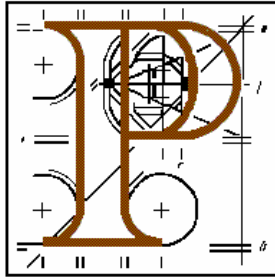


An Bord Pleanála



Scéim Teanga an Bhord Pleanála 2011 – 2014

faoi Alt 11

d' Acht na dTeangacha Oifigiúla 2003

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An Bord Pleanála Irish Language Scheme 2011 – 2014

under Section 11 of

the Official Languages Act 2003

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# Caibidil 1

## An Bord Pleanála – Réamhrá, Forléargas agus Cur Síos Achomair ar na Seirbhísí.

Bunaíodh an Bord Pleanála ar an 1 Eanáir 1997 faoin Acht Rialtais Áitiúil (Pleanáil agus Forbairt) 1976. Tá an Bord Pleanála déanta suas as an gCathaoirleach, Comhaltaí an Bhoird, Foireann Cigireachta agus Foireann Riaracháin.

Tá de rún againn:

**Inár gcomhlacht neamhspleách dúinn, ár gcion a dhéanamh ag cinntiú gur de réir phrionsabail na forbartha inmharthana a tharlaíonn forbraíocht fhisiciúil agus mórtograí infrastruchtúir in Éirinn agus gur ar bhealach éifeachtach, cóir, macánta a dhéantar an phleanáil ina leith.**

Ochtar comhaltaí atá ar an mBord faoi láthair. 15 ball foirne Bainistíochta, 52 Cigire agus 89.5 ball foirne Riaracháin atá ar fhoireann an Bhoird. Idir 2007 agus 2010, araon san áireamh, fuarathas, ar an meán, 4,718 cásanna in aghaidh na bliana. Achomairc pleanála a bhí sa chuid is mó díobh. I 64 Sráid Maoilbhríde, Baile Átha Cliath 1 atá oifigí an Bhoird lonnaithe.

Baineann príomhchúraimí an Bhoird le hachomhairc mar gheall ar chinntiú pleanála, cásanna faoi bhráid (sin i gcásanna áirithe nuair a dhéanann an Bord cinneadh, baineadh an cás le forbairt nó ná baineadh nó bíodh forbairt faoi dhíolúine i gceist nó ná bíodh), measúnóireacht ar thograí fhorbairt infrastruchtúir de chuid na n-údarás áitiúil agus gach mórfhorbairt bóthair a bheartaítear san áireamh. Pléann an Bord chomh maith le bearta de chuid na n-údarás áitiúil maidir le héadail éigeantach ar thalamh. Tá cúram ar an mBord chomh maith maidir le hachomhairc agus ceisteanna eile faoin Acht um Rialú Foirgníochta, faoi na hAchtanna Truailliú Uisce agus faoin Acht um Thruailliú Aeir.

Tharla athrú suntasach ar oibriú na heagraíochta maidir leis an Acht um Pleanáil agus Forbairt (Bonneagar Straitéiseach) 2006 a d'fhág cúram díreach ar an mBord maidir le hiarratais áirithe ar chead pleanála agus a tharraing caidreamh díreach le lucht forbartha agus leis an bpobal níos minice ná mar a bhí ann cheana féin. I measc na n-iarratas a thagann i gceist, tá mórtograí infrastruchtúir maidir le fuinneamh (línte tarchuradóireachta leictreachais agus infrastruchtúir tarchuradóireachta gáis), le hiompar (oibreacha bóthair agus iarnróid) agus leis an gcomhshaol.

De bharr an Achta um Pleanáil agus Forbairt (arna leasú) 2010 a reachtáladh le deanaí beidh ról níos leithne ag an mBord agus beidh níos mó dualgas ar an mBord nuair a chuirfear forálacha nua an Achta i bhfeidhm. De bharr an Achta beidh leathnú ar an méid iarratas a seoltar go díreach chuig an mBord agus dá bhrí sin beidh méadú ar an gcaidreamh díreach idir an Bord agus lucht forbartha agus idir an Bord agus an pobal.

Tá roinnt freagrachta maidir leis an nGaeilge ar an mBord cheana féin faoi Alt 135(8) Acht na bliana 2000 mar seo a leanas:

# Chapter 1

## An Bord Pleanála – Introduction, Overview and Summary of Services.

An Bord Pleanála was established on 1<sup>st</sup> January, 1977 under the Local Government (Planning and Development Act, 1976). An Bord Pleanála consists of the Chairperson, Board Members, Inspectorate and Administrative staff.

Our mission statement is:

**To play our part as an independent body in ensuring that physical development and major infrastructure projects in Ireland respect the principles of sustainable development and are planned in an efficient, fair and open manner.**

There are currently 8 Board members. The staff composition of the Board is currently 15 Management, 52 Inspectors and 89.5 Administrative staff. The average number of cases per year received between 2007 and 2010, inclusive, was 4,718. The majority of these were planning appeals. The Board's offices are in 64 Marlborough Street, Dublin 1.

The Board's main responsibilities relate to planning appeals, referrals (this is where the Board makes a decision in a particular case whether the matter is or is not development or is or is not exempted development), assessment of local authority infrastructural development proposals including all major proposed road developments. Local authority proposals for the compulsory acquisition of land are also dealt with by the Board. The Board is also responsible for appeals and other issues under the Building Control Act, Water Pollution Acts and Air Pollution Act.

A significant change to the operation of the organisation arose from the Planning and Development (Strategic Infrastructure) Act 2006 which sees the Board directly responsible for certain planning applications and has resulted in more direct contact with developers and the public than previously. These applications include major infrastructure projects relating to energy (electricity transmission lines and gas infrastructure), transport (road and railway works) and environment.

The Planning and Development (amendment) Act 2010 recently enacted expands the role of the Board and the Board will have additional responsibilities when the various provisions contained in that Act are brought into effect. The Act extends the types of applications made directly to the Board and so extends the areas in which the Board has direct interaction with developers and the public.

The Board already has a number of obligations on it under Section 135(8) of the Planning and Development Act, 2000 concerning the Irish language. These are:

- (a) Is féidir éisteacht ó bhéal a sheoladh trí mheán na Gaeilge nó trí mheán an Bhéarla.
- (b) Sa chás go mbaineann éisteacht ó bhéal le forbraíocht laistigh den Ghaeltacht, seolfar an éisteacht trí mheán na Gaeilge, mura n-aontaíonn na páirtithe san achomharc nó leis an gcur faoi bhráid lena mbaineann an éisteacht gur chóir an éisteacht a sheoladh trí Bhéarla.
- (c) Sa chás go mbaineann éisteacht ó bhéal le forbraíocht lasmuigh den Ghaeltacht, seolfar an éisteacht trí mheán an Bhéarla, mura n-aontaíonn na páirtithe san achomharc nó leis an gcur faoi bhráid lena mbaineann an éisteacht gur chóir an éisteacht a sheoladh trí Ghaeilge.

Caithfidh an Bord chomh maith, faoi Alt 120(1) Acht na bliana 2000, daoine a cheapadh ina bhfostaithe agus aird aige ar an ngá atá ann a chinntiú go mbeidh inniúlacht sa Ghaeilge ag líon leordhóthanach den fhoireann le go mbeifear in ann seirbhís a chur ar fáil trí Ghaeilge agus trí Bhéarla araon.

