



**TUARASCÁIL  
FAIREACHÁIN**  

---

**MONITORING  
REPORT  
2019**





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Tuarascáil ón gCoimisinéir Teanga faoi alt 30(3) d'Acht na dTeangacha Oifigiúla, 2003.

*Report by An Coimisinéir Teanga in accordance with section 30(3) of the Official Languages Act 2003.*

# Achoimre ar an mBliain 2019



Monatóireacht déanta ar  
**chur i bhfeidhm moltaí imscrúduithe** don bhliain 2018 agus do bhlianta eile

Níl na moltaí ó imscrúdú a críochnaíodh in 2011 curtha i bhfeidhm go cuí ag

## an nGarda Síochána

maidir le comhaltaí le Gaeilge lonnaithe sa Ghaeltacht



Leaganacha Béarla de logainmneacha Gaeltachta fós in úsáid ag **Eircode** cé gur léirigh imscrúdú in 2015 gur shárú reachtaíochta a bhí ann

Ar an iomlán, bhí **75%** de chomharthaí ag na **10 n-ionad oidhreachta**

a scrúdaíodh ag cloí le riachtanais na reachtaíochta



## Scrúdaíodh **4 Bhord Oideachais agus Oiliúna**

i dtaca lena gcomhlíontacht leis na dualgais reachtúla atá orthu faoin Acht

Iniúchadh curtha i gcrích ar na comharthaí a bhí in úsáid ag

## **4 ollscoil – 41%**

i mBéarla amháin



Ní raibh aon cheann de na **10 n-údarás áitiúla**

a scrúdaíodh comhlíontach go hiomlán lena ngealltanais scéime teanga maidir lena suíomhanna gréasáin



## Iniúchadh ar na **gealltanais Ghaeltachta**

atá tugtha ag Comhairle Contae Dhún na nGall agus Comhairle Contae na Gaillimhe



Iniúchadh déanta ar chumas chórais ríomhairesca agus idirghníomhacha

## **na gCoimisinéirí loncaim**

glacadh leis an síneadh fada



# Overview of 2019



Monitoring carried out on the **implementation of recommendations** for investigations concluded in 2018 and in other years

The recommendations from an investigation concluded in 2011 have not been implemented appropriately by

**An Garda Síochána**

in relation to members with Irish stationed in the Gaeltacht



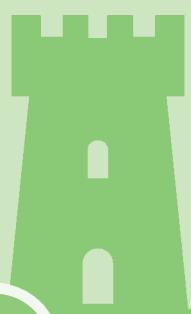
English forms of Gaeltacht place names still being used by

**Eircode** despite an investigation in 2015 which found that legislation had been breached

Overall, **75%** of signs at the

**10 heritage sites**

examined were compliant with the legislative requirements



**4 Education and Training Boards**

were examined in relation to their compliance with their statutory obligations under the Act

Audit concluded into the signs being used by

**4 universities – 41%** in English only



None of the **10 local authorities**

examined were fully compliant with their language scheme commitments in regard to their websites



Examination of the **Gaeltacht commitments**

given by Donegal County Council and Galway County Council



Audit carried out into the capacity of **Revenue Commissioners'** computer and interactive systems to accept the *síneadh fada*



# RÉAMHRÁ

Ceann de na cúramí atá leagtha ag Tithe an Oireachtas orm mar Choimisinéir Teanga ná faireachán a dhéanamh ar chur bhfeidhm Acht na dTeangacha Oifigiúla. Is cuid lárnach d'obair na hOifige é mar go dtugann sé deis dom réimse dualgas atá ar chomhlacthaí poiblí faoi Acht na dTeangacha Oifigiúla a iniúchadh as mo stuaim féin.

Róimh 2018, díríodh cuid mhaith d'obair faireachán na hOifige ar scéimeanna teanga. Bhí ciall leis an gcur chuige sin de bharr gurbh iad na scéimeanna teanga an phríomh-mheicníocht a bhí in úsáid sa reachtaíocht chun dualgas a leagan ar chomhlacthaí poiblí réimse seirbhísí a chur ar fáil i nGaeilge. Bhí sé riachtanach, mar sin, iniúchadh rialta a dhéanamh ar an gcaoi a raibh ag éirí le comhlacthaí poiblí na gealltanais a bhí tugtha acu ina scéimeanna teanga a chur i bhfeidhm.

