

Comhairle Contae Átha Cliath Theas

South Dublin County Council

**Scéim na Gaeilge 2020-2023**

**Irish Language Scheme 2020-2023**



Comhairle Contae

Átha Cliath Theas

South Dublin County Council

**SERVICES SEIRBHÍSÍ**

**IRISH GAEILGE**

**HERITAGE OIHDREACTH**

**SOUTH DUBLIN COUNTY COUNCIL COMHAIRLE CONTAE ÁTHA CLIATH THEAS**

**CULTURE CULTÚR**

**CITIZEN ENGAGEMENT RANNPHÁIRTÍOCHT NA nDAOIME**

**COMMUNITY POBAIL**

**LIBRARY LEBHARLANNA**

**LANGUAGE TEANGA**



Gaeilge  
le Chéile

## Contents

<b>Chapter 1:</b> Introduction and Background	4
1.1 Introduction	
1.2 Preparation and Content of the Scheme	5
1.3 Commencement date of the Scheme	
<b>Chapter 2:</b> Overview of South Dublin County Council	8
2.1 Mission and Objectives	
2.2 Main Functions	9
2.3 Key Services	
2.4 Customers and Clients	
<b>Chapter 3:</b> Details of services currently being provided in English only, in Irish only or bilingually	10
Name of Service	
<b>Chapter 4:</b> Enhancing the provision of Irish Language Services	14
<b>Chapter 5:</b> Improving Language Capability	32
5.1 Recruitment	
5.2 Training and Development	
<b>Chapter 6:</b> Monitoring and Review	36
<b>Chapter 7:</b> Publicising of Agreed Scheme	37
<b>Appendices</b>	38

## Clár Ábhar

<b>Caibidil 1:</b> Réamhrá agus Cúlra	4
1.1 Réamhrá	
1.2 Ullmhú agus Ábhar na Scéime	5
1.3 Dáta tosach feidhme na Scéime	
<b>Caibidil 2:</b> Forbhreathnú Chomhairle Contae Bhaile Átha Cliath Theas	8
2.1 Misean agus Cuspóir í	
2.2 Príomhfheidhmeanna	9
2.3 Príomhsheirbhísí	
2.4 Custaiméirí agus Cliaint	
<b>Caibidil 3:</b> Sonraí na seirbhísí á soláthar faoi láthair i mBéarla amháin, i nGaeilge amháin, nó go dátheangach	11
Ainm na Seirbhíse	
<b>Caibidil 4:</b> Soláthar Seirbhísí Gaeilge a Fheabhsú	15
<b>Caibidil 5:</b>	33
5.1 Earcaíocht	
5.2 Oiliúint agus Forbairt	
<b>Caibidil 6:</b> Faireachán agus Athbhreithniú	36
<b>Caibidil 7:</b> Scéim Chomhaontaithe a Phoibliú	37
<b>Aguisíní</b>	38

## Chapter 1: Introduction and Background

### 1.1 Introduction

The Official Languages Act 2003 provides for the preparation by public bodies of a language scheme detailing the services which they will 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.

In accordance with section 14(3) of the Act, language schemes remain in force for a period of 3 years or until such time as a new scheme is confirmed by the **Minister for Tourism, Culture, Arts, Gaeltacht, Sport and Media**, whichever is the later.

South Dublin County Council is committed to implementing an Irish Language Scheme that will offer quality services for our Irish speaking citizens and visitors to our County. Since the introduction of the first scheme, the Council has made significant progress in the provision of services in Irish. A summary of these achievements are set out in Chapter 3. However, we also recognise that there are areas which we need to improve on and these are set out in Chapter 4. The implementation of this scheme and the use of the Irish language will be measured against performance indicators which are set out at the end of the scheme.

## Caibidil 1: Réamhrá agus Cúlra

### 1.1 Réamhrá

Foráiltear in Acht na dTeangacha Oifigiúla 2003 maidir le hullmhú scéim teanga leis na comhlachtaí poiblí ina mionsonraítear na seirbhísí a sholáthróidh siad:

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

agus na bearta le glacadh maidir le seirbhís ar bith nach bhfuil á soláthar ag an gcomhlacht trí mheán na Gaeilge faoi láthair; go soláthrófar an tseirbhís mar sin laistigh de thráthlíne chomhaontaithe.

I gcomhréir le halt 14(3) den Acht, fanfaidh scéimeanna teanga i bhfeidhm ar feadh tréimhse trí bliana nó go dtí go ndeimhneoidh **an tAire Turasóireachta, Cultúir, Ealaíon, Gaeltachta, Spóirt agus Meán** scéim nua, cibé ceann is déanaí.

Tá Comhairle Contae Bhaile Átha Cliath Theas tiomanta chun Scéim Gaeilge a chur chun feidhme lena dtairgfear seirbhísí den scoth dár saoránaigh is Gaeilgeoirí agus do chuirteoirí chuig ár gContae. Is amhlaidh ó tugadh isteach an chéad scéim atá an Chomhairle tar éis dul chun cinn suntasach a ghnóthú le soláthar seirbhísí trí Ghaeilge. Leagtar amach i gCaibidil 3 achoimre de na héachtaí úd. Aithnímid freisin ámh go bhfuil limistéir ann nach mór dúinn feabhsú, agus is i gCaibidil 4 a leagtar amach na cinn sin. Déanfar cur chun feidhme na scéime seo agus úsáid na Gaeilge a thomhas i gcoinne táscairí feidhmíochta a leagtar amach ag deireadh na scéime.

### 1.2 Ullmhú agus Ábhar na Scéime

Agus an scéim seo á hullmhú, táthar tar éis féachaint go cuí do na Treoirínte arna n-eisiúint ag an Roinn Meán, Turasóireachta, Ealaíon, Cultúir, Spóirt agus Gaeltachta.

### 1.2 Preparation and Content of the Scheme

In the preparation of this scheme, due regard has been given to the Guidelines issued by the Department of Media, Tourism, Arts, Culture, Sport and the Gaeltacht. In addition, there has been a comprehensive process of consultation with relevant stakeholders.

South Dublin County Council is guided by the principle that the provision of Irish language services should be based on:

- the level of demand for specific services in the Irish language,
- the importance of a proactive approach to the provision of such services, and
- the resources, including human and financial resources, and the capacity of the body concerned to develop or access the necessary language capability.

This scheme complements the principles of Quality Customer Service and our Customer Charter. It has been formulated with the intention of ensuring that all relevant obligations under the Official Languages Act by the South Dublin County Council will be fully addressed on an incremental basis, through this and future schemes.

This Scheme is predicated on all of the commitments in any previous scheme having been implemented. In the event of commitments in earlier schemes not having been fully implemented to date, this matter is the subject of discussion with the Office of An Coimisinéir Teanga.

The time and effort put in by all concerned in this process is acknowledged and appreciated.

Ina theannta sin, bhí próiseas cuimsitheach comhairliúcháin ann leis na geallsealbhóirí ábhartha.

Treoraítear Comhairle Contae Bhaile Átha Cliath Theas leis an bprionsabal go mba cheart go mbunófaí soláthar seirbhísí Gaeilge ar:

- leibhéal an éilimh ar sheirbhísí sonracha sa Ghaeilge,
- an tábhacht a bhaineann le cur chuige onghníomhach i leith soláthar na seirbhísí sin, agus
- na hacmhainní, lena n-áirítear acmhainní daonna agus airgeadais, agus cumas an chomhlachta lena mbaineann chun an cumas teanga riachtanach a fhorbairt nó chun rochtain a fháil air.

Cuireann an scéim le prionsabail na Seirbhíse den Scoth do Chustaiméirí agus lenár gCairt Custaiméirí. Táthar tar éis í a cheapadh leis an rún chun a áirithiú go dtabharfaidh Comhairle Contae Bhaile Átha Cliath Theas aghaidh go hiomlán ar gach oibleagáid ábhartha faoi Acht na dTeangacha Oifigiúla a áirithiú ar bhonn céim ar chéim, tríd an scéim seo agus trí scéimeanna amach anseo.

