

Section 5 of Fingal County Council Irish Language Scheme 2015 - 2018 - Draft Implementation Plan

Relevant section of Scheme	Year 1 – by 9 th February 2016	Year 2 – by 9 th February 2017	Year 3 – by 9 th February 2018
<p>Chapter 4: Monitor the level of demand for services through Irish on an ongoing basis so as to continue to meet this demand in a planned, coherent and practical way.</p>	<p>Keep Complaints Database updated. Remind all Staff on a quarterly basis of requirement to monitor demand for Irish Language Services and respond to them in Irish.</p>	<p>Keep Complaints Database updated. Continued monitoring to ensure demands for services through Irish are responded to through Irish.</p>	<p>Keep Complaints Database updated. Continued monitoring to ensure demands for services through Irish are responded to through Irish.</p>
<p>Section 4.1 – Written Documentation</p> <p>A. FCC will continue to make all application forms and associated information leaflets available in bilingual format or in separate Irish and English versions.</p> <p>B. 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.</p> <p>C. Documents of a technical nature will continue to be published in English only, except where there is a wider interest to the public of local significance, in which case a bilingual</p>	<p>Confirm with all Departments that application forms and associated information leaflets are available in bilingual format or in separate Irish and English versions.</p> <p>Audit of all reception areas in all Council buildings including Libraries to ensure equal prominence is given to application forms and information leaflets that are provided in separate Irish and English versions.</p> <p>Ensure system is in place to determine if a technical document should be available bilingually or in a summary version and monitor same.</p>	<p>Review and audit compliance and ensure that any forms or associated leaflets not available are made available.</p> <p>Continue to monitor on a quarterly basis that this action is being complied with and take as necessary steps to ensure compliance.</p> <p>Ensure system is in place to determine if a technical document should be available bilingually or in a summary version and monitor same</p>	<p>Continue monitoring compliance and ensure that any forms or associated leaflets not available are made available.</p> <p>Continue to monitor on a quarterly basis that this action is being complied with and take as necessary steps to ensure compliance.</p> <p>Ensure system is in place to determine if a technical document should be available bilingually or in a summary version and monitor same</p>

version or a summary in the Irish language will be made available.			
<p>Section 4.1 – The Media and Press Releases</p> <p>A. All press releases pertaining to the Irish Language issues will be issued simultaneously in Irish or bilingual</p> <p>B. Authoritative staff in each Service will be identified, where available, to carry out interviews with the Irish Language media, particularly Raidió na Life, RTÉ Raidió na Gaeltachta and TG4.</p>	<p>Ensure system is in place to comply with this action and monitor same.</p> <p>Carry out survey of staff in each department/service to identify availability to carry out interviews in Irish. List to be kept updated on a quarterly basis.</p>	<p>Ensure system is in place to comply with this action and monitor same.</p> <p>Re do survey to ensure availability of authoritative staff to carry out interviews in Irish. List to be kept updated on a quarterly basis.</p>	<p>Ensure system is in place to comply with this action and monitor same.</p> <p>Re do survey to ensure availability of authoritative staff to carry out interviews in Irish. List to be kept updated on a quarterly basis.</p>
<p>Section 4.2 – One-to-One Services</p> <p>A. 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.</p>	<p>Liaise with the Training Officer to ensure that training for interested members of staff to offer services through Irish will be provided.</p>	<p>Liaise with the Training Officer to ensure that training for interested members of staff to offer services through Irish will be provided.</p>	<p>Liaise with the Training Officer to ensure that training for interested members of staff to offer services through Irish will be provided. By the end of year 3 it is anticipated that each department/service will have staff available to deal with a member of the public through Irish.</p>
<p>Section 4.3 – Receptionist/Switchboard & Oral Announcements</p> <p>A. Receptionist staff/switchboard staff in Council office will continue to give the name of FCC and/or the department in Irish and will be provided with training to give basis greetings in Irish. Suitable</p>	<p>Audit to be carried out to determine level of Irish amongst reception staff/switchboard staff.</p>	<p>Continue to monitor to determine level of Irish amongst reception staff/switchboard staff.</p>	<p>Monitor on a quarterly basis to ensure compliance with this action.</p>