Tugadh cuntas fianaisebhunaithe sa Tráchtairreacht ar Chóras na Scéimeanna Teanga a d'fhoilsigh mé sa bláthain 2017, áfach, go bhfuil an córas sin fabhtach go hiomlán anois. Léiríodh sa tráchtairreacht nach bhfuiltear ag cur le seirbhísí stáit trí Ghaeilge ar aon bhealach córasach ná cuimsitheach de thoradh chóras na scéimeanna teanga. I bhfianaise an méid a léiríodh sa tráchtairreacht chinn mé an próiseas faireacháin a bhí á fheidhmiú ag an Oifig a athrú agus tuilleadh d'acmhainní na hOifige a dhíriú i dtreo réimsí eile faireacháin seachas a bheith dirithe go príomha ar chóras na scéimeanna teanga.

Ba chóir dom a mheabhrú nach gceadaítear dom ach faireachán a dhéanamh ar phorálacha a bhaineann le hAcht na dTeangacha Oifigiúla. Creidim go mba chóir aghaidh a thabhairt air seo agus Bille nua na dTeangacha Oifigiúla á achtú. Fágann an staid reatha nach bhfuil ar mo chumas faireachán réamhgníomhach a dhéanamh ar chur i bhfeidhm aon phorálacha a bhaineann le stádas ná le húsáid teanga oifigiúla atá in aon achtachán eile amhail an tAcht Oideachais, 1998, an tAcht um Pleanáil agus Forbairt, 2000 agus an tAcht Craolacháin, 2009. Is i bhfoirm imscrúdaithe amháin is féidir liom aon neamh-chomhlónadh a líomhnaítear a fhiosrú i láthair na huairé.

Is í seo an dara tuarascáil faireacháin a d'fhoilsigh Oifig an Choimisinéara Teanga ó bunaíodh í. Tá gearrchuntas le fáil ar an obair faireacháin i dTuarascáil Bhliantúil na hOifige agus leanfar le heolas achomair a chur ar fáil ar an mbealach sin feasta.

## INTRODUCTION



The responsibilities bestowed on me as An Coimisinéir Teanga by the Houses of the Oireachtas include the monitoring of the implementation of the Official Languages Act. This aspect of my duties is central to the work my Office carries out as it gives me the opportunity to monitor, of my own accord, the range of duties placed upon public bodies under the Official Languages Act.

Prior to 2018 the majority of the Office's monitoring was focused on language schemes. This was a sensible approach because the language schemes were the main mechanism used by the legislation to impose a legal obligation on public bodies to provide varied services in Irish. It was therefore essential that regular monitoring was carried out on public bodies to ascertain how they were implementing the commitments made in their language schemes.

An evidence-based account was given in the Commentary on the Language Scheme System, issued in 2017, on how this system is now flawed. The report showed that there was no systematic or comprehensive development of services provided in Irish as a result of the language scheme system. Arising from the findings made in this report I made the decision to change the monitoring process of the Office and to direct more of the Office's resources towards monitoring other areas instead of focusing primarily on the language schemes.

I must reiterate that the legislation does not allow me to monitor any provision other than those of the Official Languages Act. I believe that this should be dealt with as the new Official Languages Bill is enacted. The current situation ensures I am unable to proactively monitor any provision to do with the status or use of an official language in other Acts such as the Education Act 1998, the Planning and Development Act 2000 and the Broadcasting Act 2009. Currently I am only able to deal with allegations of non-compliance through an investigation.

This is the second monitoring report that the Office of An Coimisinéir Teanga has issued since its establishment. A short account of the monitoring work has been given in the Office's Annual Report and information in summary form will be provided in this manner henceforth.

Tugtar cuntas sa tuarascáil seo ar an obair a cuireadh i gcrích i leith na réimsí oibre seo a leanas a aithníodh mar thosaíochtaí faireacháin don bhliain 2019:

- Cur i bhfeidhm moltaí imscrúduithe
- Úsáid na dteangacha oifigiúla ar chomharthaíocht ag suíomhanna oidhreachta
- Gealltanais teanga de chuid ceithre Bhord Oideachais agus Oiliúna
- Úsáid na dteangacha oifigiúla ar chomharthaíocht in ollscoileanna faoi scáth Ollscoil na hÉireann
- Suíomhanna gréasáin na n-údarás áitiúil
- Gealltanais Ghaeltachta na n-údarás áitiúil
- Gealltanais teanga Oifig na gCoimisinéiri loncaim

