Comhairle Contae Fhine Gall
Fingal County Council

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Dara Scéim Teanga 2015-2018

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

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CLÁR

Caibidil		Leathanach
1	Réamhrá agus Cúlra	3
2	Forléargas ar Chomhairle Contae Fhine Gall	5
3	Miondealú ar sheirbhísí reatha i ngach Teanga Oifigiúil ar leith	8
4	Gealltanais chun feabhas a chur ar úsáid na Gaeilge	9
5	An Scéim Chomhaontaithe a Chur i bhFeidhm agus a Phoibliú agus Faireachán a Dhéanamh ina leith	14

Caibidil 1 Réamhrá agus Cúlra

1.1 Réamhrá & Athbhreithniú ar an 1ú Scéim Teanga

D'ullmhaigh Comhairle Contae Fhine Gall a céad Scéim Gaeilge sa bhliain 2006 de réir Acht na dTeangacha Oifigiúla 2003. Daingníodh an Scéim ar an 1 Deireadh Fómhair 2006 agus tá athbhreithniú déanta uirthi mar chuid den ullmhúchán i gcomhair an dara scéim.

1.2 Ábhar na Scéime Gaeilge

Ullmhaíodh an Scéim seo faoi Alt 15 d'Acht na dTeangacha Oifigiúla 2003. Le hAlt 11, foráiltear go ndéanfaidh comhlacht poiblí scéim reachtúil a ullmhú, ar scéim í ina sonraítear na seirbhísí a bheartaíonn an comhlacht a sholáthar:

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

agus ina sonraítear na bearta atá le glacadh chun a chinntiú go ndéanfar aon seirbhís nach soláthraíonn an comhlacht trí mheán na Gaeilge faoi láthair a sholáthar amhlaidh laistigh d'amscála comhaontaithe. Rinneadh an Scéim seo a tharraingt suas de réir na dtreoirlínte agus tá sé intuigthe inti gur comhlíonadh na gealltanais go léir atá ann in aon scéim roimhe seo. Más rud é, maidir le gealltanais atá ann i scéimeanna roimhe seo, nár comhlíonadh go hiomlán iad fós, pléadh an t-ábhar sin le hOifig an Choimisinéara Teanga.

Tá sé mar aidhm ag Comhairle Contae Fhine Gall tuilleadh forbartha a dhéanamh de réir phrionsabail na Seirbhíse Ardcháilíochta do Chustaiméirí agus

- leanfaimid de dheimhin a dhéanamh de gur féidir le daoine ar mian leo a ngnó a sheoladh i nGaeilge sin a dhéanamh;
- déanfar forbairt de réir a chéile ar na leibhéil seirbhíse atá á soláthar i nGaeilge faoi láthair;
- sainaithneofar réimsí ar féidir iad a fheabhsú ag féachaint don méid atá inbhainte amach go réadúil thar na trí bliana atá romhainn.

Tá gealltanas ann sa Scéim á rá go ndéanfar measúnacht, ar bhonn leanúnach, ar leibhéal an éilimh ar sheirbhísí trí mheán na Gaeilge agus go gcinnteofar go leanfaidh Comhairle Contae

Fhine Gall de fhreastal a dhéanamh ar an éileamh sin ar mhodh pleanáilte, comhleanúnach. Déanfar iniúchtaí chun an leibhéal fiafraithe/iarrataí ar sheirbhísí trí mheán na Gaeilge a chinneadh. Is ar an Lucht Bainistíochta Sinsearaí laistigh de Chomhairle Contae Fhine Gall a bheidh an fhreagracht as a chinntiú go gcuirtear an Scéim i bhfeidhm agus, chomh maith leis sin, as faireachán agus athbhreithniú a dhéanamh uirthi.

Ní mór dúinn aird a thabhairt ar chomhthéacs na seirbhíse poiblí faoi láthair, áfach, agus, i dtaca leis sin de, d'fhéadfadh sé go n-imreoidh na srianta reatha ar acmhainní agus ar earcaíocht san earnáil phoiblí tionchar diúltach ar an leibhéal dul chun cinn atá inbhainte amach.

1.3 Dáta thosach feidhme na Scéime Nua

Tá an scéim seo daingnithe ag an Aire Ealaíon, Oidhreachta & Gaeltachta agus tiocfaidh sí i bhfeidhm ar an 9 Feabhra 2015 agus fanfaidh sí i bhfeidhm go ceann tréimhse 3 bliana ón dáta sin nó go dtí go mbeidh scéim nua daingnithe ag an Aire de bhun Alt 15 den Acht, cibé dáta acu sin is déanaí.