Braitheann an Scéim seo ar gach ceann de na gealltanais a bhí mar chuid de scéim ar bith roimhe seo a cuireadh chun feidhme. Sa chás nár cuireadh chun feidhme gealltanais ó scéimeanna roimhe seo go hiomlán, beidh an t-ábhar sin mar ábhar plé le hOifig an Choimisinéara Teanga.

Is mór againn an t-am agus an iarracht a chuir gach uile dhuine lenar bhain isteach sa phróiseas sin, agus aithnítear an méid sin.

### 1.3 Commencement date of the Scheme

This Scheme has been confirmed by the Minister for Media, Tourism, Arts, Culture, Sport and the Gaeltacht. It commences with effect from **21 December 2020** on acceptance of Scheme and shall remain in force for a period of 3 years or until a new scheme has been confirmed, whichever is the later.

### 1.3 Dáta tosach feidhme na Scéime

Tá an tAire Meán, Turasóireachta, Ealaíon, Cultúir, Spóirt agus Gaeltachta tar éis an Scéim sin a dheimhniú. **Tosóidh sí le héifeacht ó 21 Nollaig 2020 agus fanfaidh** agus fanfaidh sí i bhfeidhm ar feadh tréimhse 3 bliana nó go ndeimhneofar scéim nua, cibé acu is déanaí.



## Chapter 2: Overview of South Dublin County Council

South Dublin County Council was established in 1994. It covers an area of 222.7 sq. km. South Dublin County has a population of approximately 278,749 (census 2016) and comprises over 92,000 households. The county has over 7,000 businesses. We provide services to a wide range of stakeholders including the residents of South Dublin, commercial businesses, government departments and state agencies, social partners, local development organisations and community groups. South Dublin County has a young population with an average age of 35.5 years.

The Council operates six Strategic Policy Committees (SPCs), including the Arts, Culture, Gaeilge, Heritage and Libraries SPC. The purpose of Strategic Policy Committees (SPC) is to formulate, develop, monitor and review policies which relate to the functions of South Dublin County Council and to advise the Council accordingly.

### 2.1 Mission and Objectives

South Dublin County Council's Corporate Plan 2020 – 2024 is a five-year document that sets out the corporate mission, core values, themes and key objectives for that period.

Mission Statement:

“To make our county a vibrant and inclusive place for the people who live, visit, work, and do business here, now and for the future.”

The main themes under which the Council operates are:

- Economic development
- Quality service delivery
- Climate change mitigation and adaptation
- Social inclusion, equality and human rights
- Citizen engagement
- Health and well-being

## Caibidil 2: Forbhreathnú Chomhairle Contae Bhaile Átha Cliath Theas

Ba thiar sa bhliain 1994 a bunaíodh Comhairle Contae Bhaile Átha Cliath Theas. Clúdaíonn sí achar 222.7 km. Cearnach de Chontae Bhaile Átha Cliath Theas le daonra tuairim ar 278,749 (daonáireamh 2016) inti, le hos cionn 92,000 teaghlach inti. Tá níos mó ná 7,000 gnólacht suite sa chontae. Soláthraímid seirbhísí do réimse leathan geallsealbhóirí lena n-áirítear cónaitheoirí Chontae Bhaile Átha Cliath Theas, gnólachtaí tráchtála, ranna rialtais agus gníomhaireachtaí stáit, comhpháirtithe sóisialta, eagraíochtaí forbartha áitiúla agus grúpaí pobail. Tá daonra óga i gContae Bhaile Átha Cliath Theas, le meánaois 35.5 bliain.

Oibríonn an Chomhairle sé Choiste Beartais Straitéiseacha (CBSanna), lena n-áirítear CBS Ealaíon, Cultúir, Gaeilge, Oidhreacht agus Leabharlann. Is é is cuspóir leis na Coistí Beartais Straitéiseacha (CBSanna) beartais a cheapadh agus a fhorbairt, agus faireachán agus athbhreithniú a dhéanamh orthu i ndáil le feidhmeanna Chomhairle Contae Bhaile Átha Cliath Theas agus chun comhairle dá réir a thabhairt don Chomhairle.

### 2.1 Misean agus Cuspóirí

Is doiciméad chúig bliana é Plean Corparáideach Chomhairle Contae Bhaile Átha Cliath Theas 2020 – 2024 ina leagtar amach misean corparáideach, croí-luachanna, téamaí agus príomhchuspóirí don tréimhse úd.

Ráiteas Misin:

“Áit bhriomhar ionchuimsitheach a dhéanamh as ár gcontae do na daoine a chónaíonn, a thagann ar cuairt, atá ag obair agus ag déanamh gnó anseo, anois agus amach anseo.”

Is iad na príomhthéamaí faoina n-oibríonn an Chomhairle:

- Forbairt eacnamaíoch
- Seachadadh seirbhíse den scoth
- Maolú an athraithe aeráide agus oiriúnú dó
- Ionchuimsitheacht shóisialta, comhionannas agus cearta an duine
- Rannpháirtíocht saoránach
- Sláinte agus folláine

### 2.2 Main Functions

The Council provides and funds a broad range of services including, but not limited to, housing, roads, walking and cycling routes, parks and playgrounds, libraries, sports facilities, litter control, art centres, enterprise units and community infrastructure and financial supports.

### 2.3 Key Services

The Council is organised into five Directorates for the purpose of delivering services as follows:

- Economic, Enterprise and Tourism Development (including Libraries and the Arts Office)
- Land Use, Planning and Transportation
- Housing, Social and Community Development
- Environment, Water and Climate Change
- Corporate Performance and Change Management

### 2.4 Customers and Clients

There are numerous methods through which the public can contact the council and receive an Irish response, including by phone, letter, email, web, social media, and at public counters.

The primary service points for the Council are located at County Hall, Tallaght and Civic offices Clondalkin. In addition, there is a wide network of community centres and libraries located throughout South Dublin County.

### 2.2 Príomhfheidhmeanna

Soláthraíonn agus cistíonn an Chomhairle réimse leathan seirbhísí lena n-áirítear, ach gan bheith teoranta don tithíocht, bóithre, bealaí siúil agus rothaíochta, páirceanna agus clóis súgartha, leabharlanna, saoráidí spóirt, rialú bruscair, ionaid ealaíne, aonaid fiontraíochta agus bonneagar pobail agus tacaíochtaí airgeadais.

### 2.3 Príomhsheirbhísí

Tá an Chomhairle eagraithe i gcúig Stiúrtóireacht chun na críche seirbhísí a sheachadadh mar seo a leanas:

- Cúrsaí Eacnamaíochta, Fiontair agus Forbartha Turasóireachta (lena n-áirítear Leabharlanna agus an Oifig Ealaíon)
- Úsáid talún, Pleanáil agus lompar
- Tithíocht, Forbairt Shóisialta agus Pobail
- Comhshaol, Uisce agus Athrú Aeráide
- Feidhmíocht Chorporáideach agus Bainistiú Athruithe

### 2.4 Custaiméirí agus Cliant

Tá go leor modhanna ann trínar féidir leis an bpobal teagmháil a dhéanamh leis an gcomhairle agus freagra i nGaeilge a fháil, lena n-áirítear thar ghuthán, litir a scríobh, ríomhphost a sheoladh, thar an ngréasán, trí na meáin shóisialta, agus ag cuntair phoiblí.

Tá na príomhphointí seirbhíse don Chomhairle suite ag Áras an Chontae, Tamhlacht agus ag na hOifigí Cathartha i gCluain Dolcáin. Ina theannta sin, tá líonra leathan ionad pobail agus leabharlann ann atá suite ar fud Chontae Bhaile Átha Cliath.