Chomh maith leis sin, forálar faoi Alt 10(2)(m) Acht na bliana 2000 go dtabharfar san áireamh i bplean forbartha aidhmeanna maidir le cosaint oidhreacht teanga agus chultúir na Gaeltachta lena n-áirítear cur chun cinn na Gaeilge mar theanga an phobail nuair atá ceantar Gaeltachta sa cheantar lena mbaineann an plean forbartha. Caithfidh an Bord aird a thabhairt ar phlean forbartha an údaráis phleanála agus cinní á ndéanamh.

Fáiltíonn an Bord roimh an deis a thugann ullmhúchán an dara scéim teanga seo dó chun scrúdú a dhéanamh ar na seirbhísí a chuirtear ar fáil trí Ghaeilge agus chun leathnú a dhéanamh ar na seirbhísí a bheidh ar fáil trí Ghaeilge as seo amach.

Is é an leagan Gaeilge an bun leagan den scéim seo.

- (a) An oral hearing may be conducted through the medium of the Irish or the English language.
- (b) Where an oral hearing relates to development within the Gaeltacht, the hearing shall be conducted through the medium of the Irish language, unless the parties to the appeal or referral to which the hearing relates agree that the hearing should be conducted in English.
- (c) Where an oral hearing relates to development outside the Gaeltacht, the hearing shall be conducted through the medium of the English Language, unless the parties to the appeal or referral to which the hearing relates agree that the hearing should be conducted in the Irish language.

The Board, under Section 120(1) of the 2000 Act, must also appoint persons to be employees having regard to the need to ensure that an adequate number of staff are competent in the Irish language so as to be able to provide service through Irish.

Furthermore, Section 10(2)(m) of the 2000 Act provides that a development plan shall include objectives for the protection of the linguistic and cultural heritage of the Gaeltacht including the promotion of Irish as the community language, where there is a Gaeltacht area in the area of the development plan. The Board is bound to have regard to the development plan of the planning authority when making its decisions.

The Board welcomes the preparation of this Irish Language Scheme as an opportunity to assess the adequacy of the services it offers through Irish and to expand on the availability of services through Irish.

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

## Caibidil 2

### 2.1 Ullmhú na Scéime Teanga Nua

D'ullmhaigh an Bord Pleanála an iar-Scéim faoi Alt 11 d'Acht na dTeangacha Oifigiúla 2003.

D'iarr an tAire Gnóthaí Pobail, Comhionannais agus Gaeltachta ar an mBord faoi Alt 15 d'Acht na dTeangacha Oifigiúla 2003 athbhreithniú a dhéanamh ar an gcéad Scéim agus Scéim nua a ullmhú.

Forálar in Alt 11 an Achta go ndéanfaidh comhlachtaí poiblí, chun críche úsáid na Gaeilge chun críocha oifigiúla sa Stát a chur chun cinn, Scéim reachtúil a ullmhú ina sonraítear na seirbhísí atá beartaithe ag an gcomhlacht poiblí a chur ar fáil

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

agus na bearta a bheartaíonn an comhlacht a ghlacadh chun a chinntiú go ndéantar aon seirbhísí nach gcuireann an comhlacht ar fáil trí mheán na Gaeilge a chur ar fáil trí Ghaeilge taobh istigh de chreat ama aontaithe.

Ba i bhfianaise na dTreoirínte a d'eisigh an Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta i mí Meán Fómhair 2004 faoi Alt 12 d'Acht na dTeangacha Oifigiúla 2003 a ullmhaíodh an Scéim seo.

D'fhoilsigh an Bord Pleanála fógra faoi Alt 13 an Achta, ag lorg aighneachtaí ó aon pháirtithe leasmhara maidir le hullmhú na dréachtscéime nua. Cuireadh fógra faoi seo ar ár suíomh idirlín chomh maith. Tá na haighneachtaí le fáil ar shuíomh idirlín an Bhoird [www.pleanala.ie](http://www.pleanala.ie)

Ullmhaíodh an Scéim nua ag tabhairt na n-aighneachtaí a tháinig ó pháirtithe leasmhara san áireamh. Tugadh aighneachtaí agus moltaí an Choiste Bainistíochta agus an Choiste Páirtnéireachta san áireamh freisin, chomh maith le taithí an Bhoird ar éileamh ar sheirbhísí den scoth trí mheán na Gaeilge.

Is mór ag an mBord an t-am agus an iarracht atá curtha isteach ag gach éinne sa phróiseas seo.

### 2.2 Ábhar agus cuspóirí na Scéime Teanga

Glacann an Bord leis go bhféadfaidh daoine den phobal a gcuid tuairimí agus a gcuid riachtanas a chur in iúl níos fearr sa teanga is rogha leo, gur beart dea-chleachtais atá ann cur ar chumas dhaoine den phobal an teanga is rogha leo a úsáid, agus go bhféadfadh an ceart a rogha teanga a úsáid a chosc ar an gcustaiméir daoine den phobal a chur faoi mhíbhuntáiste. Le cur i bhfeidhm na Scéime seo, tá an Bord dúthrechtach maidir le cultúr dátheangach a chruthú sa phlé a bhíonn le custaiméirí agus leis na seirbhísí uile dá chuid a bheith ar fáil trí mheán na Gaeilge de réir a chéile le himeacht roinnt blianta.

## **Chapter 2**

### **2.1 Preparation of New Language Scheme**

An Bord Pleanála prepared its original Scheme under Section 11 of the Official Languages Act 2003.

The Minister for Equality, Rural and Gaeltacht Affairs requested the Board in accordance with section 15 of the Act to review its First Scheme and to prepare a new draft scheme.

Section 11 of the Act provides that, for the purposes of promoting the use of the Irish Language for official purposes in the State, public bodies prepare a statutory Scheme specifying the services, which the public body proposes to provide

- exclusively through the medium of the Irish Language
- exclusively through the medium of the English Language, and
- through the medium of both the Irish and English Languages

and the measures the body proposes to adopt to ensure that any service that are not provided by the body through the medium of the Irish Language will be so provided within an agreed timeframe.

This Scheme was prepared having regard to the Guidelines under Section 12 of the Official Languages Act 2003 issued by the Department of Community, Rural and Gaeltacht Affairs in September 2004.

An Bord Pleanála published a notice under section 13 of the Act, inviting submissions from any interested parties regarding the preparation of the new draft Scheme. This notice was also made available on our website. All submissions received are available on the Board's website [www.pleanala.ie](http://www.pleanala.ie)

The new Scheme was prepared taking all relevant submissions received, suggestions from the Management and the Partnership Committees and the Board's experience of the demand for quality services through Irish into consideration. The Board appreciates the input of time and effort to this process by all concerned.

### **2.2 Content and objectives of the Language Scheme**

The Board recognises that members of the public can express their views and needs better in their preferred language, that enabling the public to use their preferred language is a matter of good practice, and that denying the customer the right to use their preferred language could place members of the public at a disadvantage. With the implementation of this Scheme, the Board is committed to creating a bilingual culture in their dealings with customers and to provide all its services through the medium of Irish in a phased manner over a number of years.



Is é is príomhchuspóir le hAcht na dTeangacha Oifigiúla 2003 agus leis an Scéim seo teacht níos fearr agus caighdeán níos airde a chinntiú i gcás seirbhíse poiblí trí Ghaeilge.