Caibidil 2 Forléargas ar Chomhairle Contae Fhine Gall

2.1 Plean Corparáideach Chomhairle Contae Fhine Gall 2015 - 2019:

Ina cáil mar údarás áitiúil, tugann Comhairle Contae Fhine Gall aird chuí ar na croí-phrionsabail seo a leanas:

Rathúnas: A chumasú do dhaoine agus do ghnóthaí an leas is fearr is féidir a bhaint as deiseanna chun a rathúnas a mhéadú agus a chumasú don tsochaí ina hiomláine tairbhiú ón rathúnas sin.

Pobal: Cabhrú le pobail teacht i dtreis, teacht chun bheith ina n-áiteanna níos láidre agus ina n-áiteanna níos sábháilte le cónaí a dhéanamh iontu, ar áiteanna iad ina bhfuil deiseanna feabhsaithe agus caighdeán beatha níos fearr ar fáil.

Níos Cliste: Déanfaimid foghlaim ar feadh an tsaoil a chur chun cinn, agus tabharfaimid tacaíocht ina leith sin, chun méadú a dhéanamh ar dheiseanna agus chun tairbhí na nithe a bhainimid amach a chomhroinnt.

Níos Glaise: Feabhas a chur ar ár dtimpeallacht nádúrtha agus ar ár dtimpeallacht fhoirgnithe agus úsáid inbhuanaithe agus sult a bhaint as.

Níos Folláine: Cabhróimid le daoine sláinte ár saoránach a chothú agus a fheabhsú, go háirithe i bpobail faoi mhíbhuntáiste, trí gníomhaíochtaí fóillíochta a sholáthar agus trína chinntiú go bhfuil Fine Gall sorochtana do gach uile dhuine.

Seo a leanas ár Ráiteas Misin:

"Feabhas a chur ar chaighdeán bheatha ár saoránach agus ár bpobal trí fhorbairt a dhéanamh ar ár gcontae agus tríd an réigiún a neartú trí bhíthin fáis eacnamaíochta."

Custaiméirí & Cliaint Chomhairle Contae Fhine Gall

Tá daonra Chomhairle Contae Fhine Gall os cionn 273,000 duine (Daonáireamh 2011) agus tá sí ar cheann de na limistéir údaráis áitiúil is mó fáis dá bhfuil ann sa tír. Soláthraímid seirbhísí do raon leathan geallsealbhóirí:

- Cónaitheoirí i bhFine Gall
- Gnóthaí tráchtála
- Ionadaithe tofa & foireann na Comhairle
- Ranna Rialtais & gníomhaireachtaí stát-tionscanta
- Údaráis áitiúla eile
- Na meáin náisiúnta agus na meáin áitiúla

Luaitear an méid seo a leanas sa Chairt do Chustaiméirí Fhine Gall:
"Déanfaimid an dátheangachas (Béarla/Gaeilge) a éascú go feadh an méid is mó is féidir agus tabharfaimid aitheantas do theangacha eile de réir mar is cuí".

2.2 Achoimre ar na seirbhísí a sholáthraíonn Comhairle Contae Fhine Gall

Tá an Roinn Gnóthaí Corparáideacha freagrach as cruinnithe den Chomhairle, as Clár na dToghthóirí, as Cumarsáid, as iarrataí Saorála Faisnéise, as na cuntair phoiblí agus as na deasca fáiltithe. Déileálann Rannán na Seirbhísí Maoine le fáil maoine agus le bainistiú mhaoin na Comhairle.

Déanann an Roinn Acmhainní Daonna daoine a earcú, a fhorbairt agus a spreagadh chun seirbhísí ardcháilíochta atá dírithe ar na custaiméirí a chur ar fáil.

Oibríonn an Roinn Teicneolaíochta Faisnéise le gach Roinn de chuid na Comhairle d'fhonn feabhas a chur ar sheirbhísí don fhoireann agus do shaoránaigh Fhine Gall.

Roinn na nAiltirí
Déanann Roinn na nAiltirí raon seirbhísí agus comhairle a bhaineann le gach gné den timpeallacht fhoirgnithe a sholáthar do ranna eile de chuid Chomhairle Contae Fhine Gall.

An Roinn Airgeadais
Bainistíonn an Roinn Airgeadais caiteachas, ioncam, iasachtaíocht, léasú agus infheistíochtaí na Comhairle.

An Roinn Dlí
Déanann an Roinn Dlí raon iomlán seirbhísí dlíthiúla a sholáthar don Chomhairle. Tugann an Gníomhaire Dlí comhairle don Bhainisteoir Contae maidir le cumhachtaí agus dualgais reachtúla.

Roinn na Seirbhísí Forbartha Eacnamaíochta
Tugann Roinn na Seirbhísí Forbartha Eacnamaíochta tacaíocht i ndáil le forbairt struchtúrtha eacnamaíochta Fhine Gall agus áirítear an Oifig Fiontraíochta Áitiúla inti. Ina theannta sin, tá sí freagrach as bainistiú & cothabháil mhórpháirceanna réigiúnacha agus mhaoin stairiúil na Comhairle.

