - Infrastructure**
- Planning
- Development and Economic Promotion
- Transportation
- Community

**Cluster 3 - Quality of Life**
- Housing & Social
- Parks, Environment, Sport and Recreation
- Law Agent
- County Architect

### 1.3.3 An áit go fisiceach

Is í Comhairle Contae Átha Cliath Theas an t-údarás áitiúil atá freagrach as riarachán an chontae ina bhfuil limistéar 222.5 ciliméadar cearnach, daonra atá ag tarraingt ar 250,000 duine agus beagnach 85,000 teaghlach. Is é an dara húdarás tithíochta is mó agus an tríú húdarás áitiúil is mó sa Stát é.

Tá pobal bríomhar Gaeilge i gContae Átha Cliath Theas a thugann tacaíocht do ghníomhaíochtaí na nEagraíochtaí Gaeilge ar fud an chontae agus áirítear orthu sin Áras Chrónáin i gCluain Dolcáin, Gaelscoileanna, bunscoileanna agus meánscoileanna araon agus roinnt mhaith Naíonraí do leanaí réamhscoile. Is i gContae Átha Cliath Theas atá trí cinn de na hocht Meánscoil agus ocht gcinn de na fiche a naoi bunscoil atá ag Gaelscoileanna ar fud Mhórcheantar Bhaile Átha Cliath.[1]

Is fianaise é an rath iontach atá faoi na heagraíochtaí seo ar an spéis atá á léiriú ag an bpobal, ár gcustaiméirí, i nGaeilge agus ar a n-iarrachtaí chun an teanga a choinneáil breá láidir i gContae Átha Cliath Theas agus tá sé i gceist ag Comhairle Contae Átha Cliath Theas forbairt a dhéanamh ar na hiarrachtaí sin agus tacú leo.

## 1.4 Forléargas ar Sheirbhísí a sholáthraíonn Comhairle Contae Átha Cliath Theas

Tá Comhairle Contae Átha Cliath Theas roinnte go feidhmeach sna Rannóga seo a leanas:

- Seirbhísí Ailtireachta
- Pobal
- Seirbhísí Ríomhaireachta
- Seirbhísí Corparáideacha
- Forbairt
- Seirbhísí Comhshaoil
- Airgeadas
- Tithíocht
- Acmhainní Daonna
- Dlí
- Leabharlanna
- Páirceanna
- Pleanáil
- Bóithre

[1] Gaelscoileanna, 7 Cearnóg Mhuirfean, Baile Átha Cliath 2

Tugtar achoimre ina dhiaidh seo i gCaibidil 2 ar na seirbhísí a sholáthraítear i ngach rannóg.

## 1.5 Príomhphointí Teagmhála na gCustaiméirí

Is iad Halla an Chontae, Tamhlacht agus na hOifigí Cathartha i gCluain Dolcáin na príomhphointí teagmhála seirbhíse atá ag an gComhairle. Tá líonra de Leabharlanna ar fud an chontae chomh maith agus bíonn an-teagmháil ag a mbaill leis na custaiméirí. Bíonn na baill foirne a bhíonn in iostaí na comhairle i dteagmháil lenár gcustaiméirí ina dtithe agus sa réimse poiblí.

Bíonn idirghníomhaíocht idir an Chomhairle agus raon leathan de Ranna Rialtais, Gníomhaireachtaí Stáit, Comhpháirtithe Sóisialta, Eagraíochtaí Forbartha Pobail (Comhpháirtíochtaí bunaithe sna limistéir agus Grúpaí Leader, mar shampla), Grúpaí Gnó agus Pobail, Cumainn Chónaitheoirí agus araile.

Baintear úsáid fhorleathan as an Idirlíon nuair a bhíonn an Chomhairle ag déileáil lena custaiméirí agus tá borradh ag teacht faoin úsáid sin. Meán fíorthábhachtach a bheidh ann ó thaobh cur chun cinn na Gaeilge de i gContae Átha Cliath Theas sa todhchaí.

## 1.6 Taighde a Rinneadh

Nuair a bhí an Scéim seo á hullmhú ag Comhairle Contae Átha Cliath Theas bhí próiseas comhairliúcháin ar bun ina raibh cúig pháirt lenar bhain siad seo a leanas:

(i) Aighneachtaí a lorg ón bpobal maidir le hullmhú na scéime; tá achoimre in Aguisín 2.

(ii) Suirbhé Custaiméirí ar ár gcliaint ag an Ionad Cúraim Chustaiméirí agus sna Leabharlanna Poiblí. Tá torthaí an tsuirbhé seo in Aguisín 1.

(iii) Iniúchadh inmheánach ar na seirbhísí a chuireann gach rannóg ar fáil/gur féidir le gach rannóg a chur ar fáil i nGaeilge.

### 1.3.3 The physical place

South Dublin County Council is the local authority responsible for the administration of the county, which has an area of 222.5 square kms and a population approaching 250,000 comprising almost 85,000 households. It is the second largest housing authority and the third largest local authority in the State.

There is a vibrant Irish speaking community in South Dublin County, which supports the activities of Irish Organisations across the county, including Áras Chrónáin, in Clondalkin, Gaelscoileanna, both primary and secondary and many Naíonraí for pre-school children. Three of the eight Secondary Gaelscoileanna and eight of twenty nine Primary Gaelscoileanna throughout the Greater Dublin area are in South Dublin County.[1]

The huge success of these organisations offers testimony to the interest of the public, our customers, in the Irish Language and their efforts to keep the language strong in South Dublin County, efforts which South Dublin County Council intends to develop and support.

## 1.4 Overview of Services provided by South Dublin County Council

South Dublin County Council is divided functionally into the following Departments.

- Architectural Services
- Community
- Computer Services
- Corporate Services
- Development
- Environmental Services
- Finance
- Housing
- Human Resources
- Law
- Libraries
- Parks
- Planning
- Roads

A summary of the services provided in each department is given hereafter in Chapter 2.

## 1.5 Principal points of customer contact

The primary service points for the Council are at the County Hall, Tallaght and the Civic Offices in Clondalkin. There is also a network of Libraries throughout the county all of which have extensive customer contact. Staff of council depots have contact with our customers both in their homes and in the public realm.

The Council also interacts with a wide range of Government Departments, State Agencies, Social Partners, Local Development Organisations (such as area based Partnerships and Leader Groups) Business and Community Groups, Resident Associations, etc.

Extensive and growing use is made of the Internet in the Council's dealings with its customers. This will be an important medium in terms of our future promotion of the Irish language in South Dublin County.

## 1.6 Research Undertaken

In the preparation of this Scheme, South Dublin County Council undertook a five-pronged consultation process, which involved:

(i) Seeking submissions from the public on the preparation of a scheme, summary in Appendix 2.

(ii) A Customer Survey of our clients at the Customer Care Centre and Public Libraries. The results of this survey is outlined in Appendix 1.

(iii) An internal audit of services provided/ capable of being provided through Irish by each department.

[1] Gaelscoileanna, 7 Merrion Square, Dublin 2

(iv) Iniúchadh inmheánach ar a oilte is atá foireann Chomhairle Contae Átha Cliath Theas ar Ghaeilge agus ar a dtoilteanas déileáil le cliaint trí mheán na Gaeilge. Úsáidfear na torthaí seo mar thagarmharc d'aon mheastóireacht a dhéanfaí sa todhchaí ar dhul chun cinn faoin scéim.

(v) Reáchtáladh seimineár poiblí i Halla an Chontae ar an 9ú Bealtaine, 2006 agus fuair an pobal agus foireann Chomhairle Contae Átha Cliath Theas cuireadh chuige. Dhírigh na cainteoirí a bhí ag an seimineár ar ghnéithe éagsúla de Scéim na Teanga. Labhair Déaglán Ó Briain ón Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta faoi na himpleachtaí dlí a bhaineann leis an Scéim. Labhair Seán Ó Cuirreáin, An Coimisinéir Teanga faoi fhorfheidhmiú na Scéime agus labhair Athena Candy, Comhairle Cathrach Átha Cliath faoi thaithí na Comhairle agus an scéim á hullmhú agus á cur i bhfeidhm aici.

Cuireadh aighneacht amháin chuig Comhairle Contae Átha Cliath Theas le linn na tréimhse comhairliúcháin ón 16ú Feabhra - 16ú Márta 2006. Bhain na saincheisteanna a ardaíodh leis na nithe seo a leanas, a tugadh san áireamh agus an scéim seo á cur i dtoll a chéile:

- Cúram Custaiméirí agus seirbhís dhátheangach a chur ar fáil dár gcustaiméirí
- Ár modhanna cumarsáide leis an bpobal
- Cur i bhfeidhm na Scéime seo

Tugadh tuairimí a nochtadh le linn an tseimineáir san áireamh chomh maith agus an scéim seo á hullmhú.