<p>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.</p>	<p>Training to be provided in basic greetings. Monitor on a quarterly basis to ensure any new staff are provided with training.</p>	<p>Refresher training to be provided in basic greetings. Monitor on a quarterly basis to ensure any new staff are provided with training.</p>	
<p>Section 4.4 Website FCC 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.</p>	<p>The home page and Landing Pages in Irish at end of year one.</p>	<p>All static pages to be in Irish by end of year two.</p>	<p>Ongoing monitoring to ensure compliance.</p>
<p>Section 4.5 Information Systems A. Any new computer systems being installed will be fully capable of handling the Irish Language B. An email address will be set up to deal with Irish Language queries which will be responded to as promptly as English language queries. C. The Council will continue to promote the availability of Irish Language Services by listing contact information for relevant departments on our website. D. The Irish Language page on Fingal Connections (Fingal Grapevine), the Council's internal social networking software will continue to be developed</p>	<p>Communications Unit will audit all points of contact between IT systems and customers as per scheme. Email address will be set up and will be monitored and queries will be responded to. Establish which staff, if any are available to deal in Irish with the public from each department and provide that information. Ensure adequate information is available to staff on this page.</p>	<p>Ensure all systems are compliant Continue to monitor email address and ensure queries are responded to. Continue monitoring which staff, are available to deal in Irish with the public from each department and continue provide to that information. Ensure adequate information is available to staff on this page.</p>	<p>Ongoing monitoring Continue to monitor email address and ensure queries are responded to. Continue monitoring which staff, are available to deal in Irish with the public from each department and continue provide to that information. Ensure adequate information is available to staff on this page.</p>

<p>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.</p>			
<p>Section 4.6 – Online interactive services Any new online interactive services which allow the general public to avail of Council services will be introduced simultaneously in both languages.</p>	<p>Communications Unit will audit all points of contact between interactive services and customers as per scheme.</p>	<p>Ensure all systems are compliant</p>	<p>Ensure all systems are compliant</p>
<p>Section 4.7 Training and Development</p> <p>A. Irish language training courses will be provided for staff as an integral part of the Council’s overall training plan.</p> <p>B. Provide a range of courses through the medium of Irish for members of staff who are currently fluent in the language.</p> <p>C. Irish language materials will be made available to staff through Fingal Connections (Fingal Grapevine) to facilitate the development and delivery of services through Irish (Section 4.5 D also refers).</p>	<p>Provide Irish Language Courses as part of the Council’s training plan.</p> <p>To liaise with HR and determine if there is a requirement from staff currently fluent in the Irish Language for further courses.</p> <p>Ensure useful and helpful information is available to staff who participate in this community. Review on a quarterly basis.</p>	<p>Ensure that in Year 2 Irish Language courses will be provided in the Council’s training plan.</p> <p>To liaise with HR and determine if there is a requirement from staff currently fluent in the Irish Language for further courses.</p> <p>Ensure useful and helpful information is available to staff who participate in this community. Review on a quarterly basis.</p>	<p>Ensure that in Year 3 Irish Language courses will be provided in the Council’s training plan.</p> <p>To liaise with HR and determine if there is a requirement from staff currently fluent in the Irish Language for further courses.</p> <p>Ensure useful and helpful information is available to staff who participate in this community. Review on a quarterly basis.</p>