Déileálann an Roinn Pleanála & Bonneagair le forbairt straitéiseach an Chontae – Plean Forbartha an Chontae a ghlacadh, feidhmeanna forfheidhmiúcháin na Comhairle, agus iniúchtaí ar fhoirgnimh chun comhlíonadh na nAchtanna agus na Rialachán um Rialú Foirgníochta a chinntiú.

Leanann an Roinn Seirbhísí Uisce & Comhshaoil de sheirbhísí uisce a sholáthar don phobal thar ceann Uisce Éireann agus, ina theannta sin, tá sí freagrach as dramhaíl a rialáil, ó thaobh na timpeallachta de, agus as an bPlean maidir le Bainistiú Dramhaíola.

Déileálann an Roinn Oibríochtaí leis an ngréasán bóithre, le spásanna oscailte poiblí agus le páirceanna poiblí, le tírdhreachú, le cothabháil crann, le bruscar agus le tránna & cuanta.

Déileálann an Roinn Tithíochta le cothabháil tithe & bainistiú eastát, le leithroinnt tithe, le measúnacht & bailiú cíosanna, le deontais tithíochta agus le cóiríocht a sholáthar don Lucht Siúil.

Tá an Roinn Pobail, Cultúir & Spóirt ann agus áiríonn sé rannóga a phléann le Leabharlanna, le cúrsaí Pobail, leis na hEalaíona agus le Spórt agus déanann na rannóga sin raon saoráidí a bhainistiú agus cláir agus seirbhísí a sholáthar do chónaitheoirí, do scoileanna, do chlubanna agus do ghrúpaí deonacha ar fud Fhine Gall.

Caibidil 3 Miondealú ar sheirbhísí reatha i ngach Teanga Oifigiúil ar leith

Seirbhísí atá ar fáil i nGaeilge amháin	Seirbhísí atá ar fáil go dátheangach	Seirbhísí atá ar fáil i mBéarla amháin
	I measc na leabharlann a sholáthraíonn seirbhís dhátheangach anois, áirítear Leabharlanna Bhaile Bhlainséir, Shoird, an Rois, Mhullach Íde agus Bhinn Éadair agus Ceannoifig na Leabharlainne *(tabhair do d'aire go bhféadfadh athrú teacht air seo i gcás ina n-aistrítear daoine den fhoireann ó leabharlann go leabharlann)*	Áras an Chontae, Sord • An Roinn Seirbhísí Corparáideacha • An Roinn Acmhainní Daonna • Teicneolaíocht Faisnéise • Roinn na nAiltirí • An Roinn Airgeadais • Roinn na Seirbhísí Forbartha Eacnamaíochta • An Roinn Pleanála agus Bonneagair Straitéisigh Oifig Bhaile Bhlainséir, Grove Road • An Roinn Oibríochtaí • An Roinn Tithíochta • An Roinn Pobail, Cultúir & Spóirt • An Roinn Seirbhísí Uisce & Comhshaoil • An Roinn Dlí Leabharlanna • Na seirbhísí ar fad a oibríonn ó 10 mbrainse leabharlainne, ón tseirbhís leabharlainne soghluaiste agus an tseirbhís do dhaoine nach féidir leo a dteach a fhágáil. • Cartlann an Chontae • Oifig na Staidéar Áitiúil

Caibidil 4 Gealltanais chun feabhas a chur ar úsáid na Gaeilge

Is iad cuspóirí an dara Scéim seo forbairt a dhéanamh ar an dul chun cinn a baineadh amach ón mbliain 2006 maidir le seirbhísí ardcháilíochta a sholáthar dár gcuid custaiméirí a labhraíonn Gaeilge agus leathnú a dhéanamh, thar shaolré na scéime, ar an raon seirbhísí atá ar fáil go dátheangach.

Tá gealltanas ann sa dara Scéim chun faireachán a dhéanamh, ar bhonn leanúnach, ar leibhéal an éilimh ar sheirbhísí trí mheán na Gaeilge ionas gur féidir linn leanúint de fhreastal a dhéanamh ar an éileamh sin ar mhodh pleanáilte, comhleanúnach agus praiticiúil.

Mura rud é go luaitear a mhalairt, déanann Comhairle Contae Fhine Gall na gealltanais seo a leanas i leith fhorbairt na Gaeilge faoin dara Scéim thar shaolré na Scéime:

4.1 Doiciméid i Scríbhinn

Leanfaidh Comhairle Contae Fhine Gall de gach foirm iarratais, agus de bhileoga gaolmhara faisnéise, a chur ar fáil i bhformáid dhátheangach nó i leaganacha ar leithligh i nGaeilge agus i mBéarla.

I gcás ina ndéanfar foirmeacha iarratais agus bileoga faisnéise a sholáthar i leaganacha ar leithligh i nGaeilge agus i mBéarla, beidh an dá leagan chomh feiceálach céanna lena chéile i ngach suíomh poiblí.