- Monatóireacht a dhéanamh ar chomharthaíocht ar bhóithre agus ar logainmneacha agus iad a phromhadh.
- Úsáid níos cuimsithí a bhaint as preaseisiúintí i nGaeilge.
- Ranganna a chur ar fáil do chónaitheoirí fásta i gComhairle Contae Átha Cliath Theas.
- Níos mó lipéad .i. bosca bruscair.
- Go gcuirfeadh leabharlanna níos mó gníomhaíochtaí Gaeilge eisiacha ar fáil le linn Sheachtain na Gaeilge, An tSeachtain Eolaíochta, Seachtain na Léitheoirí agus araile.
- A thuilleadh gníomhaíochtaí/eolais i nGaeilge i gcomhair Gaelscoileanna.
- Liosta Seirbhísí atá ar fáil i gCCÁCT ar ár inlíon/idirlíon.
- Go gcuirfí gach ball foirne líne tosaigh lena n-áirítear iad siúd a bhíonn ag obair ó iostaí agus an fhoireann lasmuigh san áireamh agus ranganna agus ócáidí á bpleanáil.

Rónán Ó Snodaigh, Kíla, a raibh Ceolchoirm acu in Áras Chrónáin, Cluain Dolcáin mar chuid d'imeachtaí Sheachtain na Gaeilge 2006.

Rónán Ó Snodaigh, Kila, Concert as part of Seachtain na Gaeilge 2006 in Áras Chrónáin, Clondalkin

(iv) An internal survey of the staff of South Dublin County Council on their proficiency in Irish and willingness to deal with clients through the medium of Irish. Results of this will be used as a benchmark for future evaluation of progress under this scheme.

(v) A public seminar was held on the 9th of May, 2006, in County Hall to which both the public and staff of South Dublin County Council were invited. The speakers at this seminar addressed different elements of the Language Scheme. Déaglán O Briain from the Department of Community, Rural and Gaeltacht Affairs, spoke of the legal implications of the Scheme. Seán Ó Cuirreáin, The Language Commissioner, spoke of implementation of the Scheme and Athena Candy, Dublin City Council, spoke of the City Council's experience of the preparation of a scheme and its implementation.

South Dublin County Council received one submission during the consultation period from 16th February - 16th March 2006. The issues raised were in relation to the following matters which have been taken into account in framing this scheme:

- Customer Care and offering a bilingual service to our customers
- Our methods of Communication with the public
- The Implementation of this Scheme

Views put forward in the course of the seminar were also taken into consideration in the preparation of this scheme.

- The monitoring and proofing of road signage and place names.
- More comprehensive use of Press releases in Irish.
- Providing classes for resident adults in South Dublin County Council.
- More labels, i.e., bosca bruscar.
- Libraries provide more exclusively Irish activities during Seachtain na Gaeilge, Science week, readers week etc
- More Irish activities/information for Gaelscoileanna
- List of Services available in SDCC on our intranet/internet
- That all frontline staff are considered when planning classes and events, including those working from depots and outdoors staff.

Seán Ó Cuirreáin, An Coimisinéir Teanga, agus é ag labhairt ag Seimineár na Gaeilge i gComhairle Contae Átha Cliath Theas

Seán Ó Cuirreáin, An Coimisinéir Teanga, speaking at Irish Seminar in South Dublin County Council.

# Caibidil 2

## Achoimre ar na Seirbhísí / Gníomhaíochtaí a chuireann Rannóga na Comhairle ar fáil agus leibhéil oilteachta i nGaeilge

### 2.1 Réamhrá

Leagann an Chaibidil seo amach seasamh na rannóg aonair i gComhairle Contae Átha Cliath Theas maidir le gníomhaíochtaí/soláthar seirbhíse agus an leibhéal oilteachta Gaeilge i ngach aon cheann de na rannóga sin.

#### 2.1.1 Rannóga ag feidhmiú trí mheán an Bhéarla agus na Gaeilge araon

Níl aon rannóg sa Chomhairle ábalta a seirbhís a chur ar fáil go cuimsitheach trí mheán an Bhéarla agus na Gaeilge faoi láthair.

#### 2.1.2 Rannóga ag feidhmiú go teoranta trí mheán na Gaeilge

Tá líon áirithe ball foirne sna rannóga seo a leanas ábalta seirbhís dhátheangach a chur ar fáil do chustaiméirí. Tá teorainn leis an tseirbhís seo, áfach, agus tá sí ag brath ar na baill foirne seo a bheith i láthair agus iad a bheith ábalta an tseirbhís seo a chur ar fáil i dteannta a ngnáthdhualgas sannta. B'obair dheonach gan struchtúr an obair seo a dhéantaí trí mheán na Gaeilge. Bhí na baill foirne sin an-chuiditheach san am atá caite agus tá go fóill.

- Leabharlanna
- Na Seirbhísí Corparáideacha
- Na Seirbhísí Comhshaoil
- Páirceanna

**Leabharlanna**

Tá ceanncheathrú sheirbhís leabharlainne na Comhairle agus Leabharlann an Chontae i Halla an Chontae, Tamhlacht. Tá sé leabharlann bhrainse scaipthe thar timpeall an chontae agus tá seirbhís leabharlainne taistil ar fáil chomh maith a fhreastalaíonn ar scoileanna agus ar limistéir éagsúla nach bhfuil faoi chúram an líonra bhrainse. Tá baint an-mhór ag an tseirbhís leabharlainne le hócáidí ealaíon, cultúrtha agus oideachais a chur chun cinn mar shampla, Seachtain na Gaeilge, Seachtain na Léitheoirí, Féile FUSED, Féile na Bealtaine, READiscover agus ranganna Gaeilge bunleibhéil agus ardleibhéil saor in aisce a chur ar fáil don phobal chomh maith le Ranganna Gaeilge chun freastal ar neamhnáisiúnaigh.

Tríd is tríd tá caighdeán ard oilteachta i nGaeilge inár seirbhís Leabharlainne. Tá an tseirbhís leabharlainne poiblí tiomanta tacaíocht a thabhairt don Ghaeilge agus a chinntiú go mbeidh fáil ar sheirbhísí Gaeilge trí réimse chomh leathan is is féidir d'ábhair a chur ar fáil d'úsáideoirí na leabharlainne. Tá os cionn 10,000 leabhar Gaeilge sa stoc i Leabharlanna Átha Cliath Theas.

Ceannaítear leabhair nua Ghaeilge gach bliain agus cuirtear iad sin ar fáil do gach bunscoil sa chontae. Tugann Seirbhís Leabharlainne Scoileanna Átha Cliath Theas tacaíocht do na seacht nGaelscoil sa chontae. Tá an tSeirbhís Leabharlainne Scoileanna go mór san airdeall ar riachtanais na nGaelscoileanna nua agus cuirfidh sí ábhar breise thar mar a cheadaíonn an Roinn Oideachais agus Eolaíochta ar fáil dóibh mar bhunbhailiúchán. Is féidir le gach Gaelscoil úsáid a bhaint as an gClár Cuairteanna Scoile agus as aon chomhairle ná aon chabhair ghairmiúil eile a sholáthraíonn muid.

**Na Seirbhísí Corparáideacha**

Cuireann an Rannóg seo seirbhís rúnaíochta ar fáil don Mhéara, Leas-Mhéara, Cathaoirligh an Choiste um Pholasaí Straitéiseach agus Comhaltaí na Comhairle agus bíonn baint aici le hullmhú an Chláir, na Miontuairiscí agus doiciméadú tacaíochta na gCruinnithe Reachtúla, na gCruinnithe Bliantúla agus Cruinnithe Speisialta na Comhairle. Tá na Seirbhísí Corparáideacha freagrach chomh maith as Clár na dToghthóirí agus an Scéim um Dheontais Ardoideachais, Eamhnú, Caidrimh Phoiblí agus araile. Oibríonn an tOifigeach Gaeilge, atá ina ball de na Seirbhísí Corparáideacha i nGaeilge ach is féidir léi seirbhísí a chur ar fáil i mBéarla nuair a iarrtar sin uirthi. Cuidíonn an tOifigeach chomh maith le freastal a dhéanamh ar riachtanais na Gaeilge sa rannóg de réir mar a bhíonn riachtanach. Is é ról an Oifigigh Ghaeilge polasaí dátheangach Chomhairle Contae Átha Cliath Theas a fhorbairt chun freastal ar chustaiméirí ar mian leo a ngnó leis an gComhairle a dhéanamh i nGaeilge.

# Chapter 2

## Summary of Services /Activities provided by Council Departments and levels of Irish language proficiency

### 2.1 Introduction

This Chapter sets out the position in relation to service provision/activities by individual Departments within South Dublin County Council, and the level of Irish proficiency in each of these.

#### 2.1.1 Departments Operating through the medium of both English and Irish

Currently, no department of the Council is capable of delivering its service comprehensively through the medium of Irish and English.