<p>D. Assessment of all training courses on a regular basis to ascertain how effectively they meet the Council's goals.</p> <p>E. Include Irish Language Awareness as part of both Induction and Customer Service training courses.</p>	<p>Check with Training Officer on a quarterly basis.</p> <p>Confirm with Training Officer, HR Dept. that Irish Language Awareness is part of both Induction and Customer Services training courses.</p>	<p>Check with Training Officer on a quarterly basis.</p> <p>Confirm with Training Officer, HR Dept. that Irish Language Awareness is part of both Induction and Customer Services training courses</p>	<p>Check with Training Officer on a quarterly basis.</p> <p>Confirm with Training Officer, HR Dept. that Irish Language Awareness is part of both Induction and Customer Services training courses</p>
<p>Section 4.8 – Promotional Measures FCC will promote:</p> <ul style="list-style-type: none"> - Participation in Seachtain 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 (Fingal Grapevine). 	<p>We will promote Seachtain na Gaeilge through our website and social media. We will continue to support the Irish Language lunchtime group and any social events. There will be an Irish Language Section in each edition of the Raven. Information and advice on the language will be provided to staff through the Community on Fingal Grapevine.</p>	<p>We will promote Seachtain na Gaeilge through our website and social media. We will continue to support the Irish Language lunchtime group and any social events. There will be an Irish Language Section in each edition of the Raven. Information and advice on the language will be provided to staff through the Community on Fingal Grapevine.</p>	<p>We will promote Seachtain na Gaeilge through our website and social media. We will continue to support the Irish Language lunchtime group and any social events. There will be an Irish Language Section in each edition of the Raven. Information and advice on the language will be provided to staff through the Community on Fingal Grapevine.</p>
<p>Section 4.9 Recruitment and Placement A. FCC to 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.</p>	<p>HR Department to examine the feasibility of the recruitment of Irish speakers to provide services in Irish.</p>	<p>HR Department to examine the feasibility of the recruitment of Irish speakers to provide services in Irish.</p>	<p>HR Department to examine the feasibility of the recruitment of Irish speakers to provide services in Irish.</p>

<p>B. Seek agreement with staff competent in the Irish Language to provide services in the Irish Language as demand arises. (Section 4.2 A refers)</p>	<p>Establish if there are staff competent and willing to provide services in the Irish Language.</p>	<p>Establish if there are staff competent and willing to provide services in the Irish Language.</p>	<p>Establish if there are staff competent and willing to provide services in the Irish Language.</p>
<p>Section 4.10 – Public Meetings Policy A. Training opportunities will be provided for elected members who wish to learn and use Irish. B. A committee will be set up through the Arts, Culture, Heritage and Community SPC to promote the Irish Language in the Council and in Fingal.</p>	<p>Survey the Elected Members to establish the number who wish to learn and use Irish. Committee set up by end of Year 1 of the Scheme.</p>	<p>Following the survey in Year 1 Corporate Affairs Dept. to arrange for training to be provided to Elected Members.</p>	<p>Following the survey in Year 1 Corporate Affairs Dept. to arrange for training to be provided to Elected Members.</p>
<p>Section 5 Implementation, Monitoring and Publicising of the Scheme A. Quarterly Progress Reports to the Chief Executive B. FCC Annual Report to include section on the Irish Language C. The Scheme to be circulated to all staff in the form of a handbook and be made available on Fingal Connections (Fingal Grapevine).</p>	<p>To be prepared for the Chief Executive by end of Sept and end of December. Ensure section on the Irish Language included in the Council’s Annual Report. Scheme circulated to all staff and is available on Fingal Grapevine.</p>	<p>Quarterly reports to be prepared for the Chief Executive. Ensure section on the Irish Language included in the Council’s Annual Report. Ensure that the Scheme is circulated to any new staff members.</p>	<p>Quarterly reports to be prepared for the Chief Executive. Ensure section on the Irish Language included in the Council’s Annual Report. Ensure that the Scheme is circulated to any new staff members</p>

<p>D. Notices to be displayed at reception areas indicating where Irish Language Services are available</p> <p>E. Scheme to be made available to the general public by means of:</p> <ol style="list-style-type: none"> 1. FCC Website 2. Social Media 3. Press Release 4. Official Launch of the Scheme 5. Fingal Libraries 	<p>Notices to be drafted and agreed with Corporate Affairs/Building Facilities by end Year 1.</p> <p>Continue to Promote scheme</p>	<p>Notices to be in place in all reception areas including libraries by end Year 2</p> <p>Continue to Promote scheme</p>	<p>Ensure that this action has been complied with.</p> <p>Continue to promote scheme</p>
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