Leanfar de dhoiciméid de chineál teicniúil a fhoilsiú i mBéarla amháin, ach amháin i gcás ina bhfuil spéis leathan ag an bpobal san ábhar nó ina ngabhann suntasacht áitiúil leis, agus, sa chás sin, déanfar leagan dátheangach nó achoimre sa Ghaeilge a chur ar fáil.

Na meáin agus preas-ráitis

Déanfar gach preas-ráiteas a bhaineann saincheisteanna Gaeilge a eisiúint i nGaeilge amháin nó go dátheangach i gcomhthráth lena chéile.

Déanfar daoine údarásacha den fhoireann a shainaithint, i gcás iad a bheith ar fáil, chun agallaimh a dhéanamh leis na meáin Ghaeilge, go háirithe Raidió na Life, RTÉ, Raidió na Gaeltachta agus TG4.

Beidh na daoine sin den fhoireann ar fáil, trí Oifig Cumarsáide na Comhairle, chun dul faoi agallamh ag na meáin Ghaeilge.

4.2 Seirbhísí Pearsanta

Soláthrófar oiliúint leanúnach do dhaoine den fhoireann ar spéis leo í le gur féidir leo seirbhísí a chur ar fáil trí mheán na Gaeilge agus, faoi dheireadh théarma na Scéime, táthar ag ceapadh go mbeidh daoine ann i ngach roinn a bheidh in ann déileáil le duine den phobal trí mheán na Gaeilge.

4.3 Fáilteoirí/Oibritheoirí Lasc-chláir & Fógairtí Ó Bhéal

Leanfaidh fáilteoirí/oibritheoirí lasc-chláir in oifigí de chuid na Comhairle d'ainm Chomhairle Contae Fhine Gall agus/nó na Roinne lena mbaineann a thabhairt i nGaeilge agus soláthrófar oiliúint dóibh chun beannachtaí bunúsacha a thabhairt i nGaeilge. Beidh socruithe oiriúnacha ann le gur féidir leo daoine den phobal a chur i dteagmháil, gan mhoill, leis an duine den fhoireann atá freagrach as an tseirbhís atá á iarraidh a chur ar fail trí mheán na Gaeilge.

Is féidir le daoine aonair den fhoireann a gcuid teachtaireachtaí glórphoist a ullmhú in aon teanga amháin, de réir mar a roghnaíonn siad, nó go dátheangach.

4.4 An Láithreán Gréasáin

Tá obair shuntasach déanta ag Comhairle Contae Fhine Gall chun feabhas a chur ar an ábhar atá le fáil ar ár láithreán gréasáin agus ar an tslí ina ndéanann daoine a mbealach tríd an láithreán gréasáin. Seoladh ár láithreán gréasáin nua, www.fingal.ie, sa bhliain 2013 agus tá optamú déanta air i gcomhair feistí soghluaiste. Tá an t-ábhar atá ann dátheangach agus is féidir do bhealach a dhéanamh tríd go dátheangach.

4.5 Córais Faisnéise

Beidh aon chórais nua ríomhaire a bheidh á suiteáil in ann déileáil leis an nGaeilge.

Déanfar seoladh ríomhphoist a chur ar bun chun déileáil le fiafraithe i nGaeilge. Tabharfar freagra ar fhiafraithe chomh pras céanna agus a dhéantar i gcás fiafraithe i mBéarla.

Leanfaidh an Chomhairle d'infhaighteacht seirbhísí Gaeilge a chur chun cinn trí fhaisnéis teagmhála a liostú ar ár láithreán gréasáin i ndáil le ranna iomchuí. Sa tslí sin, méadófar muinín an phobail i dtaca leis na seirbhísí sin a bheith ar fáil i nGaeilge.

Leanfar den Leathanach Gaeilge ar 'Fingal Connections', is é sin, Bogearraí Inmheánacha na Comhairle do Líonrú Sóisialta, a fhorbairt mar acmhainn foirne chun an dátheangachas a chur chun cinn, lena n-áirítear cabhair agus comhairle a thabhairt maidir leis an méid seo a leanas: litreacha a scríobh, frásaí d'fháilteoirí, ainmneacha na bpost agus na seirbhísí laistigh den Chomhairle, mionsonraí faoi imeachtaí Gaeilge atá le bheith ann agus aon fhaisnéis iomchuí eile.

4.6 Seirbhísí Idirghníomhacha Ar Líne

Déanfar aon seirbhísí idirghníomhacha nua ar líne a ligeann don phobal leas a bhaint as seirbhísí na Comhairle a thabhairt isteach go comhuaineach sa dá theanga.