**Chapter 3:****Details of services currently being provided in English only, in Irish only or bilingually**

At present the vast majority of all written and oral communication between the public and South Dublin County Council is provided mainly through the medium of English. The Council currently provides the following services/information listed below bilingually or in Irish to the public:

<b>Provision of Services (Please tick the relevant box)</b>			
<b>Name of Service</b>	<b>In English Only</b>	<b>In Irish only</b>	<b>Bilingually</b>
Council stationery			✓
Signage in County Hall , Civic Offices Clondalkin and South Dublin Libraries			✓
Replies to letters and emails sent by customers in Irish			✓
Telephone recorded messages			✓
One to One customer services			✓
A directory of staff available to conduct business in Irish is available on the staff intranet.	?	?	?
Press releases and advertisements relating to Irish Language			✓
Replies to Council business submitted by elected members in Irish			✓
All new place name signage			✓
Static content on the Council's website			✓
Static content on the libraries' website			✓
Interactive self-service points in South Dublin Libraries			✓
www.fixyourstreet.ie (www.deisighdoshraid.ie)			✓

**Caibidil 3:****Sonraí na seirbhísí á soláthar faoi láthair i mBéarla amháin, i nGaeilge amháin, nó go dátheangach**

I láthair na huaire is amhlaidh a sholáthraítear an chuid is mó ar fad den chumarsáid i scríbhinn agus ó bhéal idir an pobal agus Comhairle Contae Bhaile Átha Cliath Theas go príomha trí mheán an Bhéarla. Soláthraíonn an Chomhairle na seirbhísí/an fhaisnéis thíosliostaithe seo a leanas faoi láthair don phobal go dátheangach nó i nGaeilge.

<b>Soláthar Seirbhísí (Cuir tic sa bhosca ábhartha)</b>			
<b>Ainm na Seirbhíse</b>	<b>I mBéarla amháin</b>	<b>I nGaeilge amháin</b>	<b>Go Dátheangach</b>
Stáiseanóireacht na Comhairle			✓
Comharthaíocht in Áras an Chontae, Oifigí Cathartha Chluain Dolcáin agus Leabharlanna Bhaile Átha Cliath Theas			✓
Freagraí ar litreacha agus ríomhphoist a sheolann custaiméirí isteach i nGaeilge			✓
Teachtaireachtaí gutháin taifeadta			✓
Seirbhísí idirphearsanta le custaiméirí			✓
Tá eolaire de na baill foirne atá ar fáil le gnó a dhéanamh i nGaeilge le fáil ar inlíon na mball foirne.	?	?	?
Preaseisiúintí agus fógraí a bhaineann leis an nGaeilge.			✓
Freagraí ar ghnó na Comhairle a sheolann comhaltaí tofa isteach i nGaeilge			✓
Gach comharthaíocht logainmneacha nua			✓
Ábhar stach ar láithreán gréasáin na Comhairle			✓
Ábhar stach ar láithreán gréasáin na Leabharlann			✓
Pointí féinseirbhíse idirghníomhacha i Leabharlanna Bhaile Átha Cliath Theas			✓
www.fixyourstreet.ie (www.deisighdoshraid.ie)			✓

Provision of Services (Please tick the relevant box)			
Name of Service	In English Only	In Irish only	Bilingually
All new commemorative plaques			✓
Information materials circulated to schools			✓
Annual Reports			✓
Corporate Plan			✓
Irish Language Section in the Council's citizen newsletter 'South Dublin County Today'			✓
Irish articles included in the staff newsletter 'South Circular'			✓
County Development Plan			✓
Standard email disclaimer			✓
Applications for dog licenses			✓
Parking ticket receipts			✓
Static content on the SOURCE website, an online digital archive			✓
Irish Classes to adults in library branches		✓	
Annual Seachtain na Gaeilge Átha Cliath Theas - a celebration of Irish language and culture			✓
Rents App	✓		
Mindmindr 2019 App	✓		

Soláthar Seirbhísí (Cuir tic sa bhosca ábhartha)			
Ainm na Seirbhíse	I mBéarla amháin	I nGaeilge amháin	Go Dátheangach
Gach plaic chomórtha nua			✓
Ábhair faisnéise a dháiltear ar scoileanna			✓
Tuarascálacha Bliantúla			✓
An Plean Corparáideach			✓
Codán na Gaeilge i nuachtlitr na Comhairle do shaoránaigh "South Dublin County Today"			✓
Ailt i nGaeilge a áirítear le nuachtlitr foirne "South Circular"			✓
An Plean Forbartha Contae			✓
Séanadh ríomhphoist caighdeánach			✓
Iarratas ar cheadúnais mhadraí			✓
Admhálacha ticéid páirceála			✓
Ábhar statach ar láithreán gréasáin an SOURCE, cartlann dhigiteach ar líne			✓
Ranganna Gaeilge do dhaoine fásta sna brainsí leabharlainne		✓	
Ceiliúradh bliantúil ar Sheachtain na Gaeilge Átha Cliath Theas - teanga agus cultúr na Gaeilge á gceiliúradh			✓
Aip Cíosanna	✓		
Aip Mindmindr 2019	✓		

## Chapter 4: Enhancing the provision of Irish Language Services

The provisions shaded in grey in the table below are mandatory requirements under the Official Languages Act 2003.

Means of communication with the public		Commitment	
<b>Recorded Oral Announcements</b>		<p>The following recorded oral announcements will be in Irish or bilingual:</p> <p>(a) Recorded oral announcements provided on the telephone when the offices of the public body are closed;</p> <p>(b) Recorded oral announcements transmitted by a public address system;</p> <p>(c) Recorded oral announcements created and transmitted by means of a computerised messaging system or a computerised telephone answering system.</p> <p>This provision relates to 'recorded' announcements rather than 'live announcements'.</p> <p>Where a Placenames Order is in force, a public body is required to use the Irish language version of the placename specified in that Order in recorded oral announcements made by it or on its behalf.</p>	<b>Mandatory</b>
	<b>Letters and Electronic Mail</b>	All written communication will be responded to in the official language in which it was received.	<b>Mandatory</b>
<b>Written Communion</b>	<b>Stationery</b>	Headings of stationery, including notepaper, compliment slips, fax cover sheets, file covers and other folders, labels and envelopes are provided in Irish or bilingually.	<b>Mandatory</b>

## Caibidil 4: Soláthar Seirbhísí Gaeilge a Fheabhsú

Is ceanglais éigeantacha iad na forálacha le scáthú liath de réir Acht na dTeangacha Oifigiúla 2003.

Meán Cumarsáide leis an bpobal		Gealltanais	
<b>Fógraí Réamhthairfeadta ó Bhéal</b>		<p>Beidh na fógraí réamhthairfeadta ó bhéal seo a leanas i nGaeilge nó go dátheangach:</p> <p>(a) Cuirfear fógraí tairfeadta ó bhéal ar fáil i nGaeilge nó go dátheangach ar an nguthán nuair atá ár n-oifigí dúnta;</p> <p>(b) Cuirfear fógraí tairfeadta ó bhéal a chraoltar ar chórasfógartha poiblí ar fáil i nGaeilge nó go dátheangach;</p> <p>(c) Cuirfear fógraí ó bhéal a chruthaítear agus a chraoltar trí chóras ríomhthairfeachtair nóch trí chóras ríomhfhreagartha gutháin ar fáil i nGaeilge nó go dátheangach.</p> <p>Tabhair faoi deara gur fógairtí 'tairfeadta' seachas fógairtí 'beo' abhaineann le hábhar anseo.</p> <p>Sa chás go bhfuil Ordú Logainmneacha i bhfeidhm, úsáidfear an leagan Gaeilge den Logainm atá sonraithe san Ordú sin i bhfógraí tairfeadta ó bhéal a dhéanann comhlacht poiblí nó a dhéantar ar a shon.</p>	<b>Éigeantach</b>
	<b>Cumarsáid i scríbhinn</b>	<b>Litreacha agus Ríomhphoist</b>	Tabharfar freagra ar an gcumarsáid scríofa uile sa teanga oifigiúil ina bhfuarthas í.