#### 2.1.2 Departments Operating with limited Irish language capability

In the following Departments, there is a number of staff who are capable of providing a bilingual service to customers. There is however limited availability and such a service is dependant on these individuals being present and available to do so in addition to their normal assigned duties. This work through the medium of Irish has been unstructured and voluntary. These individuals have been extremely accommodating in the past, and remain so in the present.

- Libraries
- Corporate Services
- Environmental Services
- Parks

**Libraries**

The Council's Library service has its headquarters and County Library at County Hall, Tallaght. There are six branch libraries spread across the county and there is also a mobile library service which serves schools and various areas not served by the branch network. The library service is very involved in the promotion of arts, cultural and educational events for example, Seachtain na Gaeilge, Readers Week, Fused Festival, Bealtaine Festival, READiscover and the provision of free Irish classes to the public at a basic and advanced level, and Irish Classes to cater for non-nationals. There is generally a high standard of Irish language proficiency in our Library service. The public library service is committed to the support of the Irish language, and to ensuring accessibility to the Irish language by providing as wide a range of materials to library users as possible. Over 10,000 Irish language titles are in stock in South Dublin Libraries.

New titles in the Irish language are purchased annually and these are made available to all primary schools in the county. South Dublin Schools Library Service is supportive of the seven Gaelscoileanna in the County. The Schools Library Service is particularly aware of the needs of new Gaelscoileanna and will provide them with a core collection of material in excess of that allowed for by the Department of Education and Science. All Gaelscoileanna may avail of the School Visits Programme and any other professional advice and assistance we provide.

**Corporate Services**

This Department provides a Secretariat service for the Mayor, Deputy Mayor, Strategic Policy Committee Chairs and Members of the Council and is involved in the preparation of Agenda, Minutes and supporting documentation for the Statutory Meetings, Annual Meetings and Special Meetings of the Council. Corporate Services are also responsible for the Register of Electors and the Higher Education Grants Scheme, Twinning, Public Relations etc. The Irish Officer, as a member of Corporate Services operates through Irish, but can provide services when requested in English. The Officer also assists generally in facilitating Irish language requirements within the department as required. The role of the Irish Officer is to develop South Dublin County Councils' bilingual policy to facilitate customers doing business with the Council in the Irish language.

**Na Seirbhísí Comhshaoil**

Tá Rannóg na Seirbhísí Comhshaoil freagrach as na Seirbhísí Bainistíochta Dramhaíola (lena n-áirítear athchúrsáil dramhaíola a bhailiú agus a dhiúscairt) agus as infreastruchtúr agus soláthar seirbhísí Uisce agus Draenála araon a chur ar fáil do gach teaghlach agus gach gnó sa chontae. Cuireann an Rannóg seo seirbhís ghlantacháin ar fáil chomh maith lena n-áirítear scuabadh bóithre, rialú bruscair, Cláir Feasachta Comhshaoil agus rialachán agus forfheidhmiú dramhaíola. Tá an Rannóg freagrach as seirbhísí éagsúla lena n-áirítear Áiteanna Adhlactha, seirbhís um Shláinte Chomhshaoil, rialú madraí agus rialú capall. Bíonn tionchar ag an Rannóg seo ar gach teaghlach agus gach duine a oibríonn nó a chónaíonn i gContae Átha Cliath Theas de bharr an réimse leathan chuimsithigh seirbhísí a chuireann sí ar fáil.

Cuireann an tOifigeach Comhshaoil seirbhísí áirithe ar fáil i nGaeilge agus i mBéarla, mar shampla, roinnt bróisiúr a chuireann an Roinn Comhshaoil ar fáil. Tá cainteoir líofa Gaeilge sásta déileáil leis an bpobal i nGaeilge nuair a iarrtar sin agus nuair a bhíonn an té sin ar fáil.

**Páirceanna**

Tá an t-ádh ar an gComhairle go bhfuil an oiread páirceanna poiblí agus spásanna oscailte faoina cúram. Tá beagnach 4000 acra faoi chúram Rannóg na Seirbhísí Páirceanna agus Tírdhreacha. Orthu seo tá ceithre pháirc mhóra réigiúnacha, 50 páirc chomharsanachta agus líon mór spásanna oscailte poiblí in eastáit tithíochta éagsúla sa Chontae.

Bíonn baill foirne na Seirbhísí Páirceanna agus Tírdhreacha páirteach i réimse leathan gníomhaíochtaí ó phleanáil agus dearadh go forbairt agus bainistíocht pháirceanna agus spásanna oscailte agus comhairle a chur ar rannóga eile, go háirithe an Rannóg Pleanála faoi iarratais phleanála. San áireamh le roinnt de na háiseanna a chuireann agus a chothabhálann na Seirbhísí Páirceanna tá fuaráin, líonraí cosán coisithe, páirceanna imeartha agus áiteanna súgartha do leanaí. Cothabhálann an rannóg seo crainn sráide, imill ar thaobh príomhbhóithre, claífoirt thírdhreachaithe agus timpealláin. Cuirtear na seirbhísí ar fáil ach coinne a dhéanamh.

### 2.1.3 Rannóga nach bhfuil cumas Gaeilge acu

Níl sé ar chumas na Rannóg seo a leanas seirbhís Ghaeilge duine le duine a chur ar fáil do chustaiméirí faoi láthair.

- Na Seirbhís Ailtireachta
- Na Seirbhísí Ríomhaireachta
- Pobal
- Forbairt
- Airgeadas
- Tithíocht
- Acmhainní Daonna
- Dlí
- Pleanáil
- Bóithre

**Na Seirbhísí Ailtireachta**

Cuireann Rannóg na Seirbhísí Ailtireachta seirbhísí a bhaineann le hailtireacht, dearadh uirbeach agus bainistíocht tionscadal tógála ar fáil do gach aon cheann de phríomhrannóga Chomhairle Contae Átha Cliath Theas.

**Na Seirbhísí Ríomhaireachta**

Tá Rannóg na Seirbhísí Ríomhaireachta freagrach as pleanáil straitéiseach, comhordú agus cur i bhfeidhm gach ní a bhaineann le Teicneolaíocht na Faisnéise agus na Cumarsáide (TFC) sa Chomhairle. Forbraítear cláir pholasaí agus oibre i gcomhar le rannóga eile chun léiriú a thabhairt ar riachtanais fhoriomlána na heagraíochta. Beidh baint shuntasach ag TFC maidir le soláthar faisnéise agus seirbhíse trí mheán na Gaeilge a chur chun cinn agus a éascú.

**Na Seirbhísí Pobail**

Aithníonn an Chomhairle nach leor bun-infreastruchtúr fisiceach mar thithíocht, bóithre, páirceanna agus araile amháin a chur ar fáil do phobail nua. Aithníonn sí go bhfuil gá an duine féin a chur san áireamh chomh maith. Is é aidhm na Seirbhísí Pobail, trína bPolasaí Forbartha Pobail, cuidiú leis an bpobal comhshaol sóisialta agus eacnamaíoch níos fearr a chruthú. I measc na seirbhísí go léir a chuirtear ar fáil tá tacaí Forbartha Pobail, Scéimeanna Deontais don Phobal, Áiseanna agus Ciste Seirbhísí do Dhaoine Óga, Ócáidí Pobail/Poiblí agus araile.

**Environmental Services**
The Environmental Services Department has responsibility for both Waste Management Services (which includes waste recycling collection and disposal) and Water and Drainage infrastructure and service delivery to all households and businesses in the county. This Department provides cleansing services including road sweeping, litter control ,Environmental Awareness Programmes and waste regulation and enforcement. The Department also is responsible for a variety of services including provision of Burial Grounds, Environmental Health service, control of dogs and control of horses. With such a wide and comprehensive range of services, this department impacts on every household and individual that works or lives in South Dublin County.

Certain services from the Environmental Awareness Officer are available in Irish and English, for example, some brochures which are provided by the Dept of Environment. There is a fluent Irish Speaker willing to deal with the public in Irish when requested and available.

**Parks**
The Council is well served by public parks and open spaces of which there are almost 4000 acres under the control of the Parks and Landscape Services Department. This is mainly comprises of four large regional parks, 50 Neighbourhood parks and numerous public open spaces in various housing estates throughout the County.

Parks and Landscape Services staff are engaged in a wide range of activities from planning and design to the development and management of parks and open spaces and advising other departments, especially the Planning Department on planning applications. Within parks, some of the facilities provided and maintained are water features, pedestrian path networks, football pitches and children's playgrounds. Street trees, roadside margins along main roads, landscaped embankments and roundabouts are also maintained by this department. Services are available by appointment.

### 2.1.3 Departments operating with no Irish language capability

The following Departments currently are not in a position to provide a one-to-one service to customers through the Irish language.