4.7 Oiliúint & Forbairt

Tá Rannóg Oiliúna Chomhairle Contae Fhine Gall, is é sin, an Roinn Acmhainní Daonna, tiomanta i leith eolas agus scileanna na bhfostaithe a fheabhsú agus cinnteofar go dtugtar an spreagadh agus na deiseanna céanna don fhoireann a n-inniúlacht Ghaeilge a fheabhsú. Imreoidh an t-éileamh ar sheirbhísí trí mheán na Gaeilge le linn shaolré na Scéime tionchar ar cé chomh mór a dhéanfar inniúlacht Ghaeilge a fheabhsú. Déanfar iniúchtaí ar an éileamh ar sheirbhísí trí mheán na Gaeilge a chur i gcrích ar bhonn rialta.

Déanfaidh an Chomhairle mar a leanas:-

- Leanfar de thacaíocht a thabhairt i leith raon cúrsaí ardcháilíochta oiliúna Gaeilge a sholáthar don fhoireann, le linn gnáthuaireanta oibre agus lasmuigh de na huaireanta sin, agus na cúrsaí sin á soláthar tríd an Scéim Oideachais Foirne mar chuid dhílis de phlean foriomlán oiliúna an Údaráis.

- Soláthrófar raon cúrsaí trí mheán na Gaeilge do dhaoine den fhoireann atá líofa sa Ghaeilge.

- Déanfar ábhair Ghaeilge a chur ar fáil don fhoireann trí 'Fingal Connections' chun forbairt agus soláthar seirbhísí trí mheán na Gaeilge a éascú.

- Leanfar de mheasúnacht rialta a dhéanamh ar na cúrsaí go léir, lena n-áirítear cúrsaí Gaeilge agus cúrsaí a sholáthraítear trí mheán na Gaeilge, chun a fháil amach cé chomh héifeachtach atá siad maidir le haidhmeanna an Údaráis a bhaint amach.

- Beidh feasacht ar chúrsaí teanga ann mar chuid de chúrsaí oiliúna a bhaineann le hIonduchtúchán agus le Seirbhísí Custaiméara ionas go gcinnteofar an méid seo a leanas:

  a. go dtuigeann an fhoireann cén fáth go gcuireann an Chomhairle beartas dátheangach i bhfeidhm
  b. go dtuigeann an fhoireann an comhthéacs agus an cúlra a ghabhann leis an mbeartas; agus
  c. go bhfuil an fhoireann ar an eolas go hiomlán i dtaobh conas a fhearann an beartas ar a gcuid oibre
  d. go bhfaighidh an fhoireann tuiscint ar riachtanais na Saoránach a labhraíonn Gaeilge agus ar na nithe is cás leo

- Ina theannta sin, déanfaidh an tÚdarás scrúdú ar shásraí eile (e.g. scéimeanna gradaim) chun spreagadh a thabhairt agus cur chun cinn a dhéanamh i leith seirbhísí a bheith á gcur ar fáil ag an bhfoireann trí mheán na Gaeilge agus chun aitheantas a thabhairt d'iarrachtaí na foirne sa réimse seo.

4.8 Bearta Cur Chun Cinn

Déanfaidh Comhairle Contae Fhine Gall na nithe seo a leanas a chur chun cinn:

- Rannpháirtíocht i Seachtain na Gaeilge
- Tacaíocht don Ghrúpa Ama Lóin Gaeilge agus d'aon imeachtaí sóisialta Gaeilge.
- Roinn Ghaeilge a chur san áireamh sa nuachtlitir foirne 'The Raven'.
- Faisnéis a sholáthar don fhoireann tríd an bPobal Gaeilge ar *Fingal Connections*.

4.9 Earcaíocht agus Socrúchán

I gcás ina gcuirtear deireadh leis an gcosc ar earcaíocht san earnáil phoiblí, athbhreithneoidh Comhairle Contae Fhine Gall an beartas earcaíochta agus beartais maidir le soghluaisteacht foirne chun spreagadh a thabhairt i leith líon dóthanach daoine a labhraíonn Gaeilge a earcú

chun seirbhísí a sholáthar i nGaeilge. Ó dháta thosach feidhme na Scéime, leanfaidh Comhairle Contae Fhine Gall de bhreithniú a dhéanamh i dtaobh na bpost a bhfuil inniúlacht Ghaeilge (idir Ghaeilge scríofa agus Ghaeilge labhartha) ag teastáil ina leith ar fud na heagraíochta.

Leanfaidh an tÚdarás de bheith ag iarraidh comhaontú a bhaint amach le daoine den fhoireann atá inniúil sa Ghaeilge, is é sin, comhaontú chun seirbhísí a sholáthar i nGaeilge thar raon seirbhísí de réir mar a thagann éileamh ar sheirbhísí trí Ghaeilge chun cinn. Déanfar mionsonraí teagmhála do sheirbhísí Gaeilge a sholáthar ar láithreán gréasáin na Comhairle.

4.10 An beartas maidir le cruinnithe poiblí

Seolann an Chomhairle a cuid cruinnithe poiblí go léir trí mheán an Bhéarla.