Tugadh gealltanais suntasach i gcéad Scéim an Bhoird chun feabhas a chur ar leibhéal seirbhísí trí Ghaeilge. Tá an dara Scéim seo bunaithe ar an tuiscint gur comhlíonadh na gealltanais ar fad sa chéad Scéim. I gcás nár comhlíonadh gealltanais laistigh den gcéad scéim go hiomlán tá Oifig an Choimisinéara Teanga tar éis déileáil leis an scéal.

Is é an cuspóir atá leis an dara Scéim seo ná go leanfar ar aghaidh leis an obair chun na gealltanais sa chéad scéim a chomhlíonadh agus go gcuirfear leis an ndul chun cinn a baineadh amach i gcaitheamh thréimhse na céad Scéime agus leis na bpolasáí teanga atá i bhfeidhm ag an mBord le roinnt blianta. Déantar soláthar do na bearta seo a leanas leis na bpolasáí sin:

- Tá cuairteoirí ag oifigí an Bhoird in ann a ngnó a dhéanamh trí Ghaeilge más é sin is mian leo.
- Sa chás gur i nGaeilge a scríobhtar achomharc nó agóid, is i nGaeilge nó go dátheangach a eiseofar cinneadh an Bhoird.
- Sa chás go mbaineann éisteacht ó bhéal le forbraíocht a bheartaítear laistigh den Ghaeltacht, seolfar an éisteacht ó bhéal trí Ghaeilge, mura n-aontaíonn na páirtithe san achomharc gur i mBéarla ba cheart an éisteacht a sheoladh.
- Is i nGaeilge a fhreagrófar gach mír comhfhreagrais a thagann isteach i nGaeilge.
- Cuirfear cúrsaí oiliúna inmheánacha ar fáil don fhoireann d'fhonn baill foirne a spreagadh chun cur lena gcuid eolais ar an nGaeilge d'fhonn seirbhís níos fearr a chur ar fáil trí Ghaeilge.
- Réiteofar an bealach do bhaill foirne chun freastal a dhéanamh ar chúrsaí Gaeilge sa Ghaeltacht i rith an tsamhraidh.
- Spreagfar baill foirne agus réiteofar an bealach dóibh chun freastal ar chúrsaí Gaeilge tar éis uaireanta oibre trí tháillí a aisíoc agus saoire staidéir a cheadú.

Tá i gceist go neartóidh an Scéim nua na geallúintí a tugadh maidir le Comhionannas i gcás na dTeangacha Oifigiúla sa Phlean Gníomhaíochta maidir le Seirbhís don Chustaiméir.

### **2.3 Dáta Tosach Feidhme na Scéime**

Tá an Scéim dearbhaithe ag an Aire Ealaíon, Oidhreachta agus Gaeltachta. Beidh an Scéim i bhfeidhm le héifeacht ón 29ú Lúnasa, 2011 agus leanfaidh sí i bhfeidhm go ceann trí bliana ón dáta sin nó go dtí go ndearbhaíonn an tAire Scéim nua faoi alt 15 d'Acht na dTeangacha Oifigiúla 2003, cibé data is déanaí.

The primary objective of the Official Languages Act 2003 and this Scheme is to ensure better availability and a higher standard of public services through Irish.

Significant commitments were given in the Board's first scheme to improve the level of services through Irish. This second scheme is based on the understanding that all of these commitments in the first Scheme were implemented. In the event of commitments within that scheme not having been fully implemented to date, this matter has been dealt with by Oifig an Choimisinéara Teanga.

The objective of this second scheme is to continue the delivery of the commitments made in the first scheme and to build on the progress achieved over the period of that scheme and on the language policy that has been operative by the Board for a number of years. The following provisions are in accordance with this objective.

- Callers to our offices are able to conduct their business in Irish if they wish.
- Where an appeal or objection is written in Irish, the decision of the Board will be issued in Irish or bilingually.
- Where an oral hearing relates to a proposed development within the Gaeltacht, the oral hearing will be conducted through Irish, unless the parties to the appeal agree that the oral hearing should be conducted in English.
- Any correspondence received in Irish will be responded to in Irish in accordance with the provisions of section 9(2) of the Official Languages Act 2003.
- In-house training courses will be provided to staff to encourage staff to increase their knowledge of Irish with the intention of providing a better service through Irish.
- Staff will be facilitated to attend Irish language courses in the Gaeltacht during the summer months.
- Staff will be encouraged and facilitated in attending Irish language courses after work through the reimbursement of fees and the granting of study leave.

It is intended that the Scheme will strengthen the commitments made in our Customer Service Action Plan concerning Official Languages Equality.

### **2.3 Commencement Date of the Scheme**

This Scheme has been confirmed by the Minister for Arts, Heritage and Gaeltacht Affairs. The Scheme will commence with effect from 29<sup>th</sup> August, 2011 and will remain in force for a period of three years from this date or until a new Scheme has been confirmed by the Minister under section 15 of Official Languages Act 2003, whichever is the later.

## **Caibidil 3**

### **3.1 Modhanna Cumarsáide maidir le Seirbhísí**

Is iad na príomh-mhodhanna cumarsáide a bhíonn ag an mBord le hachomharcóirí/tuairimeoirí/agóidithe agus leis an bpobal i gcoitinne:

- Cinntí agus comhfhreagras a eisítear maidir le hachomhairc, tarchuir agus iarratais.
- Suíomh idirlín.
- Na meáin chumarsáide go náisiúnta agus go háitiúil.
- Bileoga Eolais.
- Tuarascáil Bhliantúil agus Seoladh do na Meáin Chumarsáide.

### **3.2 Cinntí agus Comhfhreagras**

Sa chás gur forbraíocht i gceantar Gaeltachta a bhaineann leis an iarratas agus sa chás gur i nGaeilge a rinneadh an t-iarratas, an t-achomharc nó a tugadh an tuairim, tá sé mar pholasaí ag an mBord ordú a eisiúint go dátheangach. Ina theannta sin, éisíonn an Bord ordú dátheangach i gcásanna a bhaineann le forbairtí suntasacha atá lonnaithe sa Ghaeltacht cé nach mbeadh aon aighneacht faighte trí Ghaeilge.

### **3.3 Suíomh Idirlín**

Tá suíomh idirlín an Bhoird athraithe anois agus gach cáipeis eolais ón mBord, mar shampla bileog eolais, tuarascáil bhliantúil, agus rí, le fáil i mBéarla agus i nGaeilge ar an suíomh. Níl an suíomh go hiomlán dátheangach fós agus tá níos mó oibre ag teastáil ionas go mbeidh sé críochnaithe.

Foilsíonn an Bord cur síos ar an bhforbraíocht a bhaineann le cásanna nua agus le cásanna ar cinneadh orthu ar an suíomh idirlíon gach seachtain. Is é atá de pholasaí againn faoi láthair an cur síos ar an bhforbraíocht a fhoilsiú ar an suíomh idirlín sa teanga ina ndearnadh an t-iarratas.

### **3.4 Na Meáin Chumarsáide go Náisiúnta agus go hÁitiúil**

Eisítear cinntí maidir le mórfhorbraíocht nó maidir le cásanna a bhfuil suim ghinearálta sna meáin chumarsáide iontu chuig na meáin chumarsáide tar éis an cinneadh a chur in iúl do na páirtithe a bhaineann leis an gcás. Is sa teanga ina ndéantar fiosrúchán maidir le cinneadh a fhreagraítear fiosrúcháin ó na meáin chumarsáide.

