

CIÉ Holding Company

Language Scheme 2019-2022

Under Section 11 of the
Official Languages Act 2003

1. INTRODUCTION

This is the first Language Scheme prepared by CIÉ Holding Company under section 11 of the Official Languages Act 2003 ("the Act"), as part of the wider CIÉ Group Scheme.

Section 11 of the Act provides for the preparation by public bodies of a statutory scheme detailing the services which they will provide.

- Through the medium of Irish
- Through the medium of English; and through
- The medium of Irish and English

And the measures to be adopted to ensure that certain services not provided by CIÉ through the medium of the Irish Language shall be so provided within an agreed timeframe.

2. Preparation for the Language Scheme

This scheme has been prepared at the request of the Minister for Culture, Heritage and the Gaeltacht under Section 11 of the Act and, in accordance with the Guidelines under section 12 of the same Act.

In preparation for this scheme, an internal Irish Language Committee across the CIÉ Group was established to address the various areas of the scheme, taking into account what is achievable over the coming years.

Under section 13 of the Act, a public notice was published of our intention to prepare a draft scheme under the Official Languages Act, 2003. Fifteen submissions were received and examined, and these were reviewed in preparing this scheme. CIÉ would like to thank everyone who took the time to engage with this process.

3. The content of the Language Scheme

The Scheme aims to improve and enhance the service that CIÉ Holding Company has offered in the Irish language. It contains an outline of the services currently available in Irish and plans to improve the provision of services over the course of this three year scheme.

4. Commencement Date of Scheme

The scheme has been confirmed by the Minister for Culture, Heritage and Gaeltacht. The Scheme will commence with effect from the 8th April 2019 and shall remain in force for a period of three years from that date or until a new

Scheme is confirmed by the Minister, pursuant to Section 15 of the Act, whichever is the later.

5. Overview of CIÉ

Coras Iompair Éireann is a body corporate established by the Transport Act 1950. Its general powers, duties and functions were set out initially in the Transport Act 1950 but were further repealed, replaced and amended by subsequent Transport Acts and other relevant legislation, in particular the Transport Acts 1958 and 1964.

It is the general duty of the Board so to provide reasonable, efficient and economical transport services with due regard to safety of operation, the encouragement of national economic development and the maintenance of reasonable conditions of employment for its employees.

CIÉ's vision is aligned to its statutory mandate i.e. to provide socially necessary bus and rail transport in a well-functioning, integrated manner which contributes to balanced regional economic development and social cohesion at a reasonable cost.

The Board of CIÉ is comprised of twelve Members appointed by the Government. Included in the twelve are four Worker Members who are appointed by the Government for a four-year term following elections by the staff of the Group. The current Board Members are:

Ms. Fiona Ross Chairperson

Mr. Tommy Wynne

Mr. Tom O'Connor

Mr. Stephen Hannan

Ms. Denise Guinan

Mr. Ultan Courtney

Mr. Aidan Murphy

Mr. Frank Allen

Mr. Liam O'Rourke

6. Commitment to service delivery in Irish

CIÉ supports the principles of Irish, English and duality, as outlined in the Official Languages Act 2003, and is committed to facilitating and accommodating its customers who wish to conduct their business through Irish to the greatest extent within its resources.

CIÉ endeavours to promote the Irish Language and improve our services to the public through Irish and welcomes the preparation of this Scheme as an opportunity to formalise the services already offered through Irish and to expand on the availability of services through Irish.

Principal Means of Communication with the Public

CIÉ engagement with the public primarily is undertaken through the individual operating companies, Iarnród Éireann, Bus Éireann and Dublin Bus, details of whose schemes are included. CIÉ Holding Company's principal means of communication with the public is through:

Telephone Services

Electronic Communication

Website

Press/Publicity

Letter

Services currently provided by CIÉ Holding Company through Irish

Correspondence -

All letters and emails received in the Irish language are responded to in Irish.

Website -

Limited 'fixed' information bilingual

Advertising -

Public consultation and other statutory notices are bilingual

Staff

A small portion of Staff would have Irish.

Signage

Signage is bilingual.

Third-party contractors

Signage by contractors bilingual where providing services directly to public on our behalf – incorporated in tender processes.

Services currently available through English only

All other services are delivered through English only

Services currently available through Irish & English

- Annual Report
- Publications – Policy documents, Public consultation

7. Enhancement of service to be provided bilingually**CIÉ Head Office telephone number –**

The option to choose service through an automated Irish menu of options shall be made available.

Timeframe for completion: End of second year of this scheme

Email messages -

In addition to existing centralised customer contact points, which are bilingual, individual staff members shall be encouraged to use the non-system generated part of 'out of office' replies in both Irish and English.

Timeframe for completion: End of first year of this scheme

Publications

Major reports published by CIÉ such as the annual report shall be published bilingually, with the exception of specialised internal instruction manuals or documents of a technical, scientific and specialist nature, which will be available in English only. Where length of any bilingual publication would reduce its effectiveness or involve excessive additional cost, separate Irish and English language versions may be provided. In this regard, each will contain a statement that a version is available in the other language.

Timeframe for completion – End of first year of this scheme

Press Releases

All press releases and statements connected with the issuing of bilingual reports (such as the annual report) will be issued bilingually from the commencement of the scheme.

Timeframe for completion: From the commencement of this Scheme

Communication

Upon request by local and/or national media, CIÉ will aim to ensure that an Irish speaking spokesperson, of sufficiently authority, will be available for media interviews.

Timeframe for completion: End of first year of this scheme

Website

All fixed content shall be made available through Irish

Timeframe for completion: End of second year of this scheme.

Monitoring and Review of the Scheme

The overall responsibility for overseeing the implementation of the scheme shall be assigned to the Chief Operating Officer's Department.

Annual updates on progress shall be reported to the Board of CIÉ

It is intended that the operation of this scheme will be reviewed from 18 months of its commencement and again at the end of the three year period to ensure delivery of agreed targets and adequate provision of services and initiatives through Irish in line with present and future demand from the industry and the Official Languages Act 2003.

Publication of agreed scheme

The contents of the final approved scheme along with the commitments and provisions of the scheme shall be publicised to staff and the general public by means of –

- Press Release
- Company Website

A copy of the Scheme has been forwarded to the Office of An Coimisinéir Teanga.