Déanfar deiseanna oiliúna a sholáthar do chomhaltaí tofa ar mian leo an Ghaeilge a fhoghlaim agus a úsáid. Cuirfear coiste ar bun tríd an gCoiste Beartais Straitéisigh um Chúrsaí Ealaíon, Cultúir, Oidhreachta agus Pobail chun an Ghaeilge a chur chun cinn sa Chomhairle agus i bhFine Gall.

Caibidil 5 An Scéim Chomhaontaithe a Chur i bhFeidhm agus a Phoibliú agus Faireachán a Dhéanamh ina leith

5.1 Cur i bhFeidhm & Faireachán

Is ar an Lucht Bainistíochta Sinsearaí atá an fhreagracht fhoriomlán as cur i bhfeidhm na scéime. Is iad na bainisteoirí líne i ngach Roinn ar leith a chomhlíonfaidh an fheidhm faireacháin ó lá go lá.

Déanfaidh an Rannóg Cumarsáide agus an tAonad Forbartha Eagrúcháin tuairiscí a thabhairt faoi chomhlíonadh Acht na dTeangacha Oifigiúla 2003 ag Comhairle Contae Fhine Gall agus faoi chur i bhfeidhm na Scéime Gaeilge. Tar éis an Scéim a cheadú, déanfar Plean Cur i bhFeidhm 3 bliana a ullmhú agus, sa phlean sin, leagfar spriocanna amach ar féidir tomhas a dhéanamh i gcomparáid leo i ndáil leis an dul chun cinn atá á dhéanamh maidir leis an scéim.

Tabharfar tuarascálacha ráithiúla faoi dhul chun cinn don Phríomhfheidhmeannach agus beidh tagairt do na nithe seo a leanas ann sna tuarascálacha sin:

- Na beartais agus na tionscnaimh ar dá réir a cuireadh úsáid na Gaeilge chun cinn
- Ábhair atá foilsithe i nGaeilge, go hiomlán nó go páirteach
- Aon ghearáin nó aon mholtaí maidir le soláthar seirbhísí i nGaeilge ag Comhairle Contae Fhine Gall
- An dul chun cinn i gcomparáid le gach gealltanas ar leith atá leagtha amach sa Scéim
- Leibhéal an éilimh ar sheirbhísí i nGaeilge.

Beidh roinn faoin nGaeilge ann i dTuarascáil Bhliantúil na Comhairle.

5.2 Scéim chomhaontaithe a phoibliú

Déanfar an Scéim Ghaeilge a scaipeadh ar gach duine den fhoireann ar mhodh lámhleabhair foirne agus cuirfear ar fáil í ar '*Fingal Connections*'.

Bainfidh an Chomhairle leas as gach deis chun na seirbhísí a sholáthraímid i nGaeilge a chur chun cinn agus a phoibliú ar na modhanna seo a leanas:

- custaiméirí a chur ar an eolas go díreach, ar bhonn réamhghníomhach, faoin rogha atá acu gnó a sheoladh linn i nGaeilge, mar shampla, trí fhógraí a chur ar taispeáint i limistéir fáiltithe á léiriú cén áit a bhfuil seirbhísí Gaeilge ar fáil;
- na seirbhísí sin a liostú go feiceálach ar ár láithreán gréasáin;
- léiriú a thabhairt i dtreoirlínte, i mbileoga nó i bhfoirmeacha iarratais, á rá go bhfuil na doiciméad sin ar fáil i nGaeilge, mura rud é go gcuirtear ar fáil i bhformáid dhátheangach iad;
- ábhair i nGaeilge agus i mBéarla a bheith ar fáil ar bhealach chomh feiceálach céanna lena chéile.

Cuirfear an Scéim seo ar fáil don phobal i gcoitinne trí na meáin seo a leanas:

- Láithreán Gréasáin Chomhairle Contae Fhine Gall
- Na Meáin Shóisialta
- Preas-Ráiteas
- Seoladh Oifigiúil Scéime
- Leabharlanna Fhine Gall

Is é an leagan Béarla den scéim seo an leagan oifigiúil.