<b>Signage</b>	<b>Signage</b>	All signage placed by <b>South Dublin County Council</b> or on its behalf must be in Irish or bilingually, in accordance with the regulations (S.I. No.391/2008).	<b>Mandatory</b>
	<b>Publications</b>	Documents setting out public policy proposals, audited accounts or financial statements, annual reports and strategy statements will be published simultaneously in Irish and English.	<b>Mandatory</b>
<b>Publications</b>	<b>Circulars/Mailshots</b>	Where a public body communicates in writing or by electronic mail with the general public or a class of the general public for the purpose of furnishing information to the public or the class, the body shall ensure that the communication is in the Irish language or in the English and Irish languages.	<b>Mandatory</b>
<b>An Ghaeltacht</b>	<b>Gaeltacht Placenames</b>	The official placenames of Gaeltacht areas will be used by the public body in accordance with the legislation.	<b>Mandatory</b>
<b>South Dublin County Council will also undertake the following lists of actions under each service.</b>			
<b>Means of communication with the public</b>		<b>Commitment</b>	<b>Timeline By end Yr 1/ Yr 2 / Yr 3</b>
<b>Oral / Written Communication</b>	<b>Reception</b>	The telephone/public counters are the main method by which Irish-speaking members of the public communicate or initiate business with the Council. Enquiries in Irish are welcome and encouraged through the Council's Customer Care Unit, where there are different phone numbers to dial depending on whether the caller wishes to speak English or Irish.	<b>Ongoing</b>

	<b>Stáiseanóireacht</b>	Ceannteidil ar stáiseanóireacht áirithe ar a n-áirítear nóta-pháipéar, duillíní dea-mhéine, leatháin chlúdaigh facs, clúdaigh comhad agus fillteáin eile, lipéid agus clúdaighlitreacha a chur ar fáil i nGaeilge nó go dátheangach.	<b>Éigeantach</b>
<b>Comharthaíocht</b>	<b>Comharthaíocht</b>	Ní mór an chomharthaíocht uile a chuireann <b>Comhairle Contae Bhaile Átha Cliath Theas</b> in airde nó a chuirtear in airde thar a cheann a bheith i nGaeilge nó dátheangach, faoi réir na rialachán (I.R. Uimh 391/2008).	<b>Éigeantach</b>
	<b>Foilseacháin</b>	Foilseofar cáipéisí ina leagtar amach tograí polasaí poiblí, cuntais iniúchta nó ráitis airgeadais, tuarascálacha bliantúla agus ráitis straitéise i nGaeilge agus i mBéarla ag an am céanna.	<b>Éigeantach</b>
<b>Foilseacháin</b>	<b>Ciorcláin/Cora Poist</b>	I gcás ina ndéanfaidh comhlacht poiblí cumarsáid i scríbhinn nó leis an bpost leictreonach leis an bpobal i gcoitinne nó le haicme den phobal i gcoitinne chun faisnéis a thabhairt don phobal nó don aicme, cinnteoidh an comhlacht gur i nGaeilge, nó i mBéarla agus i nGaeilge, a bheidh an chumarsáid	<b>Éigeantach</b>
<b>An Ghaeltacht</b>	<b>Logainmneacha Gaeltachta</b>	Bainfear úsáid as Logainmneacha Oifigiúla na gceantar Gaeltachta de réir na reachtaíochta.	<b>Éigeantach</b>

<b>Oral / Written Communication</b>		Customer Care staff will be given appropriate training and encouraged to participate further in an Irish Language workplace training programme in order to enhance their Irish Language skills so they can be familiar with the basic greetings in Irish.	<b>Ongoing</b>
		South Dublin County Council will continue to put up signage welcoming the use of Irish by the public in their business with the Council and in particular the Council will ensure that such signage is clearly displayed to the public at every public counter.	<b>Year One</b>
	<b>Face to Face/Counter Service</b>	Customer care agents will also be in a position to acknowledge a request for a service in Irish and be able to direct the customer to an Irish-speaking officer in the relevant service area. Where there is no Irish speaker available in the relevant service area, the answer will be obtained from an officer in the relevant service area by an Irish-speaking agent within the Council who will then inform the customer.	<b>Ongoing</b>
		The Library Services will ensure that there is at least one member of staff in each library available to provide a bilingual service (subject to personnel availability).	<b>Ongoing</b>
	<b>Switchboard</b>	Customer care agents will be in a position to acknowledge a request for a service in Irish and be able to direct the caller to an Irish-speaking officer in the relevant service area. Where there is no Irish speaker available in the relevant service area, the answer will be obtained from an officer in the relevant service area by an Irish-speaking agent within the Council who will then inform the customer.	<b>Year One</b>

**Tabharfaidh Comhairle Contae Bhaile Átha Cliath Theas faoi na liostaí seo a leanas de ghníomhartha freisin faoi gach aon seirbhís.**

<b>Meán cumarsáide leis an bpobal</b>		<b>Gealltanais</b>	<b>Tráthlíne Faoi dheireadh na Bl. 1 / Bl. 2 / Bl. 3</b>
<b>Cumarsáid ó Bhéal / i Scríbhinn</b>	<b>Fáiltiú</b>	Is é an guthán/na cuntair phoiblí an príomh-mhodh ina ndéanann Gaeilgeoirí ón bpobal cumarsáide nó gnó leis an gComhairle. Cuirtear fáilte agus tugtar spreagadh d'fhiosruithe i nGaeilge trí Aonad Cúraim Custaiméara na Comhairle, agus tá uimhreacha gutháin éagsúla lena ndiailiú ag brath ar rogha an ghlaiteora labhairt i mBéarla nó i nGaeilge.	<b>Ar bun</b>
		Tabharfar oiliúint iomchuí d'fhoireann sa Chúram Custaiméara, agus tabharfar spreagadh dóibh chun bheith rannpháirteach a thuilleadh i gclár oiliúna Gaeilge don láthair oibre d'fhonn a scileanna Gaeilge a fheabhsú sa chaoi gur féidir leo aithne a chur ar na beannachtaí Gaeilge bunúsacha.	<b>Ar bun</b>
		Coinneoidh Comhairle Contae Bhaile Átha Cliath Theas uirthi ag crochadh comharthaíochta Gaeilge agus Fáilte don phobal ina ngnó leis an gComhairle, agus áiritheoidh an Chomhairle go háirithe go dtaispeánfar an chomharthaíocht sin go soiléir don phobal ag gach cuntas poiblí.	<b>Bliain a haon</b>

<b>Oral / Written Communication</b>		All customer care agents will answer external callers on the telephone with a bilingual greeting (where appropriate).	<b>Ongoing</b>
		An Irish voicemail service is available for customers.	<b>Ongoing</b>
	<b>Telephone communications with the public</b>	Customer care agents will be in a position to acknowledge a request for a service in Irish and be able to direct the caller to an Irish-speaking officer in the relevant service area. Where there is no Irish speaker available in the relevant service area, the answer will be obtained from an officer in the relevant service area by an Irish-speaking agent within the Council who will then inform the customer.	<b>Year One</b>
	<b>Recorded Oral Announcements</b>	All customer care agents will answer external callers on the telephone with a bilingual greeting as a minimum (where appropriate).	<b>Ongoing</b>
		All recorded phone greetings and out of hours messages will be bilingual and reviewed on a regular basis to ensure compliance.	<b>Ongoing</b>
	<b>Live announcements</b>	Where appropriate and possible, live announcements will be made bilingually.	<b>Year Two</b>
	<b>Written Communication</b>	Written communication received by post or email from the public, other organisations or elected representatives will be responded to in the official language in which it was received. The service in Irish should not be of a lower standard than the service in English. The council has a system in place to record all correspondence received in Irish.	<b>Ongoing</b>