### **3.5 Bileoga Eolais**

Foilsítear na bileoga eolais a chuireann an Bord ar fáil sa dá theanga agus cuirtear iad ar an suíomh idirlín sa dá theanga.

## **Chapter 3**

### **3.1 Means of Communications in relation to Services**

The Board's main means of communications with appellants/observers/objectors and the general public are through:

- Decisions and correspondence issued in relation to individual appeals, referrals and applications.
- Website.
- National and Local Media.
- Information Leaflets.
- Annual Report and Media Launch.

### **3.2 Decisions and Correspondence**

Where the application relates to development in a Gaeltacht area and where the application, appeal or observation was made in Irish, it is the policy to issue an order bilingually. In addition, it is Board practice to issue a bilingual order on any decision relating to a significant development in a Gaeltacht area notwithstanding that no submission was received in Irish.

### **3.3 Website**

The Board's website has been updated and contains Irish and English versions of all information documents produced by the Board in the form of information leaflets, annual reports, etc. It is not yet bilingual and improvements are required in this regard.

The Board places the development descriptions of new and decided cases on the website every week. Current policy is that the development descriptions are placed on the website in the language in which the applications were made.

### **3.4 National and Local Media**

Decisions on major developments or of media interest generally are released to the media following their notification to the parties concerned. Media queries in relation to decisions are dealt with in the language in which they are made.

### **3.5 Information Leaflets**

Information leaflets produced by the Board are produced in both languages and are put on the website in both languages.

### **3.6 Tuarascáil Bhliantúil agus Seoladh do na Meáin Chumarsáide**

Cuirtear tuarascáil bhliantúil an Bhoird ar fáil go dátheangach. Cuirtear ráiteas an Chathaoirligh do na meáin cumarsáide ar fáil go dá-theangach freisin. Trí Bhéarla a reáchtálar an seoladh do na meáin chumarsáide agus bíonn an Cathaoirleach ar fáil d'fhonn agallaimh a dhéanamh trí Ghaeilge leis na príomhchláir nuachta Gaeilge ar an teilifís agus ar an raidió.

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### **3.6 Annual Report and Media Launch**

The Board's annual report is produced and made available bilingually. The Chairperson's media statement at the launch of the annual report is also issued bilingually. The media launch is held through English with the Chairperson providing interviews if requested, through Irish to the main Irish language television and radio news programmes.

## Caibidil 4

### Feabhsú na Seirbhísí a chuirfear ar fáil go dátheangach.

Tá gach rún ag an mBord Pleanála teacht a bheith ar a chuid seirbhísí trí mheán na Gaeilge. Chomh maith leis na bearta a liostaítear ar na leathanaigh a leanas, beidh de chuspóir ag an mBord seirbhís den scoth i nGaeilge a thabhairt chun cinn go forásach don chustaiméir.

#### 4.1 Bróisiúir/Bileoga Eolais

4.1.1 Leanfar leis an gcleachtas gach bróisiúir agus bileog eolais nua a bheith dátheangach in aon cháipéis amháin agus an stádas céanna ag an dá theanga iontu.

##### **Sprioc: Leanúnach**

4.1.2 Tá roinnt de na bróisiúir agus na bileoga eolais atá againn anois i bhfoirm dhátheangach in aon cháipéis amháin. Beimid ag déanamh ár ndícheall déileáil leis na cinn eile chomh luath agus is féidir.

##### **Sprioc: Tús na Scéime**

#### 4.2 Cumarsáid i Scríbhinn

4.2.1 Beidh fáilte i gcónaí ag an mBord Pleanála roimh chomhfhreagras i nGaeilge.

##### **Sprioc: Leanúnach**

4.2.2 Admhófar go bhfuarthas comhfhreagras sa teanga chéanna leis an mbunlitir. Nuair a bhíonn gá le breis comhfhreagrais, déanfar sin sa teanga chéanna.

##### **Sprioc: Leanúnach**

4.2.3 Ní tharraingeoidh comhfhreagras a dhéanamh leis an mBord i nGaeilge aon mhoill mhíchuí. Beidh de chuspóir ann i gcónaí go dtugtar freagra ar gach mír comhfhreagrais taobh istigh de na spriocthréimhsí a leagtar amach sa Phlean Gníomhaíochta maidir le Seirbhís don Chustaiméir.

##### **Sprioc: Leanúnach**

4.2.4 Is i nGaeilge a bheidh an comhfhreagras a eascraíonn as comhrá teileafóin nó comhrá ar an láthair a dhéantar i nGaeilge mura luann an comhfhreagraí a mhalairt.

##### **Sprioc: Leanúnach**

4.2.5 Is i nGaeilge a dhéanfar an comhfhreagras a eascraíonn ó chruinniú nó ó chomhrá teileafóin sa chás go bhfuil leagtha síos gurb í an Ghaeilge an teanga is rogha le duine, fiú sa chás nach trí mheán na Gaeilge a réachtáladh an cruinniú nó an comhrá teileafóin.

##### **Sprioc: Leanúnach**

## Chapter 4

### **Enhancement of Services to be provided bilingually.**

An Bord Pleanála is committed to providing access to its services through the Irish language. As well as the measures listed in the following pages, the Board's aim will be the progressive development of a quality customer service in Irish.

#### **4.1 Brochures/information Leaflets**

4.1.1 All new brochures and information leaflets will continue to be bilingual within one document with both languages given equal status.

**Target: Ongoing**

4.1.2 Many of our existing brochures and information leaflets are bilingual within one document. The remainder will be transferred to this format as quickly as possible.

**Target: Commencement of Scheme.**

#### **4.2 Written Communications**

4.2.1 An Bord Pleanála will continue to welcome correspondence in Irish.

**Target: Ongoing**

4.2.2 Correspondence received will be acknowledged in the language of the original letter. When further correspondence is required, it will continue in the same language.

**Target: Ongoing**

4.2.3 Corresponding with the Board in Irish will not cause any undue delay. The aim will be that all correspondence will receive a reply within the target periods set out in the Customer Service Act Plan.

**Target: Ongoing**

4.2.4 Correspondence following a telephone or face-to-face conversation in Irish will be in Irish unless the caller has indicated otherwise.

**Target: Ongoing**

4.2.5 Correspondence ensuing from a meeting/telephone conversation where it has been established that the person's preferred language is Irish, will be in Irish, although the meeting/telephone conversation may not have been held through the medium of Irish.

**Target: Ongoing**

4.2.6 Is i nGaeilge a bheidh comhfhreagras a gcuireann an Bord tús leis le duine den phobal nó le heagraíocht i gceantar Gaeltachta nó is féidir é a bheith dátheangach má iarrtar sin nó má mheastar gur gá.

**Sprioc: Leanúnach**

4.2.7 Sa ghnáthsheirbhís a chuirtear ar fáil, eisítear litreacha caighdeánacha i mBéarla nó i nGaeilge mar is iomchuí.

**Sprioc: Leanúnach**

### **4.3 Foirmeacha Achomhairc**

4.3.1 Beidh gach foirm achomhairc maidir le cead pleanála, gach treoir agus gach ábhar mínithe i bhfoirm dhátheangach agus in aon cháipéis amháin.