### **Moltaí imscrúduithe nár cuireadh i bhfeidhm**

Déanfar suntas de, b'fhéidir, go bhfuil obair faireacháin fós ar bun ar mholtai imscrúduithe a críochnaíodh roinnt mhaith blianta ó shin. Is cúis mhór aiféala dom go háirithe nach bhfuil na moltaí uile curtha i bhfeidhm mar ba chóir ag an nGarda Síochána maidir le himscrídú a rinneadh sa bhliain 2011. Bhain an t-imscrídú le cur i bhfeidhm forálacha i bhfo-alt 33(2) d'Acht an Gharda Síochána, a deir gur faoi Choimisinéir an Gharda Síochána, a mhéid is indéanta, a chinntíú gur comhaltaí den fhórsa atá líofa sa Ghaeilge a chuirtear ar dualgas i ndúiche ina bhfuil limistéar Gaeltachta.

Tá cur síos ar na hiarrachtaí a rinneadh an dualgas seo a chur ina luí ar an nGarda Síochána níos deireanaí sa tuarascáil. Ag an tráth seo is cosúil go bhféadfadh sé gurb é an toradh a bheidh ar an easpa dul chun cinn seo ná tuarascáil ar an ábhar a leagan faoi bhráid Thithe an Oireachtas, de réir an dualgais atá leagtha orm, nuair nach gcuirtear moltaí atá in imscrídú i bhfeidhm tar éis achar réasúnta ama.

### **Grádú ar chomhlíonadh**

Mar threoir don phróiseas iniúchta baineann m'Oifig úsáid as critéir chomhlíonta shoiléire chun breithiúnas a dhéanamh ar ghrádú an chomhlíonta. Is iad na gráid a dtagraítear dóibh sa tuarascáil seo ná:

- Comhlíonadh go hiomlán
- Comhlíonadh den chuid is mó
- Comhlíonadh méid áirithe
- Neamh-chomhlíonadh den chuid is mó
- Neamh-chomhlíonadh go hiomlán

This report provides an account of the work concluded during the year in the following categories, which were recognised as priorities for 2019:

- Implementation of the recommendations made in investigations
- The use of the official languages on signage at heritage sites
- Language commitments of four Education and Training Boards
- The use of the official languages on signage at universities under the aegis of the National University of Ireland
- Websites of local authorities
- Gaeltacht commitments of local authorities
- Language commitments of the Office of the Revenue Commissioners

### **Unimplemented investigation recommendations**

It will be noted that the Office is still monitoring the progress on recommendations made in investigations that were completed some years ago. It is especially regrettable to me that An Garda Síochána hasn't implemented all the recommendations from an investigation carried out in 2011. The investigation concerned the implementation of the provision in subsection 33(2) of the Garda Síochána Act which states that the Garda Commissioner shall, to the extent practicable, ensure that members of An Garda Síochána stationed in a district that includes a Gaeltacht area are sufficiently competent in the Irish language to enable them to use it when carrying out their duties.

The efforts made to persuade An Garda Síochána to implement this are explained later in this report. At this point it appears that the likely outcome of this lack of progress will be the laying of a report on the issue before the Houses of the Oireachtas, in accordance with the obligation placed upon me, when recommendations of an investigation have not been implemented after a reasonable period of time has elapsed.

### **Compliance grading**

As a guide to the audit process my Office uses clear compliance criteria to make adjudications regarding compliance grading. The grades referred to in this report are:

- Full compliance
- Compliance for the most part
- Compliance to a certain degree
- Noncompliance for the most part
- Complete noncompliance



## **Admhálacha**

Is mór agamsa, agus ag foireann m’Oifige, an comhoibriú a chuir comhlachtaí poiblí ar fáil dúinn agus muid i mbun fiosruithe agus iniúchtaí faireacháin le linn 2019.

Rónán Ó Domhnaill  
An Coimisinéir Teanga  
Meitheamh 2020

## **Acknowledgements**

My officials and I greatly appreciate the cooperation provided to us by public bodies in the course of our monitoring and audit enquiries during 2019.

Rónán Ó Domhnaill  
An Coimisinéir Teanga  
June 2020



# IMSCRÚUITHE

## An Garda Síochána

### Cúlra

Léiríodh in imscrídú sa bhliain 2011 gur sháraigh an Garda Síochána Acht an Gharda Síochána, 2005. An chúis atá leis an bhfionnachtain sin ná go raibh comhaltaí den Gharda Síochána nach raibh inniúil go leor sa Ghaeilge chun a chumasú dóibh í a úsáid go saoráideach. Sin le linn dóibh a bheith curtha ar stáisiún i ndúiche ina bhfuil limistéar Gaeltachta ar an Bhun Bheag / Doirí Beaga, [Gaoth Dobhair], Co. Dhún na nGall.