<b>Cumarsáid ó Bhéal / i Scríbhinn</b>	<b>Seirbhís Duine le Duine/Chuntair</b>	Beidh gníomhairí cúraim custaiméara in ann aitheantas a thabhairt d'iarratas freisin ar sheirbhís trí Ghaeilge, agus beidh siad in ann an custaiméir a threorú chuig oifigeach is Gaeilgeoir sa limistéar seirbhíse ábhartha. I gcás nach mbeadh Gaeilgeoir ar bith ar fáil sa limistéar seirbhíse ábhartha, is é gníomhaire is Gaeilgeoir a gheobhaidh an freagra ó oifigeach sa limistéar seirbhíse ábhartha, agus a chuirfidh an custaiméir ar an eolas ar a seal féin.	<b>Ar bun</b>
		Áiritheoidh na Seirbhísí Leabharlainne go mbeidh ball foirne amháin ar a laghad ar fáil i ngach aon leabharlann chun seirbhís dhátheangach a sholáthar (faoi réir infhaighteachta pearsanra).	<b>Ar bun</b>
	<b>Lasc-chlár</b>	Beidh gníomhairí cúraim custaiméara in ann aitheantas a thabhairt d'iarratas freisin ar sheirbhís trí Ghaeilge, agus beidh siad in ann an custaiméir a threorú chuig oifigeach is Gaeilgeoir sa limistéar seirbhíse ábhartha. I gcás nach mbeadh Gaeilgeoir ar bith ar fáil sa limistéar seirbhíse ábhartha, is é gníomhaire is Gaeilgeoir a gheobhaidh an freagra ó oifigeach sa limistéar seirbhíse ábhartha, agus a chuirfidh an custaiméir ar an eolas ar a seal féin.	<b>Bliain a haon</b>
		Freagróidh gach gníomhaire cúraim custaiméara glaoiteoirí seachtracha thar an nguthán le beannacht dhátheangach (de réir mar is cuí).	<b>Ar bun</b>
		Bíonn seirbhísí glóirphoist trí Ghaeilge ar fáil do chustaiméirí.	<b>Ar bun</b>
	<b>Cumarsáid ghutháin leis an bpobal</b>	Beidh gníomhairí cúraim custaiméara in ann aitheantas a thabhairt d'iarratas freisin ar sheirbhís trí Ghaeilge, agus beidh siad in ann an	<b>Bliain a haon</b>

<b>Oral / Written Communication</b>	<b>Information Leaflets/ Brochures</b>	Where brochures or information leaflets are provided as separate Irish and English versions, equal prominence will be given to both versions at public locations.	<b>Ongoing</b>
		Information leaflets will contain a short introduction and summary in the Irish language (where appropriate).	<b>Ongoing</b>
	<b>Application Forms</b>	Where applications are provided as separate Irish and English versions, equal prominence will be given to both versions at public locations.	<b>Ongoing</b>
	<b>Public Meetings</b>	The Council will conduct its public meetings in both English and Irish. Agendas will be published in English. However, all motions and questions submitted in Irish are replied to bilingually on the Council's meeting administration system (CMAS) and available to the public.	<b>Ongoing</b>
		Irish Language training will be made available to Councillors interested in improving their competency in the use of the Irish language.	<b>Year One</b>
		Irish language materials/resources will available to elected members through membersnet to facilitate the development and delivery of services through Irish.	<b>Year One</b>
	<b>Publications</b>	In relation to the mandatory commitment given above regarding publications to be published simultaneously in Irish and English - the normal practice of the Council is that the Irish and English versions will be produced together in one document.	<b>Ongoing</b>

<b>Cumarsáid ó Bhéal / i Scríbhinn</b>		custaiméir a threorú chuig oifigeach is Gaeilgeoir sa limistéar seirbhíse ábhartha. I gcás nach mbeadh Gaeilgeoir ar bith ar fáil sa limistéar seirbhíse ábhartha, is é gníomhaire is Gaeilgeoir a gheobhaidh an freagra ó oifigeach sa limistéar seirbhíse ábhartha, agus a chuirfidh an custaiméir ar an eolas ar a seal féin.  Freagróidh gach gníomhaire cúraim custaiméara glaoiteoirí seachtracha thar an nguthán le beannacht dhátheangach mar íosmhéid (de réir mar is cuí).	<b>Ar bun</b>
	<b>Fógraí Réamhthairfeadta ó Bhéal</b>	Beidh gach beannacht réamhthairfeadta gutháin agus teachtaireachtaí lasmuigh de ghnáthuaireanta ar fáil go dátheangach; agus athbhreithneofar iad ar bhonn rialta le comhlíonadh a áirithiú.	<b>Ar bun</b>
	<b>Fógraí beo</b>	Is amhlaidh a dhéanfar fógraí beo go dátheangach de réir mar is cuí agus de réir mar is féidir.	<b>Bliain a dó</b>
	<b>Cumarsáid i scríbhinn</b>	Freagrófar an chumarsáid i scríbhinn a fhaightear sa phost nó i ríomhphost ón bpobal, ó eagrais eile nó ó ionadaithe tofa sa teanga oifigiúil ina bhfuarthas í. Ba cheart nach mbeadh an tseirbhís trí Ghaeilge ar chaighdeán níos ísle ná an tseirbhís trí Béarla. Tá córas i bhfeidhm ag an gcomhairle chun gach comhfhreagras a fhaightear trí Ghaeilge a thairfeadh.	<b>Ar bun</b>
	<b>Bileoga Eolais/ Bróisiúir</b>	I gcás go soláthraítear bróisiúir nó bileoga eolais ina leaganacha Gaeilge agus Béarla ar leithligh, tabharfar comhstádas don dá leagan ag suíomhanna poiblí.	<b>Ar bun</b>

		It may be necessary in some cases, such as when the original document is very large, to issue separate Irish and English versions for a particular publication. If separate Irish and English versions are produced, each document will contain a statement that a version is available in the other language.	
<b>Media</b>	<b>Press Releases</b>	Press notices and releases relating to the Irish Language will be issued bilingually and simultaneously as a matter of course.	<b>Year One</b>
		The Council will increase the number of press releases issued through the Irish language by 10%.	<b>Ongoing</b>
		Notices and advertisements published in local/national newspapers where the subject matter relates specifically to Irish language issues will be published bilingually.	<b>Ongoing</b>
	<b>Media Spokespersons</b>	South Dublin County Council will put forward a person competent in the Irish language for any relevant media requests.	<b>Year Two</b>
	<b>Speeches</b>	South Dublin County Council will include the Irish language in speeches given by representatives of the Mayor's Office.	<b>Ongoing</b>
	<b>Social Media</b>	Irish language posts will be used to promote any area or event related to the Irish language.	<b>Ongoing</b>

<b>Cumarsáid ó Bhéal / i Scríbhinn</b>	<b>Foirmeacha Iarratais</b>	Gheofar réamhrá agus achoimre ghairid trí Ghaeilge sna bileoga eolais (de réir mar is cuí).	<b>Ar bun</b>
		I gcás go soláthraítear iarratais ina leaganacha Gaeilge agus Béarla ar leithligh, tabharfar comhstádas don dá leagan ag suíomhanna poiblí.	<b>Ar bun</b>
	<b>Cruinnithe Poiblí</b>	Beidh cruinnithe poiblí na Comhairle ar siúl trí Bhéarla agus trí Ghaeilge araon. Is i mBéarla a fhoilseofar na cláir. Is amhlaidh ámh a fhreagraítear gach tairiscint agus ceist a chuirtear isteach i nGaeilge go dátheangach ar chóras riaracháin cruinnithe na Comhairle (CMAS) agus bíonn siad ar fáil don phobal.	<b>Ar bun</b>
		Cuirfear oiliúint Ghaeilge ar fáil do Chomhairleoirí ar spéis leo a gcumas in úsáid na Gaeilge a fheabhsú.	<b>Bliain a haon</b>
		Beidh ábhair/acmhainní Gaeilge ar fáil do chomhaltaí tofa trí membersnet chun éascú d'fhorbairt agus do sheachadadh na seirbhísí trí Ghaeilge.	<b>Bliain a haon</b>
	<b>Foilseacháin</b>	Maidir leis an tiomantas éigeantach a thugtar thuas i ndáil le foilseacháin le foilsiú go comhuaineach sa Ghaeilge agus sa Bhéarla - is é gnáthchleachtadh na Comhairle go léireofar na leaganacha Gaeilge agus Béarla le chéile in aon cháipéis amháin.  B'fhéidir go gcaithfí leaganacha Gaeilge agus Béarla ar leithligh a eisiúint i gcás foilseachán ar leith, cuir i gcás nuair is cáipéis fhíormhór atá sa cháipéis bhunaidh. Má léirítear leaganacha Gaeilge agus Béarla ar leithligh, gheofar i ngach aon cháipéis ráiteas go mbeidh leagan ar fáil sa teanga eile.	<b>Ar bun</b>