- Architectural Services
- Computer Services
- Community
- Development
- Finance
- Housing
- Human Resources
- Law
- Planning
- Roads

**Architectural Services**
The Architectural Services Department provides architecture, urban design and construction project management services to all the main departments of South Dublin County Council.

**Computer Services**
The Computer Services Department has responsibility for the strategic planning, co-ordination and implementation of all Information and Communication Technology (ICT) matters throughout the Council. Policy and work programmes are developed through consultation with other departments to reflect the overall needs of the organisation. ICT will play a significant part in promoting and facilitating information and service provision through the medium of the Irish language.

**Community Services**
The Council recognises that it is not sufficient simply to provide basic physical infrastructure such as housing, roads, parks, etc. for new communities, it is also necessary to provide for the human dimension. The aim of Community Services through its Community Development Policy is to help the community to create a better social and economic environment. Among the many services offered are Community Development supports, Community Grants Scheme, Young Peoples Facilities and Services Fund, Community/Public Events etc.

**Forbairt**
Tá ról tábhachtach ag an Rannóg Forbartha, trína gníomhaíochtaí éagsúla, san forbairt eacnamaíoch áitiúil. Tá sí freagrach as sealbhú tailte agus as diúscairt tailte, as suímh thionsclaíocha agus thráchtála a chur ar fáil lena n-áirítear siopaí comharsanachta, as díolachán na suíomh a áirítear faoi na Pleananna Limistéar Comhtháite (An Scéim um Athnuachan Uirbeach 1999), as bainistíocht a dhéanamh ar phunann maoine na Comhairle, agus as rialú suíomh tréigthe agus struchtúr agus áiteanna contúirteacha.

Bíonn idirchaidreamh ag an Rannóg seo le pobal gnó Chontae Átha Cliath Theas, lena n-áirítear Cumann an Lucht Tráchtála, grúpaí forbartha áitiúla, daoine aonair agus cuideachtaí d'fhonn an Contae a chur chun cinn agus d'fhonn freastal ar fhorbairt eacnamaíoch sa Chontae.

**Airgeadas**
Tá an Rannóg Airgeadais freagrach as maoiniú gearrthéarmach agus fadtéarmach oibríochtaí na Comhairle, a bhaineann le hIoncam nó Caipiteal araon. Cuimsítear monatóireacht agus rialú a dhéanamh ar ioncam agus ar chaiteachas i ngach réimse, iasachtaí fadtéarmacha agus riachtanais léasaithe a shocrú agus cistí barrachais a infheistiú leis seo.

Chomh maith leis sin bíonn an rannóg gníomhach go laethúil i gcúrsaí cuntasaíochta maidir leis an airgead a d'íoc an Chomhairle nó a íocadh leis an gComhairle. Íoctar costas ioncaim nó caiteachais laethúil na Comhairle ó fhoinsí cosúil leis na Rátaí Tráchtála, Muirir Thráchtála d'Uisce, Deontais ón Rialtas agus cineálacha éagsúla eile ioncaim mar chíosanna tithíochta, táillí ar iarratais phleanála agus araile. Bíonn an méid airgid chaipitil a bhíonn ar fáil ag brath ar leithdháiltí ón Rialtas i réimsí a bhaineann le Tithíocht, Seirbhísí Bóithre agus Comhshaoil, agus araile.

Is breis is €500 milliún an t-ioncam agus an caiteachas caipitil bliantúil comhcheangailte faoi láthair.

**Acmhainní Daonna**
Tá an Rannóg Acmhainní Daonna freagrach as baill nua foirne a earcú agus a roghnú, as oiliúint agus forbairt foirne, as polasaithe neamhdhíobhálacha don teaghlach a chur chun cinn, as bainistíocht Tinrimh, as caidrimh agus rannpháirtíocht idir fhostaithe san ionad oibre. Beidh ról suntasach ag an bpolasaí oiliúna i gcur i bhfeidhm rathúil na scéime seo.

**Dlí**
Is é an Gníomhaire Dlí comhairleoir dlí Bhainistíocht Chomhairle Contae Átha Cliath Theas. Cuireann an Rannóg Dlí réimse leathan seirbhísí dlí ar fáil do gach Rannóg sa Chomhairle ó ghnáthnithe a bhaineann le cúrsaí tíolactha agus dlíthíochta go dtí na réimsí is sainithe a bhaineann le Dlí Rialtais Áitiúil.

**Pleanáil**
Is é fís na Rannóige Pleanála an caighdeán is airde i bpleanáil agus i bhforbairt inbhuanaithe an Chontae uathúil seo a éascú agus a chur chun cinn. Tá sé mar fhís aici freisin go nglacfadh a saoránaigh an pháirt is mó is is féidir é i bhforbairt fhisiceach, eacnamaíoch, shóisialta agus chultúrtha an Chontae. Is é aidhm na Rannóige Pleanála dea-phleanáil agus dea-fhorbairt a bhaint amach sa chontae tríd an bPlean Forbartha Contae, cinntí a dhéanamh maidir le hiarratais ar cheadúnas pleanála, forbairt leanúnach a rialú agus caighdeáin a fhorfheidhmiú.

Leagtar an dualgas a bhaineann le forbairtí nua i gComhairle Contae Átha Cliath Theas a ainmniú agus a uimhriú faoi shainchúram na Rannóige Pleanála a chinntíonn, i gcomhar leis an Oifigeach Gaeilge, go gcuirtear aistriúcháin fheiliúnacha Ghaeilge ar fáil i gcónaí.

Má tharlaíonn sé go dtagann forbróir chuig Comhairle Contae Átha Cliath Theas agus cúnamh ag teastáil uaidh chun forbairt nua a ainmniú agus go bhfuil mar shampla deacracht ann ainm feiliúnach a fháil a léireodh gné éigin den chúlra áitiúil nó stairiúil is é an nós atá ann gur i nGaeilge amháin a mholtar na hainmneacha mar shampla Seanchlós, forbairt nua i Ráth Cúil, Lána na Páirce i Leamhcán, Cluain Chrónáin, Ascaill Chill Chrónáin agus Áras na Cluaine. Tacaímid go mór le húsáid na Gaeilge sna hainmneacha ar fhorbairtí nua tithíochta agus tá ainmneacha Gaeilge á gcur ar roinnt mhaith de na scéimeanna tithíochta sóisialta mar shampla Meile an Rí, Tor an Rí agus Buirg an Rí agus araile. Ba sa dhá bhliain seo caite a ainmníodh iad sin thuas.

**Development**
The Development Department, through its various activities, plays an important role in local economic development. It is responsible for land acquisition and land disposal, for the provision of industrial and commercial sites including neighbourhood shops, for the sale of sites within the Integrated Area Plans (Urban Renewal Scheme 1999), for the management of the Council's property portfolio, and for the control of derelict sites and dangerous structures and places.

This Department liaises with the business community in South Dublin County, including the Chamber of Commerce, local development groups, individuals and companies, in the promotion of the County and in facilitating economic development throughout the County.

**Finance**
The Finance Department is responsible for the short and long-term financing of the Council's operations, both of a Revenue and Capital nature. This encompasses monitoring and control of income and expenditure in all areas, arranging long-term borrowing and leasing requirements and investment of surplus funds.

It is also concerned on a daily basis with accounting for all money paid by, or to, the Council. The Council's revenue or day-to-day expenditure is defrayed from sources such as Commercial Rates, Commercial Water Charges, Government Grants and various other forms of income such as housing rents, planning application fees etc. The amount of capital money available is dependent on Government allocations in the areas of Housing, Roads and Environmental Services, etc.

Current combined annual revenue and capital expenditure exceeds €500 million.

**Human Resources**
The Human Resources Department has responsibility for recruitment and selection of new staff, training and development of staff, promoting family friendly policies, attendance management, employee relationships and partnership in the workplace. Training policy will play a significant role in the successful implementation of this scheme.

**Law**
The Law Agent is the legal advisor to the Management of South Dublin County Council. The Law Department provides a full range of legal services to all Departments of the Council varying from routine matters of conveyancing and litigation to the most specialised areas of Local Government Law.

**Planning**
The vision of the Planning Department is to facilitate and promote the highest quality planning and sustainable development of this unique County, with maximum participation of the citizens in its physical, economic, social and cultural development. The Planning Department's aim is to achieve good planning and development in the county by means of the County Development Plan, decisions on applications for planning permission, control of on-going development and the enforcement of standards.

The naming and numbering of new developments in South Dublin County Council falls under the remit of the Planning Department which ensures, in consultation with the Irish Officer, that appropriate Irish translations are provided in all cases.

In the case that a developer comes to South Dublin County Council for assistance in the naming of a new development, where for example there is difficulty in coming up with a suitable name reflecting some aspect of local and historical context, it is the practice that names suggested are in Irish only such as Seanchlós, a new development in Rathcoole, Lána na Páirce in Lucan, Cluain Crónáin, Kilcronan Avenue and Áras na Cluaine. We are very supportive of encouraging the use of Irish names for new housing developments and many of our social housing schemes are being named in Irish e.g. Meile an Rí, Tor an Rí and Buirg an Rí etc. The above have been named within the last two years.