Moladh mar thoradh ar an imscrídú ar an nGarda Síochána:

- Go dtógfadh Coimisinéir an Gharda Síochána gach céim riachtanach le cinntíú gur Gardaí atá inniúil sa Ghaeilge a bheadh ar dualgas i stáisiúin Gaeltachta.
- Nach mbainfí leas as cinneadh ná as moltaí an imscrúdaithe mar leithscéal le laghdú nó maolú a dhéanamh ar sholáthar seirbhísé cuí póilíneachta don limistéar atá i gceist.
- Go bhfeidhmeodh an Garda Síochána córas tástála teanga cuí chun líofacht Gaeilge comhaltaí a mheas tráth a mbeifí ag beartú iad a chur ar stáisiún i ndúiche ina bhfuil limistéar Gaeltachta, agus
- Go scrúdódh an Garda Síochána an raibh impleachtaí ag cinneadh an imscrúdaithe seo ó thaobh na ndúichí ar fad de chuid an Gharda Síochána ina bhfuil limistéir Gaeltachta agus, má bhí, go rachfaí i ngleic leo sin le géilliúlacht do na dualgais reachtúla teanga a chinntíú.

### An próiseas faireachán

Bhí na scórtha teagmhálacha idir m'Ofig agus an Garda Síochána ó aimsir an imscrúdaithe. Bhí níos mó cumarsáide leis go deimhin ná le haon chomhlacht poiblí eile i gcomhthéacs cur i bhfeidhm moltaí imscrúdaithe. Is trua liom nach bhfuil toradh níos fearr le feiceáil ar na hiarrachtaí sin.

Bhí cruinníú agam féin leis an gCoimisinéir Drew Harris ar an 25 Márta 2019, agus sheol mé litir chuige ar an 15 Aibreán 2019, ag tabhairt achoimre ar an gcruiinníú sin agus ag leagan amach na mbeart a bhí de dhíth chun an cás seo a thabhairt chun críche. Ocht mbeart san iomlán a áiríodh sa cháipéis sin.

# INVESTIGATIONS

## An Garda Síochána



### Background

An investigation in 2011 found that An Garda Síochána had breached the Garda Síochána Act 2005. This finding resulted from members of An Garda Síochána who were not competent enough in Irish to enable them to use it with ease being stationed in a district with a Gaeltacht area in An Bun Beag / Doirí Beaga, [Gaoth Dobhair], Co. Donegal.

It was recommended as a result of the investigation of An Garda Síochána:

- That the Garda Commissioner take every necessary step to ensure that Gardaí competent in Irish are deployed to Gaeltacht stations.
- That the finding and recommendations of the investigation are not to be used as an excuse to reduce or slow the provision of an appropriate policing service for the area in question.
- That An Garda Síochána implement an appropriate language testing system to assess the Irish language fluency of members when it is proposed that they may be stationed in a district with a Gaeltacht area, and
- That An Garda Síochána examine if there were implications from the decision of this investigation in relation to all the districts of An Garda Síochána with Gaeltacht areas and, if there were, that these be addressed to ensure compliance with the statutory language obligations.

### The audit work

Numerous communications have occurred between my Office and An Garda Síochána since the investigation. Indeed, there were more communications with it in the context of implementing recommendations of an investigation than with any other public body. It is regrettable that a better result is not evident from those efforts.

I had a meeting with Garda Commissioner Drew Harris on 25 March 2019, and I sent him a letter on 15 April 2019 providing a summary of that meeting and outlining the actions required in order to finalise the case. Eight actions, in total, were specified in that document.



Cuireadh in iúl don Oifig ar an 25 Meitheamh 2019 go raibh cáipéis chuimsitheach mar fhreagra ar litir an Choimisinéara Teanga curtha faoi bhráid lucht bainistíochta an Gharda Síochána. Cuireadh nóta chuig an nGarda Síochána ar an 11 Iúil ag fiosrú cathain a bheadh an freagra againn. Eisíodh meabhrachán ar an 2 Meán Fómhair nuair nach raibh aon fhreagra faighte.

Ar an 3 Meán Fómhair 2019 tháinig admháil ag glacadh leithscéil as an moill agus ag tabhaint le fios go raibh Oifig um Acmhainní Daonna agus Forbairt Daoine an Gharda Síochána ar an eolas faoin bpráinn a bhain leis agus go gcuirfí an freagra ar fáil go luath maidir leis na bearta ar fad a pléadh ag an gcruiinniu leis an gCoimisinéir Harris ar an 25 Márta 2019.