**Sprioc: Leanúnach**

4.3.2 I gcásanna eisceachtúla nuair nach praiticiúil sin thuas a chur ar fáil de bharr a theicniúla nó a thoirtiúla agus a bheadh cáipéisí den saghas sin, d'fhéadfadh gur leaganacha ar leith i nGaeilge agus i mBéarla a chuirfí ar fáil. Beidh an dá leagan ar fáil ag an am céanna agus leagfar an tábhacht chéanna ar an dá leagan.

**Sprioc: Leanúnach**

4.3.3 Déanfaidh an Bord gach dícheall a chinntiú go mbíonn an Ghaeilge a úsáidtear ar fhoirmeacha, i dtreoracha etc. le tuiscint go héasca agus beifear airdeallach maidir le cruinneas ó thaobh litriú agus ghramadach an chaighdeáin.

**Sprioc: Leanúnach**

### **4.4 Preaseisiúintí agus Ráitis**

4.4.1 Eiseofar gach preaseisiúint agus ráiteas maidir le seoladh na tuarascála bliantúla go dátheangach.

**Sprioc: Leanúnach**

4.4.2 Leanfar ag eisiúint gach preaseisiúint a bhaineann le ceantar Gaeltachta nó le saincheisteanna Gaeilge go dátheangach.

**Sprioc: Leanúnach**

4.4.3 Cinnteoidh an Bord go mbíonn urlabhraí le Gaeilge, le húdarás leordóthanach, ar fáil d'fhonn agallaimh leis na meáin ag seoladh na tuarascála bliantúla.

**Sprioc: Leanúnach**

4.4.4 Luafar ainm(neacha) fostaí(-ithe) maidir le breis eolais ar phreaseisiúintí/ráitis a bheidh ar fáil chun an t-eolas sin a chur ar fáil i nGaeilge nuair a fhaigheann an Bord iarratas faoi seo.

**Sprioc: Leanúnach**



4.2.6 Correspondence initiated by the Board with a member of the public or organisation in a Gaeltacht area will be in Irish or may be bilingual if requested or deemed necessary.

**Target: Ongoing**

4.2.7 In the day-to-day delivery of services, standard letters are now and will continue to be issued in either Irish or English as appropriate.

**Target: Ongoing**

### **4.3 Appeal Forms**

4.3.1 All planning appeal forms, guides and associated explanatory material will be bilingual within the one document.

**Target: Ongoing**

4.3.2 In exceptional cases where the above proves impractical due to the technicality or the size of the documents, separate Irish and English versions may be made available. Their availability will be simultaneous and both versions will be given equal prominence.

**Target: Ongoing**

4.3.3 The Board will make every effort to ensure that the Irish used in forms, guides etc. is easily understood while having regard to accuracy of standard spelling and grammar.

**Target: Ongoing**

### **4.4 Press Releases and Statements**

4.4.1 All press releases and statements connected with the launch of the annual report will be issued bilingually.

**Target: Ongoing**

4.4.2 Any press release relating to a Gaeltacht area or Irish language issues will continue to be issued bilingually.

**Target: Ongoing**

4.4.3 The Board will ensure that an Irish speaking spokesperson, of sufficient authority, will be available for media interviews at the launch of its annual report.

**Target: Ongoing**

4.4.4 Contact names for further information will be given when required in relation to press release/statements of an employee who will be available to provide that information in Irish.

**Target: Ongoing**

#### **4.5 Foilseacháin/Áis don Phobal**

4.5.1 Beidh gach foilseachán dátheangach taobh istigh de chlúdach amháin, ag teacht leis an sárchleachtas.

##### **Sprioc: Leanúnach**

4.5.2 Sa chás go mbíonn foilseachán nó cáipéis á chur ar fáil mar áis don phobal, ní ghearrfar aon táille maidir leis an gcáipéis is airde ná an táille a ghearrtar i gcás leagan aonteangach den cháipéis.

##### **Sprioc: Leanúnach**

#### **4.6 Suíomh Idirlín, Seirbhísí Ar Líne agus TE**

4.6.1 Coimeadfar ár suíomh idirlín go hiomlán dátheangach agus cothrom le dáta, mar a chéile ó thaobh feidhme de agus beidh sé inmhalartaithe go hiomlán idir an dá theanga oifigiúla. Sa bhreis ar sin ó thús na scéime seo, cinnteofar go mbeidh gach uile fhoilseachán, bróisiúr agus bileog eolais, a fhoilsítear i nGaeilge nó go dátheangach, curtha suas ar an leagan Gaeilge den suíomh idirlín ag an am gcéanna leis an leagan Béarla.

##### **Sprioc: Leanúnach**

4.6.2 Sa chás go gcuirtear tús le haon suíomh idirlín nua le linn shaolré na scéime seo beidh an t-ábhar seasta ar an suíomh idirlín sin dátheangach.

##### **Sprioc: Ó thús na Scéime**

4.6.3 Níl aon seirbhís idirghníomhach ag an mBord faoi láthair. Beidh aon seirbhís nua idirghníomhach dátheangach. Beidh na córais ríomhaire atá ag an mBord, nua nó reatha, comhoiriúnach don Ghaeilge.

##### **Sprioc: Leanúnach**

4.6.4 Beidh gach áis priontála nua in ann an Ghaeilge a láimhseáil gan laicis dá laghad.

##### **Sprioc: Leanúnach**

4.6.5 Leanfaidh an Bord a bheith forbheartach maidir le húsáid na teicneolaíochta d'fhonn feabhas a chur ar an gcaoi a gcuirtear seirbhísí dátheangacha ar fáil.

##### **Sprioc: Leanúnach**

4.6.6 Leathnófar rannóg na dteangacha oifigiúla ar an Idirlíon mar chabhair agus mar acmhainn don fhoireann.

##### **Sprioc: Leanúnach**

#### **4.5 Publications/Public Access**

4.5.1 All bilingual publications will be within the same cover in accordance with best practice.

**Target: Ongoing**

4.5.2 Where a publication or a document is being made available through public access, any charge for the document will not be greater than that made for a single language version of the document.

**Target: Ongoing**

#### **4.6 Website, Online and IT Services**

4.6.1 Our website, will continue to be fully bilingual and up to date, equal as regards functionality and to be fully interchangeable between both official languages. In addition, from the commencement of this scheme, we will ensure that every publication, brochure and information leaflet published in Irish or bilingually, will be made available on the Irish version of the website and at the same time as on the English version.

**Target: Ongoing**

4.6.2 The static content of any new website introduced during the course of this second scheme shall be bilingual.

**Target: From the commencement of the Scheme.**

4.6.3 The Board has no interactive service at the moment. Any new interactive service will be fully bilingual. The Board's computer systems, new and existing are and will continue to be compatible with the Irish language.