Sa chuid is mó de na cásanna, ó tharla nádúr uirbeach an limistéir riaracháin atá fúinn agus ó tharla gur Béarlóirí formhór an daonra, cuireann forbróirí scéim ainmniúcháin i mBéarla os ár gcomhair a ndéantar moltóireacht uirthi de réir pholasaí ár bPlean Forbartha mar atá luaite thíos agus cinntímid go bhfaightear aistriúchán feiliúnach Gaeilge uirthi. Ní mór ansin an leagan Béarla agus an leagan Gaeilge a thaispeáint ar ainmchláir na mbóithre.

### 3.3.20 Polasaí H20: Ainmniú Forbairtí Tithíochta

Is é polasaí na Comhairle go léireodh ainmniú forbairtí nua cónaitheacha an cúlra áitiúil agus stairiúil a bhaineann leis an áit ina mbeadh an fhorbairt ag tarlú dá mba chuí sin, agus gur den rogha é go n-úsáidfí an Ghaeilge.

**Bóithre**

Tá an Rannóg Bóithre freagrach as bóithre nua agus mótarbhealaí a phleanáil, a dhearadh agus a thógáil, as an líonra bóithre atá ann cheana a chothabháil, lena n-áirítear soilsiú poiblí, bearta bainistíochta tráchta lena n-áirítear foráil do shábháilteacht tráchta agus feidhmiú na seirbhíse maor scoile. Tagann comharthaíocht ar bhóithre agus eolas faoi threoanna faoi chúram na Rannóige Bóithre.

**Tithíocht**

Tá an Rannóg Tithíochta freagrach as tithíocht an údaráis áitiúil a chur ar fáil. D'fhonn an oibleagáid seo a chomhlíonadh bíonn an Rannóg Tithíochta freagrach as aonaid chóiríochta a chur ar fáil, na haonaid atá ann cheana a chothabháil, leithdháileadh a dhéanamh ar na haonaid sin agus iad a ligean ar cíos agus cothabháil ghinearálta a dhéanamh ar na réimsí sin. Ofrálann siad líon áirithe pacáistí airgeadais chomh maith chun cuidiú leis an bpobal tithíocht phríobháideach a fháil agus tá oifig chonaire maoine aici a dhéileálann go sonrach le tithíocht inacmhainne agus cliaint nó cliaint ionchasacha Chomhairle Contae Átha Cliath Theas.

Cill an Ardáin

Killinarden

In most cases, given the urban nature of our administrative area and the predominantly English speaking population, developers put forward an English naming scheme which is adjudicated upon in accordance with our Development Plan policy as stated below and we ensure that an appropriate Irish translation is achieved. Both English and Irish versions are then required to be displayed on road nameplates.

### 3.3.20 Policy H20: Naming of Housing Developments

It is the policy of the Council that the naming of new residential development should reflect the local and historical context of its siting wherever practical, and preferably should include the use of the Irish language.

### Roads

The responsibilities of the Roads Department include the planning, design and construction of new roads and motorways, the maintenance and upkeep of the existing road network, including public lighting, traffic management measures including provision for traffic safety and the operation of a school warden service.  Road signage and directional information is a responsibility of the Roads Department.

### Housing

The Housing Department is responsible for the provision of local authority housing.  In order to fulfill this obligation the Housing Department is responsible for the provision of units of accommodation, the maintenance of those existing, the allocation and renting of these units, and the general upkeep of these areas.  They also offer a number of financial packages to aid the public in the acquisition of private housing and have a Property Path office, which deals exclusively with affordable housing and clients or prospective clients of South Dublin County Council.

Radharc de Thamhlacht

Overview of Tallaght

# Caibidil 3

## Moltaí na Scéime maidir le cur leis an Soláthar Seirbhíse i nGaeilge

### 3.1 Modhanna Cumarsáide leis an bPobal

Tá go leor de na modhanna cumarsáide atá ag Comhairle Contae Átha Cliath Theas leis an bpobal i gcoitinne, maidir le soláthar seirbhíse, ar fáil i mBéarla faoi láthair ach tá roinnt ar fáil i nGaeilge.

Áirítear ar na modhanna cumarsáide seo:

- Bróisiúir & Bileoga Eolais
- Foirmeacha Iarratais
- Foilseacháin
- Preaseisiúintí
- Suíomh Gréasáin
- Cumarsáid duine le duine ag ár nIonad Cúraim Chustaiméirí agus Leabharlanna
- Cuairteanna Oideachais chuig scoileanna i gContae Átha Cliath Theas

Moltaí sainiúla maidir le feabhsúcháin atá le déanamh faoin scéim seo:

### 3.2 Cáipéisí Scríofa

(i) Bróisiúir, Bileoga Eolais & Foirmeacha Iarratais
- Beidh Réamhrá agus Achoimre ghearr i nGaeilge i ngach foilseachán, bileog eolais agus póstaer nua chun brí an ábhair a chur in iúl.
- Beidh gach Foirm Iarratais agus aon bhileog eolais lena mbaineann/tionlacain a tháirgeann Comhairle Contae Átha Cliath Theas le fáil as féin/aisti féin i mBéarla agus i nGaeilge faoi dheireadh 2007.

(ii) Mórcháipéisí Polasaí
- Foilseofar mórcháipéisí polasaí ar ár suíomh gréasáin i mBéarla agus i nGaeilge go comhuaineach.
- Cuirfear Leagan Béarla agus Gaeilge araon de cháipéisí polasaí dá leithéid ar fáil ar CD Rom.
- Cuirfear cóip chrua de cháipéisí dá leithéid ar fáil má iarrtar í.

(iii) Preaseisiúintí
- Cuirfear preaseisiúintí a bhaineann le saincheisteanna Gaeilge ar fáil go dátheangach agus scaipfear ar na meáin Ghaeilge agus Bhéarla iad go comhuaineach.

(iv) Suíomh Gréasáin na Comhairle
- Forbrófar leathanach ar leith ar an suíomh gréasáin a thabharfaidh naisc a bhaineann le haon ábhar Gaeilge sa suíomh le chéile agus beidh sé níos éasca do chainteoirí Gaeilge teacht ar ábhar abhartha dá bharr.
- Beidh an t-eolas atá ar an leathanach baile agus cur síos ar gach Rannóg ar fáil i nGaeilge faoi dheireadh na Scéime seo. Beidh cnaipe 'As Gaeilge' le brú chun é seo a aimsiú.

### 3.3 Cumarsáid ó bhéal

Déileálann Ionad Cúraim Chustaiméirí na Comhairle le haon cheist ghinearálta a thagann ó chustaiméirí. Is iad na rúnaithe, oibreoirí teileafóin agus póirtéirí na céad daoine a ndéanann an pobal teagmháil leo.

- Beidh ar chumas na foirne fáiltithe/malartáin ainm an Údaráis Áitiúil a thabhairt amach i nGaeilge.
- Beidh cur amach acu ar na gnáthbheannachtaí Gaeilge ar a laghad, agus beidh siad ábalta iarratas ar sheirbhís Ghaeilge a aithint. Cuirfidh siad custaiméirí i dteagmháil leis an oifigeach a bheidh freagrach as an tseirbhís sin a chur ar fáil i nGaeilge, má bhíonn seirbhís dá leithéid ar fáil. Déanfar é sin chomh tapa is is féidir é.

# Chapter 3

## Scheme Proposals for Enhancement of Service Provision through the Irish language

### 3.1 Means of Communication with the Public

Many of South Dublin County Councils' methods of communication with the general public in terms of service provision are currently made available in English, with some Irish included.

These methods of communication include:

- Brochures & Information Leaflets
- Application Forms
- Publications
- Press releases
- Website
- One to one communication at our Customer Care Centre and Libraries
- Educational visits to schools within South Dublin County

Specific proposals for improvements in this situation under this scheme are as follows:

### 3.2 Written Documentation

(i) Brochures, Information Leaflets & Application Forms
- All new Publications, Information Leaflets and Posters will contain a short Introduction and Summary in the Irish language to convey the general content.
- All Application Forms and any associated/accompanying information leaflets produced by South Dublin County Council shall be available in separate English and Irish forms, by the end of 2007.

(ii) Major Policy documents
- Major Policy documents will be published on our website in both English and Irish simultaneously.
- Both an English and Irish Version of such policy documents shall be made available on a CD Rom.
- On request, a hard copy of such documents will be made available.

(iii) Press releases
- Press releases relating to Irish language issues will be produced bilingually and circulated to the Irish language and English language media simultaneously.