Eisíodh ríomhphost chuig an nGarda Síochána ar an 20 Meán Fómhair 2019 ag tabhaint le fios go raibh nach móré sé mhí caite ó bhí an cruinniu ann ar an 25 Márta 2019, agus an Oifig fós ag fanacht ar fhreagra ón nGarda Síochána ar an ábhar. Míníodh gurbh ábhar imní nár chosúil go raibh aon dul chun cinn á dhéanamh ar an ábhar seo agus go raibh machnamh á dhéanamh ar na chéad chéimeanna eile ba ghá a ghlacadh sa chás in éagmais freagra críochnúil ón nGarda Síochána.

Bhí roinnt mhaith teagmhálacha idir m'Oifig agus Oifig Choimisinéir an Gharda Síochána ina dhiadh sin inar meabhraíodh go gcaithfinn tuarascáil a chur faoi bhráid Thithe an Oireachtas ar an ábhar seo mura léireofaí dul chun cinn ar mholtáí an imscrúdaithe.

Tháinig freagra ón nGarda Síochána le tuairisc cothrom le dáta ar an 5 Samhain 2019. Sa litir sin cuireadh in iúl go gcuimseofaí na hoibleagáidí tábhachtacha atá ar an nGarda Síochána chun a sheirbhísí a sholáthar trí Ghaeilge ina gclár athraithe leanúnaigh. Dúradh freisin go raibh Plean Straitéiseach don Lucht Saothair á dhréachtú faoi láthair don tréimhse ó 2020 go 2022 agus go gcuirfí seirbhís trí Ghaeilge atá oiriúnach don fheidhm san áireamh sa Phlean Straitéiseach seo.

Tugadh le fios sa litir go gcinnteodh Rannóg Acmhainní Daonna agus Forbartha Daoine an Gharda Síochána go gcuirfí an t-éileamh ar sheirbhísí a sholáthar trí Ghaeilge san áireamh i ngach comórtas inmhéanach ardaithe céime agus cliathánach amach anseo agus go leanfaí le hoiliúnaithe a earcú a bhfuil Gaeilge acu nuair a bheidh comórtais ar siúl amach anseo.

Rinne m'Oifig scrúdú ar an tuairisc a cuireadh ar fáil, agus cuireadh i gcomparáid í leis na bearta a bhí iarrtha i mo litir dar dáta an 15 Aibreán 2019. Cé go raibh freagra tugtha ar na bearta a bhí iarrtha i mo litir, bhí an easpa gnímh soiléir. I bhformhór na gcásanna is easpa sprioc-ama nó doiléireacht nó tuiscintí coinníollacha a bhí le brath.

On 25 June 2019 the Office was informed that a comprehensive document, in reply to An Coimisinéir Teanga's letter, had been forwarded to Garda management. A note was sent to An Garda Síochána on 11 July enquiring when we would receive the reply. A reminder was sent on 2 September when no reply had been received.

On 3 September 2019 an acknowledgement was received apologising for the delay and stating that the Human Resources and Personnel Development Office of An Garda Síochána understood the urgency of the matter and that a reply would be provided soon in respect of all the actions discussed at the meeting with Commissioner Harris on 25 March 2019.

An email was issued to An Garda Síochána on 20 September 2019 stating that almost 6 months had elapsed since the meeting of 25 March, and that the Office was still awaiting a response on the matter from An Garda Síochána. It was explained that the apparent lack of progress on this issue was a matter of concern and that consideration was being given to the next steps to be taken in light of the lack of a full response from An Garda Síochána.

Quite a few contacts between my Office and the Office of the Garda Commissioner followed that, during which it was reminded that I am obliged to present a report on the subject to the Houses of the Oireachtas if no progress was shown on recommendations of the investigation.

A response, including an up-to-date report, was received on 5 November 2019. In that letter, it was advised that the important obligations of An Garda Síochána to provide their services through Irish would be included in their ongoing change programme. It was also stated that a Strategic Workforce Plan was being drafted at present for the period 2020-2022 and that an Irish language service which is fit for purpose would be included in this Strategic Workforce Plan.

It was stated in the letter that the Human Resources and Personnel Development Office of An Garda Síochána would ensure the inclusion of the demand to provide services through Irish in every internal promotional and lateral competition henceforth and that trainees with Irish will continue to be recruited from future competitions.