<b>Information Technology</b>	<b>Email</b>	A generic email address for Irish queries is available gaeilge@athcliaththeas.ie. The Council will ensure that such queries are addressed in accordance with the Council's Customer Care Policy.	<b>Ongoing</b>
	<b>Websites</b>	The Council will continue to update the static content on the Council and library websites in both Irish and English.	<b>Ongoing</b>
		The Council will promote the use of the Irish version of the Fix Your Street website www.deisighdoshraid.ie.	<b>Ongoing</b>
		The Irish Information Page which is available on the Council's website www.sdcc.ie will be regularly updated to promote services and events available to the public in Irish.	<b>Ongoing</b>
	<b>Computer Systems</b>	The Council's staff intranet will include an Irish Language Resource Section for staff.	<b>Year Two</b>
	<b>Interactive Services</b>	Any new online interactive services will be introduced simultaneously in Irish and English (where appropriate).	<b>Ongoing</b>
<b>Signage</b>	The Council's public image and corporate identity is bilingual. The Council's title, corporate image and any related design will also be bilingual on all signs and notices on or in its property and publications. The text in Irish shall be as prominent, visible and legible as the text in English in accordance with the legislation.	<b>Ongoing</b>	

<b>Na Meáin</b>	<b>Preaseisiúintí</b>	Eiseofar fógraí meán agus preaseisiúintí i ndáil leis an nGaeilge go dátheangach agus go comhuaineach mar ghnáthchleachtadh.	<b>Bliain a haon</b>
		Méadóidh an Chomhairle líon na bpreaseisiúintí arna n-eisiúint trí mheán na Gaeilge faoi 10%.	<b>Ar bun</b>
		Is go dátheangach a fhoilseofar fógraí agus fógraíocht sna nuachtáin áitiúla/náisiúnta sa chás go mbaineann an t-ábhar go sonrach le saincheistanna Gaeilge.	<b>Ar bun</b>
	<b>Urlabhraithe na Meán</b>	Cuirfidh Comhairle Contae Bhaile Átha Cliath Theas duine ar fáil le cumas labhartha Gaeilge le haghaidh aon iarratas ábhartha ó na meáin.	<b>Bliain a dó</b>
	<b>Óráidí</b>	Áireoidh Comhairle Contae Bhaile Átha Cliath Theas an Ghaeilge leis na hóráidí a thugann ionadaithe ó Oifig an Mhéara.	<b>Ar bun</b>
	<b>Na Meáin Shóisialta</b>	Bainfear leas as postálacha Gaeilge chun ceantar nó imeacht ar bith i ndáil leis an nGaeilge a chur chun cinn.	<b>Ar bun</b>
<b>Teicneolaíocht na Faisnéise</b>	<b>Ríomhphost</b>	Tá seoladh ríomhphoist cineálach ar fáil le haghaidh fiosruithe i nGaeilge gaeilge@athcliaththeas.ie. Áiritheoidh an Chomhairle go dtugtar aghaidh ar na fiosruithe sin i gcomhréir le Beartas Cúraim Custaiméara na Comhairle.	<b>Ar bun</b>
	<b>Láithreáin ghréasáin</b>	Leanfaidh an Chomhairle ar aghaidh ag nuashonrú ábhair stataigh ar láithreáin ghréasáin na Comhairle agus na leabharlainne i nGaeilge agus i mBéarla araon.	<b>Ar bun</b>

<b>Signage</b>		All newly provided and replacement public information signs for which the Council is responsible, including road signage, external and internal signs at buildings owned by the Council, will be bilingual in accordance with the legislation.	<b>Ongoing</b>
	<b>Placenames</b>	Planning for all new developments is approved by South Dublin County Council. Both the Irish and English Place names are registered on the Chief Executive Order as the official names.	<b>Ongoing</b>
<b>Placenames</b>		The Councils Land Use, Planning and Transportation Strategic Policy Committee are currently examining a protocol for the naming of bridges/parks/plazas in South Dublin County. The committee will take into consideration the importance of Irish Language placenames which are a link to the history and heritage of an area.	<b>Ongoing</b>
		The Council has produced a database of South Dublin Placenames and Streetnames and has published a document that provides a list of bilingual placenames and streetnames. The Council will continue to update this database with all new developments.	<b>Ongoing</b>
		The Council will seek advice from the Placenames Branch of the Department of Media, Tourism, Arts, Culture, Sport and the Gaeltacht who provide an advice service on place names if required.	<b>Ongoing</b>

		Cuirfidh an Chomhairle chun cinn úsáid de leagan Gaeilge den láithreán gréasáin Deisigh do Shráid <a href="http://www.deisighdoshraid.ie">www.deisighdoshraid.ie</a> .	<b>Ar bun</b>
		Nuashonrófar go rialta Leathanach Eolais i nGaeilge atá ar fáil ar láithreán gréasáin na Comhairle <a href="http://www.sdcc.ie">www.sdcc.ie</a> d'fhonn seirbhísí agus imeachtaí a bhíonn ar fáil don phobal i nGaeilge a chur chun cinn.	<b>Ar bun</b>
	<b>Córais Ríomhaireachta</b>	Áireofar le hinlíon foirne na Comhairle Rannóg Acmhainní Gaeilge le haghaidh na foirne.	<b>Bliain a dó</b>
	<b>Seirbhísí Idirghníomhacha</b>	Tabharfar isteach seirbhísí idirghníomhacha ar líne nua ar bith go comhuaineach i nGaeilge agus i mBéarla (de réir mar is cuí).	<b>Ar bun</b>
<b>Comharthaíocht</b>	<b>Comharthaíocht</b>	Is dátheangach í íomhá phoiblí agus aitheantas corparáideach na Comhairle. Beidh teideal, íomhá chorparáideach agus aon dearadh gaolmhar ar bith de chuid na Comhairle dátheangach freisin ar gach comhartha agus fógra nó ar a maoin agus ar a foilseacháin. Beidh an téacs i nGaeilge chomh suntasach, infheicthe agus inléite céanna le téacs an Bhéarla i gcomhréir leis an reachtaíocht.	<b>Ar bun</b>
		Gach comhartha eolais phoiblí nuacheaptha agus athsholáthair dá mbíonn an Chomhairle freagrach, lena n-áirítear comharthaíocht bóithre, comharthaí seachtracha agus inmheánacha ag foirgnimh faoi úinéireacht na Comhairle; beidh siad ar fáil go dátheangach i gcomhréir leis an reachtaíocht.	<b>Ar bun</b>

<b>Gaelscoileanna and Other Irish Language Organisations in South Dublin County</b>	<b>Gaelscoileanna and Other Irish Language Organisations in South Dublin County</b>	South Dublin County Council continues to recognise and acknowledge the use of Irish/bilingualism in Gaelscoileanna and other Irish Language Organisations including Áras Chrónáin, Ionad Cultúrtha and Gaelphobal Thamhlachta.	<b>Ongoing</b>
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<b>Logainmneacha</b>	<b>Logainmneacha</b>	Is í Comhairle Contae Bhaile Átha Cliath Theas a thugann faomhadh don phleanáil le haghaidh na bhforbairtí nua go léir. Cláraítear na logainmneacha Gaeilge agus Béarla araon ar ordú an Phríomhfheidhmeannaigh mar na logainmneacha oifigiúla.	<b>Ar bun</b>
		Tá Coiste Beartais Straitéisigh na Comhairle maidir le hÚsáid Talún, Pleanáil agus Iompair ag iniúchadh prótacail faoi láthair d'ainmniú droichead/páirceanna/plásóg i gContae Bhaile Átha Cliath Theas. Tabharfaidh an coiste san áireamh tábhacht na logainmneacha Gaeilge ar nasc iad le stair agus le hoidhreacht ceantair faoi leith.	<b>Ar bun</b>
		Léirigh an Chomhairle bunachar sonraí de Logainmneacha agus Sráidainmneacha Bhaile Átha Cliath Theas, agus d'fhoilsigh doiciméad ina soláthraítear liosta logainmneacha agus sráidainmneacha dátheangacha. Coinneoidh an Chomhairle uirthi ag nuashonrú an bhunachair shonraí sin le gach forbairt nua.	<b>Ar bun</b>
		Gheobhaidh an Chomhairle comhairle ó Bhrainse Logainmneacha na Roinne Meán, Turasóireachta, Ealaíon, Cultúir, Spóirt agus Gaeltachta a sholáthraíonn seirbhís chomhairleach maidir le logainmneacha más gá.	<b>Ar bun</b>
<b>Gaelscoileanna agus Eagraíochtaí Gaeilge Eile i gContae Bhaile Átha Cliath Theas</b>	<b>Gaelscoileanna agus Eagraíochtaí Gaeilge Eile i gContae Bhaile Átha Cliath Theas</b>	Coinníonn Comhairle Contae Bhaile Átha Cliath Theas uirthi ag tabhairt aitheantais d'úsáid na Gaeilge/an dátheangachais sna Gaelscoileanna agus sna hEagraíochtaí Gaeilge eile lena n-áirítear Áras Chrónáin, Ionad Cultúrtha agus Gaelphobal Thamhlachta.	<b>Ar bun</b>