**Target: Ongoing**

4.6.4 Any new printing facilities will be fully capable of handling the Irish language.

**Target: Ongoing**

4.6.5 The Board will continue to actively use technology to improve the provision of bilingual services.

**Target: Ongoing**

4.6.6 The official languages section of the Intranet will be expanded as a support and resource for staff.

**Target: Ongoing**

## **4.7 Cumarsáid Gutháin**

4.7.1 Ar aon dul leis na prionsabail ó thaobh na Seirbhíse Ardchaighdeáin do Chustaiméirí, leanfaidh an Bord ar aghaidh le bheith ag cinntiú go mbeidh fáilteoirí agus oibritheoirí lasc-chláir, arb iad an chéad phointe teagmhála leis an bpobal iad:

- in ann ainm an Bhoird a thabhairt i nGaeilge agus i mBéarla;
- cleachtaithe le beannachtaí bunúsacha i nGaeilge;
- gur féidir leo daoine den phobal a chur i dteagmháil gan mhoill le pé oifigí nó oifigeach atá freagrach as an tseirbhís a iarradh a thairiscint trí Ghaeilge.

### **Sprioc: Leanúnach**

4.7.2 Leanfaidh an Bord ag cinntiú go mbeidh deis ag aon duine gur mian leis nó leí a ghnó a dhéanamh trí Ghaeilge, sin a dhéanamh, go háirithe i gcás na rannóga a bhíonn ag déileáil leis an bpobal go rialta. Sa chás nach bhfuil Gaeilgeoir ar fáil chun plé leis an nglaoch, míneoidh an té a fhreagraíonn an glaoch an cás agus tógfar ainm an té a dhéanann an glaoch, an uimhir teileafóin agus mionsonraí an fhiosrúcháin agus cinnteofar go nglaoonn Gaeilgeoir ar ais i rith an lae sin. Nuair nach féidir sin e.g. sa chás gur mall sa lá a thagann an glaoch, glaofar ar ais taobh istigh de lá oibre amháin.

### **Sprioc: Leanúnach**

4.7.3 Sa chás nach bhfuil Gaeilgeoir ar fáil chun plé le fiosrúchán saincheiste, tabharfar de rogha don té atá ag glaoch go nglaofar ar ais i nGaeilge nó gur féidir leanacht ar aghaidh leis an nglaoch i mBéarla.

### **Sprioc: Leanúnach**

4.7.4 Tá eolaí de Ghaeilgeoirí chun plé le glaochanna i nGaeilge le fáil san eolaí teileafóin inmheánach mar threoir do bhaill foirne nuair is mian leo glaochanna a aistriú go dtí Gaeilgeoir. Cuireadh réilteoigín de chomhartha le taobh ainmneacha na mball foirne riaracháin san eolaí atá in ann déileáil le glaochanna i nGaeilge.

### **Sprioc: Leanúnach**

4.7.5 Beidh teachtaireacht taifeadta dátheangach ar aon córas freagartha gutháin don phobal agus beidh rogha ag an té atá ag glaoch teachtaireacht a fhágáil i Gaeilge nó i mBéarla.

### **Sprioc: Leanúnach**

## **4.7 Telephone Communication**

4.7.1 Receptionists/switchboard operators are the first points of contact with the public. It shall be the policy of the Board to continue to ensure that standard Quality Customer Service (QCS) practice applies in this area, which is that:

- Reception/switchboard staff will give the name of the Board in Irish.
- They are at least familiar with the basis greetings in Irish.
- Suitable arrangements are in place so that they can put members of the public in touch, without delay, with the office or officer responsible for offering the service required through Irish, where available.

**Target: Ongoing**

4.7.2 The Board will continue to ensure that any caller, who wishes to conduct their business through Irish, will be able to do so with particular regard being had to sections that most frequently deal with the public. If an Irish speaker is unavailable to deal with the call, the person receiving the call will explain the situation and take the caller's name, phone number and details of the query and will ensure that an Irish speaker returns the call that day. Where this is not possible e.g. due to the lateness of the call, the call will be returned within one working day.

**Target: Ongoing**

4.7.3 If an Irish speaker is unavailable to deal with a specialised enquiry, the caller will be given the choice of being called back in Irish or continuing the call in English.

**Target: Ongoing**

4.7.4 A directory of Irish speakers to deal with Irish language calls has been integrated to the internal telephone directory as a guide to staff who wish to transfer calls to Irish speakers. The administrative staff have been identified by an asterisk next to the names on the directory.

**Target: Ongoing**

4.7.5 Any answer phone system for public calls that facilitates messages being left will have a bilingual recorded message inviting the caller to leave a message in either language.

**Target: Ongoing**

## **4.8 Seirbhísí Cabhantair/Fáilte**

4.8.1 Bíonn fáilte ag an mBord roimh chuairoteoirí chun na hoifigí ar mian leo a gcuid gnó a dhéanamh i nGaeilge. Cuirfear sin ar a súile don phobal.

### **Spríoc: Leanúnach**

4.8.2 Leanfar ag caitheamh le gach cuairteoir de réir na cúirtéise agus an chomhionannais agus de réir phrionsabail na Seirbhíse den Scoth don Chustaiméir. Cinnteofar rogha teanga an chuairteora. Sa chás gur mian leis an gcuairteoir an chumarsáid a dhéanamh i nGaeilge agus nach bhfuil Gaeilgeoir ar fáil chun plé leis an gcuairteoir, cuirfear in iúl don chuairteoir an uair a bheidh teacht ar Ghaeilgeoir atá in ann an tseirbhís a chur ar fáil agus tabharfar de rogha don chuairteoir (1) teacht ar ais nuair atá Gaeilgeoir ar fáil, (2) an gnó a dhéanamh trí bhall eile den fhoireann a chuirfidh seirbhís aistriúcháin ar fáil nó (3) leanacht ar aghaidh i mBéarla.

### **Spríoc: Leanúnach**

4.8.3 Is i nGaeilge a bheidh aon chomhfhreagras a eascraíonn ó ghnó ag an ionad fáilte nuair is í an Ghaeilge rogha teanga an chuairteora.

### **Spríoc: Leanúnach**

4.8.4 Ní tharlóidh aon mhoill mhíchuí de bharr seirbhís trí Ghaeilge a iarraidh ag an ionad fáilte.

### **Spríoc: Leanúnach**

4.8.5 Glacfaidh an fhoireann gan stró le mionsonraí cuairteora i nGaeilge agus ní tharlóidh aon iarracht féachaint le tabhairt ar an gcuairteoir na sonraí a athrú go Béarla.

### **Spríoc: Leanúnach**

## **4.9 Cruinniú le Geallsealbhóirí**

Is go dátheangach nó i nGaeilge a reáchtálfar gach cruinniú a eagraítear le grúpa geallsealbhóirí ón nGaeltacht nó sa chás gur leis an nGaeilge nó le ceisteanna maidir le pleanáil agus forbairt inmharthana i gceantair Ghaeltachta a bhaineann leas an ghrúpa.

### **Spríoc: Leanúnach**

## **4.10 Comhairleachán**

Beidh gach comhairleachán a dhéanann an Bord nó a dhéantar thar ceann an Bhoird ag teacht leis an Scéim.

### **Spríoc: Leanúnach**

#### **4.8 Reception/Counter Services**

4.8.1 A bilingual service will be available to callers to our offices who wish to conduct business in Irish. This will be made known to the public.

**Target: Ongoing**

4.8.2 All callers are and will continue to be treated on a basis of courtesy and equality and the principles of Quality Customer Services. The choice of language of the caller will be established. If the caller wishes to communicate in Irish and an Irish speaker is unavailable to deal with the caller, the caller will be informed when an Irish speaker able to give the service will be available and will be given the option of (1) calling back when an Irish speaker is available, (2) conducting business through another member of staff providing a translation service or (3) continuing in English.