My Office examined the report provided, and it was compared with the actions requested in my letter of 15 April 2019. Although a reply was given in relation to each of the actions requested in my letter, there was little evidence of action. The majority of the cases were characterised by no timeframes, vagueness or conditional understandings.

Ar an 22 Samhain 2019 lorgaíodh soiléiriú ón nGarda Síochána i dtaobh líon seachas céatadán na nGardaí a bhfuil Gaeilge ar a dtóil acu sna stáisiúin Ghaeltachta. Eisíodh meabhrúchán ar an ábhar ar an 12 Nollaig. In ainneoin admháil a bheith faigte ar an dá ríomhphost sin, ní raibh aon fhreagra faigte faoi dheireadh mhí Aibreáin 2020.

### **Freagra**

Lorg an Oifig seo breis eolais agus soiléirithe an athuair ón nGarda Síochána ag túis mhí na Bealtaine i mbliana. Lorgaíomar eolas maidir le haon dul chun cinn a bhí déanta i dtaobh cúrsaí measúnaithe, arduithe céime chuig stáisiúin Ghaeltachta do chomhaltaí den Gharda Síochána, anailís ar chomhaltaí le Gaeilge agus gan Ghaeilge i stáisiúin Ghaeltachta atá ag dul ar scor, socrutha maidir le Gardaí le Gaeilge a thagann tríd an bpainéal earcaíochta agus prótacal maidir le haonaid speisialta.

Cuireadh freagra ar an tuairisc ar fáil ar an 10 Meitheamh. Ní mór dom ag an tráth seo cíoradh iomlán a dhéanamh ar litir an Gharda Síochána a cuireadh faoi mo bhráid, ach níl an dul chun cinn a mbeiffí ag súil leis déanta faoin tráth seo. Ba léir ón eolas a cuireadh ar fáil go bhfuil líon na nGardaí le Gaeilge atá ar dualgas i stáisiúin atá lonnaithe i ndúiche ina bhfuil limistéar Gaeltachta ardaithe ó 47 go 51 sa tréimhse ó rinneadh an t-imscrúdú. Sin ardú de cheathrar ó rinneadh moltaí an imscrúdaithe in 2011. Tá líon na nGardaí atá ar dualgas sna stáisiúin i gceantair Ghaeltachta íslithe ó 114 go 98 sa tréimhse chéanna.

### **Príomhfhionnachtain**

Is bocht an scéal é nach bhfuil moltaí uile an imscrúdaithe a rinneadh sa bhliain 2011 curtha i bhfeidhm. D'fhéadfadh sé gurb é an toradh a bheidh ar an easpa dul chun cinn seo ná go mbeadh tuarascáil ar an ábhar le leagan faoi bhráid Thithe an Oireachtas. Tá dualgas orm é sin a dhéanamh sa chás go measaim nach gcuirtear moltaí imscrúdaithe i bhfeidhm go cuí laistigh d'achar réasúnta ama. Ba dheacair d'aon duine a rá nach bhfuil achar réasúnta ama caite faoin tráth seo.

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**Tús teagmhála: 9 Samhain 2012**

**Teagháil is déanaí: 10 Meitheamh 2020**

On 22 November 2019 a clarification was sought from An Garda Síochána in relation to the number, as opposed to the percentage, of Gardaí who have Irish in Gaeltacht stations, and a reminder was issued on the matter on 12 December. Despite receiving acknowledgements for both emails, no reply had been received by the end of April 2020.

### **Response**

This Office sought additional information and clarifications once more from An Garda Síochána at the beginning of May this year. We sought information in respect of any progress that had been made in regard to assessments, promotion of members of An Garda Síochána to Gaeltacht stations, analysis of members with and without Irish in Gaeltacht stations who are due to retire, arrangements in respect of Gardaí with Irish who come through the recruitment panel and the protocol in respect of special units.

A response was provided on 10 June. I must, at this stage, examine fully the letter An Garda Síochána submitted to me, but the progress one would expect has not been achieved to date. It was clear from the information provided that the number of Gardaí with Irish who are on duty in stations located in districts which have a Gaeltacht area has increased from 47 to 51 in the period since the investigation was carried out. That is an increase of 4 since the recommendations of the investigation were made in 2011. The number of Gardaí stationed in Gaeltacht areas has decreased from 114 to 98 during that same period.