## Chapter 5: Improving Language Capability

### 5.1 Recruitment

The recruitment of staff with the appropriate level of competence in the Irish language in each area of work of South Dublin County Council will be the primary means of optimising the availability of services through Irish. Our recruitment policy, which is subject to the framework of agreed national recruitment procedures, will have regard to the need to improve Irish language capability on an incremental basis.

All new staff will be provided with an induction pack containing a copy of our agreed scheme in order to ensure that they are made aware of our commitments under the legislation.

### 5.2 Training and Development

South Dublin County Council is committed to making available opportunities for staff to attend appropriately accredited Irish language training courses, as resources permit. All staff will be advised of facilities/opportunities to improve their competency in Irish.

		Commitment	Timeline By end Yr 1/ Yr 2 / Yr 3
<b>Improving Irish Language Capability</b>	<b>Recruitment</b>	South Dublin County Council will continue to review which posts require competency in Irish (both written and oral) throughout the organisation. The Council will allocate staff competent in the Irish language across departments to support the delivery of services through Irish. Contact details for Irish language services will be provided on the Council's website and intranet.	<b>Ongoing</b>

## Caibidil 5: Cumas Teanga a Fheabhsú

### 5.1 Earcaíocht

Is é earcú na mball foirne leis an leibhéal inniúlachta iomchuí sa Ghaeilge i ngach aon limistéar oibre de chuid Comhairle Contae Bhaile Átha Cliath Theas a bheidh mar an príomhbhealach chun infhaighteacht seirbhísí trí Ghaeilge a bharrfheabhsú. Féachfaidh ár mbeartas earcaíochta, a thagann faoi réir chreat na nósanna imeachta earcaíochta náisiúnta comhaontaithe, don éileamh chun cumas Gaeilge a fheabhsú de réir a chéile.

Soláthrófar paca ionduchtaithe do gach ball foirne nua ina bhfaighfear cóip dár scéim chomhaontaithe chun a chinntiú gur feasach dóibh ár ngealltanais de réir na reachtaíochta.

### 5.2 Oiliúint agus Forbairt

Tá Comhairle Contae Bhaile Átha Cliath Theas tiomanta chun deiseanna a chur ar fáil do na baill foirne a fhreastalaíonn ar chúrsaí oiliúna Gaeilge le creidiúnú iomchuí, de réir mar is féidir leis na hacmhainní atá ar fáil di. Cuirfear gach ball foirne ar an eolas maidir leis na saoráidí/deiseanna chun a gcumas sa Ghaeilge a fheabhsú.

		Gealltanais	Tráthlíne Faoi dheireadh na Bl. 1/ I. 2 / Bl. 3
<b>Cumas sa Ghaeilge a Fheabhsú</b>	<b>Earcaíocht</b>	Coinneoidh Comhairle Contae Bhaile Átha Cliath Theas uirthi ag athbhreithniú na bpost óna dteastaíonn inniúlacht sa Ghaeilge (idir Ghaeilge scríofa agus labhartha) ar fud na heagraíochta. Leithdháilfidh an Chomhairle baill foirne le cumas sa Ghaeilge ar fud ranna chun tacú le seachadadh seirbhísí trí mheán na Gaeilge. Is ar láithreán gréasáin agus inlíon na Comhairle a sholáthrófar sonraí teagmhála le haghaidh seirbhísí Gaeilge.	<b>Ar bun</b>

<b>Improving Irish Language Capability</b>	<b>Training</b>	<p>South Dublin County Council is committed to improving the knowledge and skills of employees to ensure that all staff are actively encouraged and given the opportunity to improve their Irish language competence. Audits of the demand for services through Irish will be carried out on a regular basis by the Corporate Performance and Change Management Directorate and will inform our Training Plan.</p> <p>The Council will include language awareness as part of both the induction process and ongoing training so as to ensure that new and existing staff:</p> <ul style="list-style-type: none"> <li>a. understand why the Council implements a bilingual policy</li> <li>b. understand the context and background to the policy; and</li> <li>c. are fully informed about how the policy will affect their work.</li> </ul>	<b>Ongoing</b>
	<b>Participation in language promotion activities / Provision of resources</b>	Irish language materials will be made available to staff through South Dublin County Council's staff intranet to facilitate the development and delivery of services through Irish.	<b>Year Two</b>
		Recognise staff undertaking Irish language training so as to encourage and promote the development of services through Irish by staff, and to recognise the endeavours of staff.	<b>Ongoing</b>
		Support for staff who wish to undertake training courses in the Irish Language through the Scheme of Financial Assistance provides support.	<b>Ongoing</b>

<b>Cumas sa Ghaeilge a Fheabhsú</b>	<b>Oiliúint</b>	<p>Tá Comhairle Contae Bhaile Átha Cliath Theas tiomanta d'fheabhsú eolas agus scileanna na bhfostaithe chun a chinntiú go dtugtar spreagadh gníomhach agus deis do gach ball foirne a gcumas sa Ghaeilge a fheabhsú. Is í an Stiúrthóireacht maidir le Feidhmíocht Chorparáideach agus Bainistiú Athruithe a thabharfaidh faoi iniúchtaí ar an éileamh ar sheirbhísí trí mheán na Gaeilge ar bhonn rialta; agus is leosan a mhúnlófar ár bPlean Oiliúna.</p> <p>Áireoidh an Chomhairle feasacht teanga mar chuid den phróiseas ionduchtaithe agus den oiliúint leanúnach araon sa chaoi chun a áirithiú go dtuigeann baill foirne nua agus reatha:</p> <ul style="list-style-type: none"> <li>a. an fáth a gcuireann an Chomhairle beartas dátheangach chun feidhme</li> <li>b. an comhthéacs agus an cúlra leis an mbeartas; agus</li> <li>c. go mbíonn eolas iomlán acu ar an gcaoi ina rachaidh an beartas i bhfeidhm ar a gcuid oibre.</li> </ul>	<b>Ar bun</b>
	<b>Rannpháirtíocht i ngníomhaíochtaí chun an teanga a chur chun cinn/ Acmhainní a chur ar fáil</b>	Cuirfear ábhair Ghaeilge ar fáil do bhaill foirne trí inlíon foirne Chomhairle Contae Bhaile Átha Cliath Theas chun éascú d'fhorbairt agus do sheachadadh na seirbhísí trí Ghaeilge.	<b>Bliain a dó</b>
		Aitheantas a thabhairt do na baill foirne a thugann faoi oiliúint sa Ghaeilge sa chaoi go dtabharfar spreagadh agus go gcuirfear chun cinn forbairt seirbhísí trí Ghaeilge ag na baill foirne, agus aitheantas a thabhairt d'iarreachtaí na mball foirne.	<b>Ar bun</b>
		Tacaíocht do na baill foirne ar mian leo tabhairt faoi chúrsaí oiliúna sa Ghaeilge tríd an Scéim Cúnamh Airgeadais chun tacaíocht a sholáthar.	<b>Ar bun</b>

## Chapter 6: Monitoring and Review

The implementation of the scheme will be monitored and reviewed on a regular basis by South Dublin County Council's Communications Unit. The contact person for the scheme will be the Communications Manager.