**Target: Ongoing**

4.8.3 Any correspondence, consequent to a reception transaction where the caller's language preference was Irish, will be in Irish.

**Target: Ongoing**

4.8.4 Seeking service in Irish at reception will not cause any undue delay.

**Target: Ongoing**

4.8.5 Staff will readily accept any caller's details in Irish and there will be no attempt to seek to get the caller to change the details to English.

**Target: Ongoing**

#### **4.9 Meeting with Stakeholders**

Any meeting organised with a stakeholder group from the Gaeltacht or where the group's interest relates to the Irish language or planning and sustainable development issues in Gaeltacht areas will be held in Irish or bilingually.

**Target: Ongoing**

#### **4.10 Consultation**

All consultation conducted by or on behalf of the Board will comply with the Scheme.

**Target: Ongoing**

#### **4.11 Cló Corparáide agus Comharthaí**

4.11.1 Tá cló corparáide dátheangach ina iomláine glactha ag an mBord.

**Spríoc: Leanúnach**

4.11.2 Beidh aon fhógra poiblí a éilíonn an Bord ar an iarratasóir nó ar údarás pleanála i gceantar Gaeltachta a fhoilsiú/a chrochadh nó ag baint le forbraíocht nó togra i gceantar Gaeltachta i nGaeilge nó dátheangach.

**Spríoc: Leanúnach**

#### **4.12 Leabharlann**

Cinntear go mbíonn líon leabhar agus ábhar eile i nGaeilge ar fáil mar acmhainn don fhoireann sa leabharlann inmheánach d'fhonn líofacht sa Ghaeilge a chothú.

**Spríoc: Leanúnach**

#### **4.13 Polasaithe agus Tionscnaimh Nua**

Beidh polasaithe agus tionscnaimh nua ag teacht leis an Scéim.

**Spríoc: Leanúnach**

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#### **4.11 Corporate Image and Signage**

4.11.1 An Bord Pleanála has adopted a fully bilingual corporate identity.

**Target: Ongoing**

4.11.2 Any public notices required by the Board to be published/erected by the applicant or planning authority in a Gaeltacht area or relating to development or a project in a Gaeltacht area will be in Irish/bilingual.

**Target: Ongoing**

#### **4.12 Library**

Our internal library will ensure that an amount of books and other material in Irish are available as a resource to staff to encourage fluency in the Irish language.

**Target: Ongoing**

#### **4.13. New Policies and Initiatives**

New policies and initiatives will be consistent with the Scheme.

**Target: Ongoing**



## Caibidil 5

### Cur i bhfeidhm

Luaitear in Acht na dTeangacha Oifigiúla 2003 go ndéanfaidh comhlacht poiblí, le linn dréachtscéim a ullmhú, ‘a chinntiú go bhfuil líon leordhóthanach dá fhoireann inniúil sa Ghaeilge chun go mbeidh siad in ann a sheirbhís a sholáthar trí Ghaeilge chomh maith lena soláthar trí Bhéarla’. Is d’fhonn cur ar chumas an Bhoird na seirbhísí a gheallann sé a chur ar fáil go dátheangach sa Scéim seo nó le linn sraith Scéimeanna ag teacht le prionsabail sheirbhís den scoth don chustaiméir é sin. Tá an Bord dúthrachtach maidir le seirbhísí éifeachtacha den dea-chaighdeán a chur ar fáil dá chuid custaiméirí Gaeilge. Tá de chuspóir ag an mBord go gcuirfí le líon na mball foirne ann atá inniúil ar an nGaeilge a úsáid agus go gcuirfí le leibhéal inniúlachta na mball eile foirne ionas go dtarlódh gur féidir dea-sheirbhís trí Ghaeilge don chustaiméir a chinntiú. Tabharfar bearta isteach, i gcomhairle leis an bhfoireann, le linn iomlán na Scéime maidir le hoiliúint, socrúchán agus earcú foirne d’fhonn na haidhmeanna sin a bhaint amach.

#### 5.1 Oiliúint

- 5.1.1 Leanfar ar aghaidh le cláir oiliúna inmheánacha atá ar siúl cheana féin agus cuirfear leo.

##### **Sprioc: Leanúnach**

- 5.1.2 Spreagfar baill foirne chun freastal ar chúrsaí oiriúnacha atá dírithe ar chur le leibhéal na hinniúlachta atá acu sa teanga.

##### **Sprioc: Leanúnach**

- 5.1.3 Sonrófar líon áirithe ball foirne a bhfuil dóthain cumas Gaeilge iontu chun go dtabharfaidís faoi chúrsaí oiriúnacha trí leibhéal sa Ghaeilge, d’fhonn gur fearr arís a bheidís in ann seirbhís den scoth a chur ar fáil don chustaiméir. Réiteofar an bealach do bhaill foirne dá leithéid chun tabhairt faoin gcúrsa.

##### **Sprioc: Leanúnach**

- 5.1.4 Leanfar de chláir oiliúna inmheánacha maidir le héisteachtaí ó bhéal agus an Ghaeilge.

##### **Sprioc: Leanúnach**

- 5.1.5 Cuirfear bogearra foclóra Gaeilge ar ríomhairí pearsanta gach ball foirne a sonraítear iad a bheith inniúil ar úsáid na Gaeilge.

##### **Sprioc: Leanúnach**

## Chapter 5

### Implementation

The Official Languages Act 2003 states that a public body in preparing a draft Scheme 'shall ensure that an adequate number of its staff are competent in the Irish Language so as to be able to provide its services through Irish as well as English'. This is to enable the Board to deliver the services it commits to provide bilingually in this Scheme or over a series of Schemes in line with the principles of quality customer services. The Board is committed to providing services that are efficient and of good quality to its Irish-speaking customers. The Board's aim is that the number of its staff competent in the Irish language should be increased and that the level of competency of other staff should be increased to bring about a situation where quality customer service through Irish may be ensured. In consultation with staff, measures will be introduced over the lifetime of the Scheme in relation to training, placing and recruitment of staff for the achievement of the objectives.

#### 5.1 Training

5.1.1 In-house training programmes already in place will be continued and enhanced.

**Target: Ongoing**

5.1.2 Members of staff will be encouraged to attend appropriate courses aimed at increasing their level of competence in the language.

**Target: Ongoing**

5.1.3 A number of staff will be continuously identified as having sufficient competency in the Irish language that they could undertake appropriate third level courses in Irish, for the purpose of providing a better quality customer service. Such staff will be facilitated in undertaking the course.

**Target: Ongoing**

5.1.4 In house training programmes concerning oral hearings and the Irish language will continue.

**Target: Ongoing**

5.1.5 Irish dictionary software will be installed on the PCs of all staff identified as having competency in Irish.

**Target: Ongoing**

5.1.6 Members and employees who are learning Irish will be encouraged to use it at every opportunity without being deterred by a lack of confidence. To this end, an internal group whose names will be publicised internally will try to conduct their business with each other through Irish.

**Target: Ongoing**

5.1.7 Staff will be encouraged to meet over lunch and converse in Irish at least once per week.

**Target: Ongoing**

## **5.2 Staffing Competitions**

Additional marks will be awarded in all internal competitions for a demonstrated capability in the Irish language.

**Target: Ongoing**

## **5.3 Recruitment**

5.3.1 All recruitment competitions will provide that additional marks will be awarded for a demonstrated capability in the Irish language.