(iv) Council website
- A separate website page will be developed to bring together links to all Irish language content from within the site to facilitate access to relevant material by Irish speakers.
- The information on the homepage and description of each Department will be available in Irish by the end of this scheme. This will be activated by clicking on an 'As Gaeilge' button.

### 3.3 Oral Communication

The Council's Customer Care Centre deals with all general queries from customers. Receptionists, Telephone Operators and Porters are the first points of contact with the public.

- Reception/switchboard staff will be able to give the name of the Local Authority in Irish.
- They will at least be familiar with the basic greetings in Irish, and will be in a position to acknowledge a request for service in Irish. They will put customers in touch with the minimum possible delay, with the appropriate officer responsible for offering the service required through Irish, where such is available.

- Déanfaidh an Chomhairle socruithe, le linn thréimhse na scéime, ionas go mbeidh ar chumas ar a laghad duine d'fhoireann an Chúraim Chustaiméirí agus duine as gach Leabharlann seirbhís dhátheangach a chur ar fáil.

- Beidh comhartha agus cumas cuardaigh ar an liosta foirne a bheidh ar an Inlíon a léireoidh na baill foirne a bhfuil ar a gcumas agus atá sásta déileáil leis an bpobal i nGaeilge.

- Beidh gné den dátheangachas in imeachtaí ag ócáidí tábhachtacha poiblí mar chuid d'iarrachtaí na Comhairle an Ghaeilge a chur chun cinn go dearfach i measc an phobail.

- Tá Comhairle Contae Átha Cliath Theas tiomanta go mbeidh an Ghaeilge le sonrú sna cuairteanna oideachais a thabharfar ar scoileanna áitiúla, mar shampla réamhrá agus achoimre i nGaeilge in aon cháipéisíocht a chuirfear i dtoll a chéile do dhaltaí na scoileanna sin agus a fhoilseoidh Comhairle Contae Átha Cliath Theas.

## 3.4 Teicneolaíocht na Faisnéise & na Cumarsáide

- Beidh aon ghnáthshéanadh nó teachtaireacht ar chomhfhreagras ríomhphoist sa dá theanga faoi dheireadh 2007.

- Forbrófar Leathanach Gaeilge don Idirlíon, Inlíon agus Membersnet faoi dheireadh 2007, a thabharfaidh naisc a bhaineann le gach gné Ghaeilge dár suíomh gréasáin le chéile.

- Cuirfear ceacht éasca Gaeilge ar ár Idirlíon, Inlíon agus Membersnet in aghaidh na seachtaine.

- Beidh gach foirm Ghaeilge ar fáil ar ár suíomh gréasáin i gcomhair iarratas ar líne (nuair a bheidh an tseirbhís sin ar fáil) nó chun í a íoslódáil, faoi dheireadh 2009.

- Bunófar seoladh cineálach ríomhphoist i gcomhair ceisteanna Gaeilge. Cinnteoidh an Chomhairle go dtabharfar freagra go pras ar na ceisteanna sin díreach mar a dhéantar le ceisteanna a chuirtear i mBéarla.

- Spreagfar gach Cumann/Scoil Ghaeilge sa chontae teagmháil a dhéanamh leis an suíomh gréasáin Connect. Tá Connect ag súil Contae Átha Cliath Theas a chur ar líne trí chur ar chumas gach pobal áitiúil teicneolaíocht a úsáid ar bhealaí nuálacha ar mhaithe leis an bpobal agus chun an t-ábhar atá ar an idirlíon a dhéanamh níos ábhartha d'ábhair spéise agus riachtanais an phobail áitiúil.

- Cinnteoidh Comhairle Contae Átha Cliath Theas go mbeidh aon bhogearraí nua ríomhaireachta atá á bhforbairt agus a bhaineann le hinrochtaineacht an phobail, inúsáidte i nGaeilge agus cinnteoidh sí chomh maith (chomh fada is atá ar ár gcumas) go gcuirfear córais dá leithéid atá ann cheana in oiriúint le linn shaolré na Scéime.

- Beidh aon chóras nua idirghníomhach oiriúnach ó thaobh na teanga de agus déanfar uasghrádú ar na córais reatha, faoi dheireadh na scéime seo de réir cead/faomhadh Bhord Seirbhísí Ríomhaire an Rialtais Áitiúil.

## 3.5 Socrúchán Foirne

- Beidh aird againn, i gcomhthéacs ár bpolasaithe inaistrithe foirne, ar oilteacht i nGaeilge (idir scríobh agus labhairt) má chabhraíonn sé chun tiomantais shonracha atá tugtha sa scéim a bhaint amach. Déanfar corprú ar shaincheisteanna dá leithéid tríd an bpróiseas Comhpháirtíochta.

An Lucht Éisteachta ag Ceolchoirm Sheoladh Sheachtain na Gaeilge 2006.

Audience of Launch Concert of Seachtain na Gaeilge 2006

- The Council will arrange, within the scheme period, for at least one member of the Customer Care staff and one person in each Library to be in a position to offer a bilingual service.

- There will be a symbol and search capability on the staff listing on the Intranet indicating members of staff who are capable and willing to deal with the public in Irish.

- High profile public events shall incorporate an element of bilingualism in the proceedings as part of the Council's efforts to positively promote Irish in the community.

- South Dublin County Council is committed to educational visits to local schools having an element of Irish, such as an Irish introduction and summary in any documentation created for the students of these schools, published by South Dublin County Council.

## 3.4 Information & Communications Technology

- Any standard disclaimer or message on e-mail correspondence will be bilingual by the end of 2007.

- An Irish Page for the Internet, Intranet and Membersnet will be developed by the end of 2007, collating links to all Irish elements of our website.

- A simple Irish lesson will be posted weekly on our Internet, Intranet and Membersnet.

- All Irish language forms will be made available on our website for online submission (when this service is available) or download, by the end of 2009.

- A generic email address for queries 'as Gaeilge' will be established. The Council will ensure that such queries are addressed promptly in the same manner as English language queries.

- All Irish Associations / Schools in the county will be encouraged to engage with the Connect website. Connect is working to place South Dublin County online by enabling all local communities to use technologies in innovative ways for better ends and to shape internet content to be more relevant to local interests and needs.

- South Dublin County Council shall ensure that any new computer software involving public accessibility which is being developed, is fully capable of being accessed by the public in the Irish language and will also ensure (in so far as it is under our control) that existing such systems are made compatible within the lifetime of this scheme.

- Any new interactive systems will be language compliant and existing systems upgraded, by the end of this scheme subject to the provision of the necessary systems from the Local Government Computer Services Board.

## 3.5 Staff Placement

- We will, in the context of our staff mobility policies, have regard to proficiency in the Irish language (both written and oral) where such would facilitate the achievement of specific commitments made in this scheme. Such issues will be incorporated through the Partnership process.

Ceolchoirm Kíla, ceann d'imeachtaí Sheachtain na Gaeilge 2006 in Áras Chrónáin, Cluain Dolcáin

Kila Concert as part of Seachtain na Gaeilge 2006 in Áras Chrónáin, Clondalkin.

## 3.6 Oiliúint & Forbairt

Aithníonn Comhairle Contae Átha Cliath Theas an tábhacht atá le lucht oibre dea-oilte chun a chinntiú go gcuirfear seirbhís éifeachtach fheidhmiúil ar fáil. Má táthar chun leanúint leis an bhfeabhsúchán, ní mór dúinn eolas, scileanna agus ábaltachtaí gach ball foirne a fhorbairt chomh maith is is féidir é. Beidh infheistíocht shuntasach in oiliúint agus i bhforbairt i gceist leis sin.

Cuirfidh an Chomhairle roimpi, i bhfianaise na straitéise thuas mar atá tugtha sa Phlean Corparáideach, in Acht na dTeangacha Oifigiúla agus sa Scéim seo:

- A chinntiú go dtabharfar spreagadh agus deiseanna do gach ball foirne chun feabhas a chur ar a scileanna i nGaeilge trí chúrsaí oiliúna agus forbartha agus é mar aidhm rochtain ar sholáthar seirbhíse i nGaeilge a fheabhsú.
- Feasacht teanga a bheith mar chuid de na cúrsaí oiliúna ar Ionduchtú agus ar Chúram Custaiméirí araon.
- Baill foirne a lorg a bheidh sásta seirbhísí i rannóga ábhartha na Comhairle a chur ar fáil i nGaeilge (ainmneofar na baill foirne agus na comhairleoirí sin ar liosta foirne an Inlín).
- A chinntiú go dtabharfar an tacaíocht riachtanach do bhaill foirne a bheidh sásta seirbhísí a chur ar fáil i nGaeilge.
- Forbrófar oiliúint agus treoirlínte maidir le tiomantais na scéime seo agus scaipfear ar gach ball foirne, gach comhairleoir agus gach ball den bhainistíocht iad.
- Beidh an Teastas Teanga Eorpach i nGaeilge á theagasc ag OÉ, Maigh Nuad i gComhairle Contae Átha Cliath Theas agus ba chóir go mbeifí in acmhainn déileáil le geall le 50-60 ball foirne agus comhairleoirí ag leibhéil éagsúla, ag brath ar éileamh.
- Beidh an Dioplóma i nGaeilge á theagasc ag OÉ, Maigh Nuad, i gComhairle Contae Átha Cliath Theas, agus beifear in acmhainn déileáil le geall le 15-18 ball foirne agus comhairleoirí, ag leibhéal iar-Ardteistiméireachta, ag brath ar éileamh.