### **Main finding**

It is most unfortunate that the recommendations of the investigation made in 2011 have not been implemented. It may be that this lack of progress will result in a report on the matter being put before the Houses of the Oireachtas. I have an obligation to do this where I believe that recommendations of an investigation are not appropriately implemented within a reasonable period of time. It would be difficult for anyone to argue that a reasonable period of time has not now elapsed.

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**Initial liaison: 9 November 2012**

**Latest liaison: 10 June 2020**

## An Roinn Oideachais agus Scileanna

Rinne mé imscrúdú sa bhliain 2017 a raibh tábhacht ar leith leis i dtaca leis an oideachas trí Ghaeilge. Aithnítear ról lárnach an oideachais lán-Ghaeilge sa "Ráiteas i Leith na Gaeilge 2006" agus sa "Straitéis 20 Bliain don Ghaeilge 2010-2030". Tá an cur chuige sin le feiceáil sna dualgais agus sna cuspóirí maidir leis an nGaeilge san Acht Oideachais, 1998, mar shampla go dtabharfaí aird ar rogha tuismitheoirí maidir le riachtanais teanga agus chultúrtha daltaí a chur chun cinn.

Léiríodh san imscrúdú a rinne mé gur sáraíodh forálacha den Acht céanna, an tAcht Oideachais, 1998. Níor áiríodh cuspóirí teanga an Acharta go cuí sa phróiseas a bhain le ceapadh pátrúin do bhunscoil nua a bhí le bunú i gceantar pleánala scoile Dhroim Chonrach/Marino/Bhaile Átha Cliath 1.

Moladh san imscrúdú:

- go ndéanfadh an Roinn Oideachais agus Scileanna athscrúdú ar an éileamh ar oideachas il-sainchreidmheach trí Ghaeilge i gceantar pleánala scoile Dhroim Chonrach/Marino/Bhaile Átha Cliath 1; agus
- go gcloífi feasta leis na dualgais reachtúla teanga sa phróiseas trína mbronntar pátrúnacht.

B'údar sásaimh dom é nuair a d'fhogair an tAire Oideachais agus Scileanna ar an 31 Deireadh Fómhair 2018 gur scoil lán-Ghaeilge a bheadh sa scoil nua a bhí le bunú i gceantar pleánala scoile Dhroim Chonrach/Marino/Bhaile Átha Cliath 1. Leanadh den phlé maidir leis an dara moladh a luitéar thusa a bhaineann leis an bpróiseas pátrúnachta agus d'fhogair an tAire tortaí phróiseas pátrúnachta 2019 i dtreo dheireadh mhí Feabhra 2019. Níor léir dom gur bronnadh na pátrúnachtaí i gcomhréir leis na moltáí a bhí déanta ag an Roinn mar fhreagra ar an imscrúdú. Thug mé suntas go háirthe don mhéid seo a leanas:

- Fiú agus na scoileanna nua a fógraíodh san áireamh, bheadh dhá cheantar as an dá cheann déag ann nach mbeadh aon soláthar don Ghaelscolaíocht iontu.
- Chonacthas dom gur laige a bhí sa phróiseas nár cuireadh aon eolas ar fáil sna tuarascálacha aonaracha maidir le hacmhainn na scoileanna lán-Ghaeilge a bhí ag feidhmiú sa cheantar freastal ar an éileamh breise. Ní dhearnadh aon chíoradh ar an éiteas a bhí sna ceantair sin ach oiread.

## Department of Education and Skills



I conducted an investigation in 2017 that had particular importance in relation to education through Irish. The central role of Irish-medium education is recognised in the "Statement on the Irish Language 2006" and the "20-Year Strategy for the Irish Language 2010-2030". That approach is seen in the obligations and objectives in relation to Irish in the Education Act 1998, for example that parents' choice is heeded in respect of advancing students' linguistic and cultural requirements.

The investigation I conducted showed that provisions of this Act, the Education Act 1998, had been breached. The linguistic objectives of the Act were not appropriately included in the process of appointing a patron for a new primary school to be located in the Drumcondra/Marino/Dublin 1 school planning area.

The investigation recommended:

- that the Department of Education and Skills re-examine the demand for multi-denominational education through Irish in the Drumcondra/Marino/Dublin 1 school planning area; and
- that the statutory language requirements are complied with in future in the process by which a patronage is awarded.