**Target: Ongoing**

5.3.2 Interviews for any post may be conducted in Irish or bilingually on request from the interviewee subject to a panel of suitable interviewers or satisfactory interpretation facilities being available.

**Target: Ongoing**

5.3.3 Induction courses will contain a module on the Irish Language Scheme and its implications for quality customer service.

**Target: Ongoing**

5.1.6 Tabharfar spreagadh do chomhaltaí agus d'fhostaithe atá ag foghlaim na Gaeilge úsáid a bhaint aisti gach uair is féidir gan aon bhac de bharr easpa misnigh. Chuige sin, déanfaidh grúpa inmheánach, a bhfoilseofar a gcuid ainmneacha go hinmheánach, iarracht a gcuid gnó a dhéanamh trí Ghaeilge lena chéile.

**Sprioc: Leanúnach**

5.1.7 Tabharfar spreagadh d'fhostaithe bualadh le chéile am lóin ar a laghad uair amháin sa tseachtain agus labhairt le chéile trí Ghaeilge.

**Sprioc: Leanúnach**

**5.2 Socrúcháin Foirne**

Bronnfar marcanna breise i ngach comórtas inmheánach ar chumas sa Ghaeilge a léiriú.

**Sprioc: Leanúnach**

**5.3 Earcaíocht**

5.3.1 Leagfar amach i gcás gach comórtas earcaíochta go mbronnfar marcanna breise ar chumas sa Ghaeilge a léiriú.

**Sprioc: Leanúnach**

5.3.2 Is féidir agallamh maidir le post ar bith a reáchtáil i nGaeilge nó go dátheangach ar sin a iarraidh ag an té atá ag dul faoin agallamh má bhíonn painéal agallóirí oiriúnacha nó corus aistriucháin oiriúnach ar fail.

**Sprioc: Leanúnach**

5.3.3 Beidh modúl maidir le Scéim na Gaeilge agus a mbaineann leis maidir le seirbhís ardchaighdeáin don chustaiméir mar chuid de na cúrsaí túsoiliúna.

**Sprioc: Leanúnach**

## **Caibidil 6**

### **Monatóireacht agus Athbhreithniú**

Coinneoidh an Coiste Bainistíochta ar a bhfuil bainisteoirí sinsearacha de chuid na heagraíochta agus atá faoi chathaoirleacht Chathaoirleach an Bhoird súil ar oibriú na Scéime. Chomh maith leis sin, beidh Coiste na Gaeilge ag fiosrú ceisteanna chun féachaint ar bhealaí a chinntiú go mbíonn teacht níos fearr ar sheirbhís phoiblí trí Ghaeilge agus an tseirbhís ar chaighdeán níos airde a sholáthar. Lorgófar tuairim an Choiste Páirtnéireachta faoi oibriú na Scéime.

Is ar bainisteoirí líne atá an cúram maidir le gnáthoibriú na Scéime chomh maith leis an monatóireacht leanúnach ar leibhéal an éilimh i réimsí faoi leith.

Mar chuid den phróiseas monatóireachta, tabharfaidh an Rúnaí tuairisc gach bliain don Bhord ar an dul chun cinn maidir leis na bearta éagsúla i gcomparáid leis an tráthchlár a leagtar amach sa Scéim. Tar éis thosach na Scéime, déanfaidh an Rúnaí eachtraí gearáin agus cineál na ngearán maidir leis na geallúintí a thugtar sa Scéim a thaifeadadh agus a fhiosrú ar bhonn leanúnach.

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## **Chapter 6**

### **Monitoring and Review**

The Management Committee comprising senior management in the organisation and chaired by the Chairperson of the Board will keep the operation of the Scheme under review. Additionally, an Irish Language Committee will investigate ways to ensure better availability and a higher standard of public services through Irish. Feedback on the operation of the Scheme will be sought from the Partnership Committee.

The day-to-day operation of the Scheme together with ongoing monitoring of the level of demand in the various areas is the responsibility of line managers.

As part of the monitoring process, the Secretary will make an annual report to the Board on the progress of the various measures against the timetables set out in the Scheme. Following the commencement of the Scheme, the incidents and nature of complaints concerning the commitments made in the Scheme will be recorded and investigated by the Secretary on an ongoing basis.

## Caibidil 7

### Poiblíocht mar gheall ar an Scéim nua

Cuirfear ábhar na Scéime in iúl don phobal i gcoitinne maille le geallúintí agus forálacha eile na Scéime:

- Foilseofar an Scéim nua go poiblí.
- Scaipeadh na Scéime ar áisínreachtaí agus poiblí cuí.
- An Scéim a bheith le fáil ar suíomh idirlín an Bhoird.

Cuirfear gach fostaí agus gach ball an Bhoird ar eolas faoin scéim nua agus cuirfear geallúintí an Bhoird mar atá leagtha amach sa scéim i gcuimhne dóibh freisin.

Ina theannta sin, deanfaidh an Bord gach iarracht na seirbhísí a chuireann sí ar fáil trí Ghaeilge a chur chun cinn agus a fhógairt, lena n-áirítear:

- a chur in iúl go díreach, ar bhonn gníomhach do chustaiméirí go bhfuil rogha acu plé leis an mBord i nGaeilge, mar shampla, trí fhógraí a chrochadh sna hoifigí fáilte agus go soiléir ar shuíomh gréasáin an Bhoird ina léireofaí go bhfuil seirbhís trí Ghaeilge ar fail;
- fónótaí a chur ar fhoirmeacha iarratais/bileoga eolais ag cur in iúl go bhfuil na doiciméid seo ar fail i nGaeilge chomh maith (sa chás nach mbíonn an t-ábhar dátheangach ar fail faoi aon chluadach amháin); agus
- nótaí a chur i bhfoilseacháin agus i bhfógraí ag cur in iúl go gcuireann an Bord seirbhísí ar fail i nGaeilge, agus dá bhrí sin, go gcuirtear fáilte roimh chustaiméirí ar mian leo plé linn i nGaeilge, de réir na ngealltanais atá sa scéim seo.

Tá cóip den Scéim seo curtha ar aghaidh chuig Oifig Choimisinéir na d'Teangacha Oifigiúla.

## **Chapter 7**

### **Publicising of New Scheme**

The contents of the new Scheme along with the commitments and the provisions of the Scheme will be notified to the general public by means of:

- Public advertisement of the Scheme.
- Circulation to appropriate agencies and public bodies.
- Inclusion of the Scheme on the Board website.

Staff and Board members will be informed of the new scheme and reminded of the Board's commitments as set out therein.

In addition, the Board will take every opportunity in its day-to-day interactions with customers to promote and publicise the services it provides through Irish, including by:

- Directly informing customers on a pro-active basis of the option of dealing with the Board through Irish, for example, by the display of notices at reception areas indicating the Irish language services that are available and also by prominently listing these on the Board's website;
- Including footnotes on selected guidelines, leaflets and application forms explaining that these documents are also available in Irish (in cases where bilingual printed material is not produced under a single cover); and
- Including notes in publications and advertisements that the Board provides services through Irish and, accordingly, welcomes customers who wish to deal with it in Irish, according to the commitments in its agreed Scheme.

A copy of this Scheme will be forwarded to Oifig Choimisinéir na dTeangacha Oifigiúla on approval.