## 3.7 Bóithre agus Comharthaíocht ar Bhóithre

**Faoi láthair is í Comhairle Contae Átha Cliath Theas a cheadaíonn an phleanáil do gach forbairt nua sa chontae. Éilíonn Oifig na Gaeilge an logainm Gaeilge a thugtar ar fhorbairtí nua agus cláraítear é sin ansin ar Ordú Bainisteora sa chaoi chéanna is a chláraítear an logainm Béarla.**

Tabharfaidh Comhairle Contae Átha Cliath Theas faoi thionscadal chun bunachar sonraí dár mbóithre agus dár sráidainmneacha i nGaeilge a chur i dtoll a chéile.

- Déanfar athbhreithniú ar gach comharthaíocht agus déanfar measúnú orthu faoi dheireadh na scéime seo.
- Cuirfidh muid liosta de na hainmneacha Gaeilge go léir atá ar chomharthaíocht logainmneacha sa chontae i dtoll a chéile.
- Cuirfear iad seo chuig Brainse na Logainmneacha de chuid na Roinne Gnóthaí Pobail, Tuaithe agus Gaeltachta chun iad a cheartú agus aistriúchán a dhéanamh orthu más gá.
- Cuirfear an bunachar sonraí ar fáil ar ár suímh Inlín agus Idirlín.
- Ceartófar gach comharthaíocht mhícheart ar bhóithre go céimneach agus beidh sin curtha i gcrích faoi dheireadh 2010.
- Beidh Comhairle Contae Átha Cliath Theas ar a teanndícheall chun bunachar sonraí, leabhar agus foilseachán de logainmneacha an chontae agus a gcomhthéacs stairiúil áitiúil a chur i dtoll a chéile.

## 3.8 Gaelscoileanna & Eagraíochtaí Eile Gaeilge

Aithníonn agus admhaíonn Comhairle Contae Átha Cliath Theas go dtugann scoileanna Gaeilge agus Gaelscoileanna i gContae Átha Cliath Theas, chomh maith le heagraíochtaí agus grúpaí eile Gaeilge a bhíonn ag feidhmiú sa chontae agus ar fud na tíre tosaíocht don teanga. Cuirfear seirbhísí i nGaeilge ar fáil do na comhlachtaí agus do na grúpaí seo le linn saolré na scéime seo.

Eagróidh an Chomhairle fóram bliantúil chun cur ar chumas gach duine agus grúpa leasmhar sa chontae teacht le chéile agus é mar chuspóir acu cur chun cinn na Gaeilge a chomhordú.

## 3.6 Training & Development

South Dublin County Council acknowledges the importance of having a highly trained workforce to ensure efficient and effective delivery of service. If continued improvement is to be sustained, we must develop the knowledge, skills and competencies of all staff to full potential. This involves significant investment in training and development.

In the light of the above strategy as outlined in the Corporate Plan, the Official Languages Act and this Scheme, the Council will:

- Ensure that all staff and councillors are given encouragement and opportunity to improve their Irish language skills through training and development courses with a view to improving access to service provision through the Irish language.
- Include language awareness as part of both Induction and Customer Care training courses.
- Seek volunteers to provide Irish language services in relevant sections across the Council (such staff and councillors will be identified on the Intranet staff list).
- Ensure that staff volunteering to provide services through Irish will be given all necessary support.
- Training and guidelines in relation to commitments under this scheme will be developed and circulated to all staff, councillors and management.
- The European Language Certificate in Irish will be taught in South Dublin County Council by NUI Maynooth, and should cater for approx 50-60 members of staff and councillors at various levels, subject to demand.
- The Diploma in Irish will be taught in South Dublin County Council by NUI Maynooth, and will cater for approx. 15-18 members of staff and councillors, at a post Leaving Certificate level, subject to demand.

## 3.7 Roads and Road Signage

**South Dublin County Council is the Planning Authority for all new developments in this County. The Irish Office requests the Irish place name for all new developments and officially registers it in the same manner as the English place name on a Managers Order.**

South Dublin County Council will undertake a project to assemble a database of our road names and streetnames in Irish.

- All signage will be reviewed and assessed by the end of this scheme
- We will collate a listing of all Irish names on place name signage in the county.
- These will be sent to the Place Names Branch of the Community, Rural and Gaeltacht Affairs for correction and translation where required.
- The database will be made available on our Intranet and Internet sites
- All incorrect road signs will be replaced on a phased basis by the end of 2010
- South Dublin County Council will endeavour to compile a database, book and publication of county place names giving some of their local historical context.

## 3.8 Gaelscoileanna & Other Irish Language Organisations

South Dublin County Council recognises and acknowledges the particular linguistic preferences of Irish language schools and Gaelscoileanna in South Dublin County, as well as other Irish Language organisations and groups operating throughout the county and nationally. The provision of services in Irish to these particular bodies and groups will be facilitated over the lifetime of this scheme.

The Council will organise an annual forum to enable all interested individuals and groups within the county to come together with the purpose of coordinating the promotion of the Irish language.

# Caibidil 4

## Monatóireacht, Athbhreithniú & Foilsiú na Scéime comhaontaithe

### 4.1 Monatóireacht & Athbhreithniú

Déanfaidh Comhairle Contae Átha Cliath Theas athbhreithniú ar fheidhmiú éifeachtúil na scéime seo mar chuid dá próiseas bliantúil athbhreithnithe ar fheidhmiúchán na Comhairle. Ullmhóidh an tOifigeach Gaeilge tuarascáil bhliantúil ar an dul chun cinn faoin scéim agus cuirfidh an tOifigeach faoi bhráid fhoireann bainistíochta na Comhairle í. Foilseofar sonraí faoin dul chun cinn chomh maith i dTuarascáil Bhliantúil Chomhairle Contae Átha Cliath Theas.

### 4.2 Foilsiú na Scéime Comhaontaithe

Cuirfear ábhar na scéime seo os comhair an phobail i gcoitinne trí:

- Preaseisiúint
- Seoladh Oifigiúil
- Í a fhoilsiú ar Idirlíon na Comhairle, ar an Inlíon, ar shuíomh gréasáin na Leabharlainne agus ar shuímh Membersnet.
- Ár gCustaiméirí a chur ar an eolas faoi sheirbhísí Gaeilge atá feabhsaithe
- Í a scaipeadh ar ghníomhaireachtaí cuí, comhlachtaí pobail agus daoine aonair a léirigh suim sa scéim agus aon duine nó gníomhaireacht a chur aighneacht chugainn
- Cuirfear cóip den scéim seo ar aghaidh chuig Oifig Choimisinéir na dTeangacha Oifigiúla chomh maith.

Dáithí Mac Pháidín, Píobaire, agus é i Leabharlann Chluain Dolcáin i gcaitheamh Sheachtain na Gaeilge.

Dáithí Mac Pháidín, Piper at Clondalkin Library during Seachtain na Gaeilge

# Chapter 4

## Monitoring, Revision & Publicity of agreed Scheme

### 4.1 Monitoring & Revision

South Dublin County Council will keep the effective operation of this scheme under review as part of its process of annually reviewing its performance. The Irish Officer will prepare an annual report of progress under the scheme to the Council's management team. Details of progress will also be published in South Dublin County Councils' Annual Report.

### 4.2 Publicising of Agreed Scheme

The contents of this scheme, will be advertised to the general public by means of:

- Press Release
- Official Launch
- Publication on the Council's Internet, Intranet, Library website and Membersnet sites
- Communication of improved Irish Services to our Customers
- Circulation to appropriate agencies, public bodies and individuals who have expressed interest and any individual or agency from whom we received a submission
- A copy of this scheme will also been forwarded to Oifig Choimisinéir na dTeangacha Oifigiúla.

Seachtain na Gaeilge 2006.

# Aguisín 1

## An Toradh a bhí ar Shuirbhé Custaiméirí sna Leabharlann ar fud an Chontae agus Cuntar an Ionaid Chúraim Chustaiméirí

Rinneadh an suirbhé seo ar chustaiméirí na Leabharlann agus na Foirgnimh Chathartha thar thréimhse seachtainí.

- Mhaígh 33% díobh siúd a ndearnadh an suirbhé orthu go raibh caighdeán éigin Gaeilge acu.