Déanfar cóip den scéim chomhaontaithe a chur ar aghaidh chuig Oifig an Choimisinéara Teanga

Tá tuilleadh faisnéise ar fáil ó:

An Rannóg Cumarsáide,
Comhairle Contae Fhine Gall,
Áras an Chontae
An Phríomhshráid
Sord
Ríomhphost: eolas@fingal.ie
Láithreán Gréasáin: www.fingal.ie

Comhairle Contae Fhine Gall
Fingal County Council

Fingal County Council

2nd Irish Language Scheme 2015 to 2018

(Under Section 15 of the Official Languages Act 2003)

fingal.ie

Comhairle Contae Fhine Gall
Fingal County Council

FINGAL COUNTY COUNCIL

SECOND IRISH LANGUAGE SCHEME

2015 – 2018

(Under Section 15 of the Official Languages Act 2003)

CONTENTS

Chapter		Page Number
1	Introduction and Background	3
2	Overview of Fingal County Council	5
3	Breakdown of current services in each Official Language	8
4	Commitments to enhance the use of the Irish Language	9
5	Implementation, Monitoring & Publicising of Agreed Scheme	13

Chapter 1 Introduction and background

1.1 Introduction & Review of 1st Language Scheme

Fingal County Council prepared its first Irish Language Scheme in 2006 in accordance with the Official Languages Act 2003. The Scheme was confirmed on 1st October 2006 and has been reviewed as part of the preparation of this second scheme.

1.2 Content of the Irish Language Scheme

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

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

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

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

- will continue to ensure that persons who wish to conduct their business in Irish are facilitated;
- build incrementally on the existing levels of services currently provided in the Irish language;
- identify areas which can be improved on having regard to what is realistically achievable over the next three years.

The Scheme includes a commitment to assess on an ongoing basis the level of demand for services through Irish and to ensure that Fingal County Council continues to meet this demand in

a planned and coherent way. Audits will be carried out to determine the level of queries/requests for services through Irish. Responsibility for ensuring implementation, as well as monitoring and reviewing the Scheme will rest with Senior Management within Fingal County Council.

However, we must take account of the prevailing public service context and in this regard, the current constraints on resources and on public sector recruitment allied with the state of the public finances could have a negative impact on the level of progress that can be achieved.

1.3 Commencement date of New Scheme

The Minister for Arts, Heritage & the Gaeltacht has confirmed this scheme with a commencement date of 9 February 2015 and it shall remain in force for a period of 3 years from this date or until a new scheme has been confirmed by the Minister pursuant to Section 15 of the Act, whichever is the later.

Chapter 2 Overview of Fingal County Council

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

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

> Prosperity: To enable people and businesses to make the most of opportunities to increase their prosperity and to enable society as a whole to benefit from that prosperity.
> Community: To help communities to flourish, becoming stronger and safer places to live, offering improved opportunities and a better quality of life.
> Smarter: We will promote and support lifelong learning to increase opportunities and to sharing the benefits of our achievements.
> Greener: To improve our natural and built environment and the sustainable use and enjoyment of it.
> Healthier: We will help people to sustain and improve our citizen's health, especially in disadvantaged communities, by providing leisure activities and ensuring that Fingal is accessible to everybody.

Our Mission Statement is:
"To improve the quality of life of our citizens and communities by developing our county and strengthening the region through sustainable economic growth."

Customers & Clients of Fingal County Council
Fingal County Council has a population of over 273,000 (Census 2011) and is one of the fastest growing local authority areas in the country. We provide services to a wide range of stakeholders:

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

Fingal County Council Customer Charter states:
"We will facilitate bilingualism (English/Irish) to the maximum possible extent and recognise other languages as appropriate".

2.2 Summary of services provided by Fingal County Council

Corporate Affairs Department is responsible for Council meetings, Register of Electors, Communications, Freedom of Information requests, public counters and reception desks. The Property Services Division deals with acquisition and management of Council property.

Human Resources Department recruits, develops and motivates staff to deliver customer focused quality services.

Information Technology Department works with all Council Departments with a view to improving services to the staff and citizens of Fingal.

Architects Department
The Architects Department provides a range of services and advice on all aspects of the built environment to other departments in Fingal County Council.

Finance Department
The Finance Department manages Council spending, income, borrowing, leasing and investments.

Law Department
The Law Department provides a complete range of legal services to the Council. The Law Agent advises the County Manager in relation to statutory powers and duties.

Economic Development Services Department
The Economic Development Services Department supports the structured economic development of Fingal and includes the Local Enterprise Office. It is also responsible for the management & maintenance of the Council's major regional parks & historic properties.

Planning & Infrastructure Department deals with strategic development of the County – the adoption of the County Development Plan, enforcement functions of the Council including Planning Enforcement, and inspections of buildings, to ensure compliance with the Building Control Acts & Regulations.

Water Services & Environment Department continues to provide water services to the public on behalf of Irish Water and is also responsible for the environmental regulation of Waste and the Waste Management Plan.

Operations Department deals with the road network, public open spaces & parks, landscaping, tree maintenance, litter and beaches & harbours.

Housing Department deals with housing maintenance & estate management, allocation of houses, rent assessment & collection, grants and provision of Traveller accommodation.

Community, Culture & Sports Department includes Libraries, Community, Arts and Sports Sections who manage a range of facilities and provide programmes and services to residents, schools, clubs and voluntary groups across Fingal.