A formal system for monitoring requests for services through Irish will be available and recorded in our Annual Report.

Guidance and a summary of this scheme will be issued to all staff on the nature and purpose of the scheme and its requirements and on operating its measures, including the uses of translation services, good practice, and ways in which both Irish speaking and non-Irish speaking officers can help the public to obtain a good service. Progress reports on the Irish Language Scheme will be provided to the Council's Arts, Heritage, Gaeilge and Libraries Strategic Policy Committee.

### Complaints

The Council values comments from members of the public and would wish to know if things go wrong or if they can be improved. The Council would wish to do everything it can to meet genuine concerns and it has an official complaints procedure.

Complaints received in Irish or concerning the standard of Irish language services are processed as part of the Council's corporate complaint procedure. The procedure outlines our standards for dealing with complaints promptly and efficiently as part of our commitment to provide quality customer services to all members of the public.

Complaints can be sent by email to [Gaeilge@athcliaththeas.ie](mailto:Gaeilge@athcliaththeas.ie) or by post to –

**Corporate Performance and Change Management,  
South Dublin County Council,  
County Hall,  
Tallaght,  
Dublin 24.**

## Caibidil 6: Faireachán agus Athbhreithniú

Déanfaidh Aonad Cumarsáide Chomhairle Contae Bhaile Átha Cliath Theas faireachán agus athbhreithniú ar chur chun feidhme na scéime ar bhonn rialta. Is é an Bainisteoir Cumarsáide a fheidhmeoidh mar theagmhálaí don scéim.

Beidh córas foirmiúil ar fáil chun faireachán a dhéanamh ar sheirbhísí trí Ghaeilge, agus taifeadfar an méid céanna inár dTuarascáil Bhliantúil.

Soláthrófar treoir agus achoimre den scéim do gach ball foirne maidir le cineál agus cuspóir na scéime agus a ceanglais agus maidir le hoibriú a beart, lena n-áirítear úsáidí na seirbhísí aistriúcháin, dea-chleachtas, agus bealaí inar féidir le hoifigigh is Gaeilgeoirí agus is neamhGaeilgeoirí cuidiú leis an bpobal seirbhís mhaith a fháil. Soláthrófar tuarascálacha dul chun cinn faoin Scéim Gaeilge do Choiste Beartais Straitéisigh na Comhairle maidir leis na hEalaíona, an Oidhreacht, an Ghaeilge agus na Leabharlann.

### Gearáin

Is mór ag an gComhairle tráchtanna ó dhaoine den phobal, agus ba mhaith léi a fháil amach má théann cúrsaí amú nó an féidir iad a fheabhsú. Ba mhaith leis an gComhairle gach iarracht a dhéanamh chun ábhair imní fóra a shásamh, agus tá nós imeachta oifigiúil aici maidir le gearáin.

Próiseáiltear na gearáin a fhaightear i nGaeilge nó maidir le caighdeán na seirbhísí Gaeilge mar chuid de nós imeachta na Comhairle maidir le gearáin chorparáideacha. Déantar achoimre sa nós imeachta ar ár gcaighdeán chun plé le gearáin go pras agus go héifeachtúil mar chuid dár dtiomantas chun seirbhísí custaiméara den scoth a sholáthar do gach duine den phobal.

Is féidir gearáin a sheoladh i ríomhphost chuig [Gaeilge@athcliaththeas.ie](mailto:Gaeilge@athcliaththeas.ie) nó sa phost chuig –

**Feidhmíocht Chorparáideach agus Bainistiú Athruithe,  
Comhairle Contae Bhaile Átha Cliath Theas,  
Halla an Chontae,  
Tamhlacht,  
Baile Átha Cliath 24.**

## Chapter 7: Publicising of Agreed Scheme

This scheme will be publicised both internally and externally, through a press release initially. A bilingual version of the scheme will be made available on our website and circulated to all staff and appropriate agencies. Other means to publicise the scheme may also be used.

In addition, we will take every opportunity in our day to day interaction with customers 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 the Irish language services that are available;
- prominently listing these services on our website;
- signifying on selected guidelines, leaflets and application forms that these documents are also available in Irish, unless presented bilingually;
- giving equal prominence to Irish and English language materials.

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

## Caibidil 7: Scéim Chomhaontaithe a Phoibliú

Déanfar an scéim sin a phoibliú go himheánach agus go seachtrach, trí phreaseisiúint ar dtús. Cuirfear leagan dátheangach den scéim ar fáil ar ár láithreán gréasáin agus dáilfear é chuig gach ball foirne agus gníomhaireacht iomchuí. Féadfar leas a bhaint freisin as meán eile chun an scéim seo a phoibliú.

Ina theannta sin, glacfaimid gach aon deis inár n-idirghníomhú laethúil le custaiméirí chun na seirbhísí a sholáthraimidne i nGaeilge a chur chun cinn agus a phoibliú tríd na modhanna seo a leanas:

- eolas díreach a thabhairt do chustaiméirí ar bhonn onghníomhach faoin rogha gnó a dhéanamh trí Ghaeilge linne, mar shampla fógraí a thaispeáint ag an bhfáiltiú ag tabhairt le fios na seirbhísí Gaeilge atá ar fáil;
- na seirbhísí úd a chur i bhfoirm liosta ar ár láithreán gréasáin;
- tabhairt le fios ar threoirínte, bileoga agus foirmeacha iarratais roghnaithe go mbíonn na doiciméid sin ar fáil trí Ghaeilge freisin, mura gcuirtear i láthair go dátheangach iad;
- an suntas céanna a thabhairt d'ábhair Ghaeilge agus Bhéarla araon.

Seolfar cóip den scéim chomhaontaithe ar aghaidh chuig Oifig an Choimisinéara Teanga.

## Appendices

The following performance statistics will be monitored and delivered to elected members..

Indicator	Frequency	Responsibility
The number of staff who are able to speak Irish so as to maintain a central directory of Irish speaking staff on the staff intranet.	Strategic Policy Committee	Corporate Performance and Change Management
Faireachán ar líon na bhFiosruithe Cúraim Custaiméara a fhaightear i nGaeilge	Monthly Council Meeting	Corporate Performance and Change Management
Líon na gcuairteoirí chuig leagan Gaeilge de láithreán gréasáin na Comhairle.	Strategic Policy Committee	Corporate Performance and Change Management

## Aguisíní

Déanfar na staitisticí feidhmíochta seo a leanas a fhaireachán agus a sheachadadh do na comhaltaí tofa.

Táscaire	Minicíocht	Freagracht
An líon foirne ar féidir leo Gaeilge a labhairt sa chaoi chun eolaire lárnach na mball foirne is Gaeilgeoirí a chothabháil ar inlíon na foirne.	Coiste Beartais Straitéisigh	Feidhmíocht Chorporáideach agus Bainistiú Athruithe
Faireachán ar líon na bhFiosruithe Cúraim Custaiméara a fhaightear i nGaeilge	Cruinniú Míósúil na Comhairle	Feidhmíocht Chorporáideach agus Bainistiú Athruithe
Líon na gcuairteoirí chuig leagan Gaeilge de láithreán gréasáin na Comhairle.	Coiste Beartais Straitéisigh	Feidhmíocht Chorporáideach agus Bainistiú Athruithe

Comhairle Contae Átha Cliath Theas  
South Dublin County Council

**Scéim na Gaeilge 2020-2023**  
**Irish Language Scheme 2020-2023**



**SERVICES SEIRBHÍSÍ**

**IRISH GAEILGE**

**HERITAGE OIÐHREACHT**

**SOUTH DUBLIN COUNTY COUNCIL COMHAIRLE CONTAE ÁTHA CLIATH THEAS**

**CULTURE CULTÚR**

**CITIZEN ENGAGEMENT RANNPHÁIRTÍOCHT NA nDAOIME**

**COMMUNITY POBAIL**

**LIBRARY LEBHARLANNA**

**LANGUAGE TEANGA**