  Den 33% dúirt:
  - 3% go raibh siad líofa nGaeilge.
  - 14% go raibh líofacht réasúnta acu nó go raibh siad ábalta comhrá a choinneáil ar bun.
  - 21% gur Tosaitheoirí iad nó go raibh Bonnleibhéal Gaeilge acu.
- Chuir 24% díobh siúd go léir a ndearnadh suirbhé orthu in iúl gur mhaith leo déileáil leis an gComhairle i nGaeilge dá mbeadh an tseirbhís a bheadh ar fáil i gcomhréir leis an tseirbhís a chuirtear ar fáil i mBéarla.
- Léirigh 81% díobh siúd go léir a ndearnadh suirbhé orthu spéis sa chultúr Gaelach /sa cheol Gaelach nó san ealaín Éireannach.
- Dúirt 79% díobh siúd go léir a ndearnadh suirbhé orthu gur mhaith leo níos mó comharthaí agus fógraí a fheiceáil i nGaeilge a sna Foirgnimh Chathartha.
- Shíl 80% díobh siúd go léir a ndearnadh suirbhé orthu gur chóir go mbeadh na foirmeacha a úsáideann an chomhairle ar fáil sa dá theanga.
- Ba neamhnáisiúnaigh 15% díobh siúd go léir a ndearnadh suirbhé orthu.

Dara, MacDara, Lasairfhíona Ní Chonghaile agus Bill Shanley ag seoladh Sheachtain na Gaeilge 2006.

Dara, MacDara, Lasairfhíona Ní Chonghaile and Bill Shanley, launch of Seachtain na Gaeilge 2006

# Aguisín 2

## Achoimre ar Aighneacht Ocht Leathanach ó Chomhdháil Náisiúnta na Gaeilge

### Comhdháil Náisiúnta na Gaeilge (an lár-chomhairle ar na heagraíochtaí deonacha Gaeilge)

a) Oifigeach Sinsearach a cheapadh i ngach rannóg chun maoirseacht a dhéanamh ar fhorfheidhmiú na Scéime.

b) Caitheamh go cothrom leis an nGaeilge agus leis an mBéarla sna déileáileacha a dhéantar taobh amuigh den Ghaeltacht.

c) Níor chóir go mbeadh saoránach ar bith faoi mhíbhuntáiste mar go roghnaíonn sé nó sí ceachtar den dá theanga oifigiúla.

d) Bonnleibhéal oiliúna a chur ar an bhfoireann maidir le húsáid na Gaeilge ar an teileafón.

e) Teachtaireachtaí teileafóin réamhthaifeadta (glórphost) a bheith sa dá theanga.

f) Liosta den fhoireann atá ábalta freagraí a thabhairt i nGaeilge a bheith ag Foireann an Chúraim do Chustaiméirí.

g) Cinneadh a dhéanamh nach mbeidh aon seirbhís ann a bheidh ar fáil i mBéarla amháin 5 bliana tar éis thosú na scéime.

h) I gcomhpháirtíocht le Coimisinéirí na Státseirbhíse gur réamhriachtanas sonraithe fostaíochta a bheidh sa Ghaeilge as seo amach.

i) Go bhfuil sé de cheart ag fostaithe An Ghaeilge a úsáid go hinmheánach.

j) Scéim a bhunú go hinmheánach chun deis a thabhairt do gach fostaí An Ghaeilge a fhoghlaim.

k) Go mbainfeadh an suntas agus an stíl chéanna leis an téacs a bheadh i mBéarla agus i nGaeilge i ngach comhfhreagras, foilseacháin, ríomhphoist agus araile.

# Appendix 1

## Results of Customer Survey at Libraries across County and Customer Care Counter

This survey was conducted over a period of weeks, on customers of both the Library and Civic Buildings.

- 33% of those surveyed claimed to have some knowledge of Irish.

  Of that 33%:
  - 3% professed fluency in the language.
  - 14% claimed their knowledge was intermediate or conversational.
  - 21% said they had Beginners/Basic Irish.
- 24% of all those surveyed expressed a desire to deal with the Council through the Irish language, if the service offered were consistent with that available in English.
- 81% of all those surveyed expressed an interest in Irish culture/music or art.
- 79% of all those surveyed said they would like to see more signs and notices in Irish within the Civic Buildings.
- 80% of all those surveyed felt that the forms used by the Council should be available bi-lingually.
- 15% of all those surveyed were non-nationals.

Ceolchoirm Kíla, ceann d'imeachtaí Sheachtain na Gaeilge 2006 in Áras Chrónáin, Cluain Dolcáin

Kila Concert as part of Seachtain na Gaeilge 2006 in Áras Chrónáin, Clondalkin.

# Appendix 2

## Summary of Eight Page Submission from Comhdháil Náisiúnta na Gaeilge

### Comhdháil Náisiúnta na Gaeilge (umbrella body for voluntary Irish language organisations)

a) Appoint a Senior Officer in each section to oversee the implementation of the scheme.

b) Treat Irish and English equally in interactions outside the Gaeltacht.

c) No citizen should be at a disadvantage by choosing either of the two official languages.

d) Provide basis staff training on using Irish on the telephone.

e) Pre-recorded phone messages (voicemail) to be bilingual.

f) The Customer Care Staff to hold a list of staff who can answer enquiries in Irish.

g) Decide that no service will be available in English only 5 years after the commencement of the scheme.

h) That Irish will be a specified prerequisite of employment in partnership with the Civil Service Commissioners from now on.

i) Employees have the right to use Irish internally.

j) Set up an internal scheme to give each employee the chance to learn Irish.

k) Irish and English text in all correspondence, publications, e-mails etc be of equal prominence and style.

l) Póstaeir eolais a chur ar fáil go comhuaineach sa dá theanga.

m) Gur ghnáthchleachtas a bheadh ann gach cáipéis a fhoilsiú sa dá theanga agus na cáipéisí sin nach bhfuil luaite go sonrach san Acht a bheith san áireamh.

n) Go measfaí an cumas labhartha sa Ghaeilge nuair a bheadh daoine á roghnú chun Cathaoirleacht a dhéanamh ar chruinnithe poiblí agus araile.

o) Miontuairiscí cruinnithe, tuairiscí faoi fhiosruithe a fhoilsiú i nGaeilge amháin nó sa dá theanga.

p) Baineann téarmaí na scéime le gach fostaí más ar conradh, ar fochonradh atá sé nó sí nó má tá sé nó sí ag feidhmiú mar fhostaí cúnta.

q) An fhoireann a chur ar an eolas faoin ábhar go léir atá sa scéim.

r) An scéim a fhoilsiú ar an Suíomh Gréasáin agus ar chóip chrua.

s) Rannóg faoi leith a bhunú chun monatóireacht a dhéanamh ar chaighdeán na seirbhísí a bheidh á gcur ar fáil trí mheán na Gaeilge nó go dátheangach faoin scéim.

t) Ba chóir go léireodh an Scéim go bhfuiltear ag cur seirbhíse ar ardchaighdeán bunaithe ar "Seirbhís Ardchaighdeán do Chustaiméirí" ar fáil do phobal labhartha na Gaeilge.

u) Tá an Bainisteoir Contae freagrach as an tseirbhís seo a chur ar fáil.

v) An rogha a thabhairt don phobal a bheith saor chun an teanga is rogha leo a úsáid agus iad ag déileáil leis an gComhairle.

w) Leanúint ar aghaidh le scéim Ghaeleagrais ach scéimeanna inmheánacha a bhunú chun go mbeadh sé éasca an teanga a fhorbairt i measc na foirne.

Amuigh Faoin Tuath, Contae Átha Cliath Theas

In the Countryside, South Dublin County

l) Information posters available bilingually simultaneously.

m) That it be common practice to produce every document bilingually, including those not specifically mentioned in the Act.

n) That the ability to speak Irish be considered when selecting people to Chair public meetings etc.

o) Publish the minutes of meetings, reports on enquiries etc in Irish only or bilingually.

p) The terms of the scheme apply to all employees, whether under contract, under sub-contract or acting as subsidiaries.

q) Communicate to staff the full contents of the scheme

r) Publish the scheme on the Website and in hard copy.

s) Establish a separate section to monitor the standard of services being provided in Irish or bilingually under the scheme.

t) The Scheme should reflect the fact that a high-quality service is being offered to the Irish speaking public based on "Quality Customer Service"

u) The County Manager is responsible for the delivery of this service.

v) Provide the public with a free linguistic choice in their dealings with the Council.

w) Continue with the Gaeleagras scheme, but also put internal schemes in place to facilitate language development among staff.

Déaglán Ó Briain, An Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta agus é ag labhairt ag Seimineár na Gaeilge i gComhairle Contae Átha Cliath Theas

Deáglan Ó Briain, Dept. of Rural, Community and Gaeltacht Affairs, speaking at Irish Seminar in South Dublin County Council.

Scéim na Gaeilge Irish Language Scheme

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