Chapter 3 Breakdown of current services in each Official Language

Services available in Irish	Services available bilingually	Services available in English
	Libraries now delivering a bilingual service include Blanchardstown, Swords, Rush, Malahide, Howth and Library HQ *(note that this is liable to change if staff are transferred between libraries)*	County Hall Swords • Corporate Affairs Dept • Human Resources Dept. • Information Technology • Architects Dept. • Finance Dept. • Economic Development Services Dept. • Planning & Strategic Infrastructure Dept. Blanchardstown Office, Grove Road • Operations Dept. • Housing Dept. • Community, Culture & Sports Dept. • Water Services & Environment Dept. • Law Dept. Libraries • All services operating from 10 branch libraries, the mobile library service and the housebound service. • The County Archive • The Local Studies Office

Chapter 4 Commitments to enhance the use of the Irish Language

The objectives of this second Scheme are to build on the progress achieved since 2006 in the provision of quality services to our Irish-speaking customers and to broaden the range of services available bilingually over the lifetime of the scheme.

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

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

4.1 Written Documentation

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

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

Documents of a technical nature will continue to be published in English only, except where there is a wider interest to the public or local significance, in which case a bilingual version or a summary in the Irish language will be made available.

The media and press releases

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

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

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

4.2 One-to-One Services

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

4.3 Receptionist/Switchboard & Oral Announcements

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

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

4.4 Website

Fingal County Council has done considerable work to improve the content and navigation of our website. Our new website www.fingal.ie was launched in 2013 and is optimised for mobile devices. It is bilingual in content and navigation.

4.5 Information Systems

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

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

The Council will continue to promote the availability of Irish language services by listing contact information for relevant departments on our website. This will promote public confidence in the availability of these services through Irish.

The Irish Language Page on 'Fingal Connections' the Council's Internal Social Networking Software will continue to be developed as a staff resource for the promotion of bilingualism including help

and advice on: writing letters, phrases for receptionists, names of posts and services within the Council, details of upcoming Irish language events and any other relevant information.

4.6 On-line Interactive services

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

4.7 Training & Development

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

The Council will:-

- Continue to support the provision of a range of high-quality Irish language training courses to staff, both during and after normal working hours, through its Staff Education Scheme, as an integral part of the Authorities' overall training plan.
- Provide a range of courses through the medium of Irish for members of staff who are currently fluent in the language.
- Irish language materials and will be made available to staff through Fingal Connections to facilitate the development and delivery of services through Irish.
- Continue to assess all courses, including Irish language courses and courses delivered through Irish, on a regular basis to ascertain how effectively they meet the Authorities' goals.
- Include language awareness as part of both Induction and Customer Service training courses so as to ensure that staff:
  a. understand why the Council implements a bilingual policy
  b. understand the context and background to the policy; and
  c. are fully informed about how the policy will affect their work
  d. gain an empathetic understanding of the needs and concerns of Irish-speaking Citizens

- The Council will also examine other mechanisms (e.g. award schemes) to encourage and promote the development of services through Irish by staff, and to recognise the endeavours of staff.

4.8 Promotional Measures

Fingal County Council will promote:

- Participation in the Irish Language Week (Seachtáin na Gaeilge)
- Support the Irish Language lunchtime group and any Irish language social events.
- Include an Irish Language section in the staff newsletter 'The Raven'.
- Provide information for staff through the Irish Language Community on Fingal Connections'

4.9 Recruitment and Placement

In the event that the public sector recruitment embargo is removed Fingal County Council will review recruitment policy and staff mobility policies, to encourage the recruitment of an adequate number of Irish speaking staff to provide services in the Irish language. From the commencement date of the Scheme, Fingal County Council will continue to review which posts require competency in Irish, (both written and oral), throughout the organisation.

The Authorities will continue to work and seek agreement with staff competent in the Irish language to provide services in the Irish language across a range of services, as demand for services through Irish arises. Contact details for Irish language services will be provided on the Council's website.

4.10 Public meetings policy

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

Training opportunities will be provided for elected members who wish to learn and use Irish. A committee will be set up through the Arts, Culture, Heritage and Community Strategic Policy Committee to promote the Irish Language in the Council and in Fingal.

Chapter 5 Implementation, Monitoring & Publicising of Agreed Scheme

5.1 Implementation & Monitoring

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

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

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

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

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

5.2 Publicising of agreed Scheme

The Irish Language Scheme will be circulated to all staff in the form of a staff handbook which will be made available on 'Fingal Connections'.

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

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

- prominently listing these services on our website;
- Indicating on guidelines, leaflets or application forms that these documents are also available in Irish, unless presented bilingually;
- giving equal prominence to Irish and English language materials.

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

- Fingal County Council Website
- Social Media
- Press Release
- Official Launch of the Scheme
- Fingal Libraries

The English language version of this scheme is the official version.

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

Further information available from:

Communications Section,
Fingal County Council.
County Hall
Main Street
Swords
Email: eolas@fingal.ie
Web www.fingal.ie