I was satisfied when the Minister for Education and Skills announced, on 31 October 2018, that the new school to be based in the Drumcondra/Marino/Dublin 1 school planning area would be an Irish-medium school. Discussions continued in relation to the second recommendation, above-mentioned, in relation to the patronage process and the Minister announced the results of the 2019 patronage process towards the end of February 2019. It was not evident to me that the patronages were awarded in accordance with the recommendations made by the Department in response to the investigation. I noted the following in particular:

- Even with the inclusion of the new schools that were announced, two of the twelve areas involved would have no Gaelscoil provision.
- It appeared to me a weakness in the process that no information was provided in the individual reports as to whether there were resources in the Irish-medium schools to cater for the extra demand in the area. There was no analysis of the ethos in those areas either.

Ba léir go raibh athrú curtha ag an Roinn ar na moltaí a cuireadh faoi mo bhráid i mí na Nollag 2017 agus i mí Aibreán 2018:

- Athbhreithniú a dhéanamh ar an bpróiseas pátrúnachta maidir le léirithe tuismitheoirí ar an nGaeoideachas mar rogha trí aird sa bhreis a thabhairt ar chomhréireacht. D'fhéadfadh sé go mb'fhéidir Gaelscoil agus scoil Bhéarla a sholáthar laistigh de limistéar pleánala scoileanna amháin, mar shampla d'fhéadfaí scoil 24 seomra a sholáthar mar scoil 8 seomra ranga agus scoil ar leith 16 sheomra ranga. Thiocfadh réiteach roinnte mar seo i gceist dá mbainfeadh roghanna pátrúnachta le haghaidh Gaelscoile comhréir faoi leith amach de na roghanna a léiríodh. Cé nár tugadh slat tomhais, tugadh sampla den toradh a bheadh air dá socrófaí ar 35%.

Mheas mé ag an am gur cur chuige stuama a bhí á ghlacadh ag an Roinn sa mhéid is go raibh modheolaíocht á moladh a chonacthas dom a d'fhreastalódh ar mhianta tuismitheoirí don oideachas lán-Ghaeilge, fiú nuair nár bhain an rogha sin an líon ab airde iarratas amach sa phróiseas pátrúnachta.

Thug an Roinn le fios go raibh athrú tagtha ar an dearcadh ó shin toisc nach raibh aon scoil 24 seomra le bunú idir 2019 agus 2022 agus nár thug toradh an bhunphróisis pátrúnachta leibhéal dearbhaithe leordhóthanach go mbeadh éileamh ann ar scoil lán-Ghaeilge inmharthana 8 seomra ranga.

Rinne an Roinn cur síos ar an bpróiseas comhairliúcháin a bhí curtha i bhfeidhm aici agus leag sí amach an Plean Tionscadail a d'eascair as an gcomhairliúchán sin, lenar áiríodh:

- Scrúdófaí arbh fhéidir agusín a chur leis an bpolasáí reatha maidir le bunú scoileanna nua. I gcás scoileanna atá le bunú le linn na tréimhse 2020-2022, dhéanfaí an soláthar lán-Ghaeilge atá sa cheantar cheana a iniúchadh. Sa chás nach raibh aon soláthar trí Gaeilge sa cheantar dhéanfaí réamhchinneadh gurbh í an Ghaeilge teanga theagaisc na scoile seachas mura mbeadh sin oriúinach nó riachtanach. I gcásanna eile leanfaí ar aghaidh ag cinneadh theanga an teagaisc tar éis próiseas pátrúnachta.
- Scrúdófaí arbh fhéidir agusín a chur leis an bpolasáí i gcás ceantair a bhfuil roinnt scoileanna nua le bunú iontu sa tréimhse 2019-2022. Dhéanfaí cinneadh roimh ré go mbeadh ceann amháin ar a laghad de na scoileanna sin ina scoil lán-Ghaeilge mura mbeadh cúnse áitiúil áirithe ann nach mbeadh sin oriúinach nó riachtanach.

It was evident that the Department had changed direction from the recommendations presented to me previously in December 2017 and April 2018:

- To review the patronage process in respect of parents' indications of Gaeoideachas as a choice by giving greater emphasis to proportionality. A Gaelscoil and an English-medium school could possibly be provided within one school planning area, for example a 24 classroom school could be designated as an 8 classroom school and a 16 classroom school. A shared solution like this would be achieved in cases where the number of preferences for a Gaelscoil achieved a certain proportion of the number of preferences for the patronage body receiving the highest number of preferences. Although a benchmark was not provided, a sample result was given in the case of 35% being agreed.

I thought at the time that this approach being adopted by the Department was sensible, insofar as a methodology was being recommended which seemed to me would accommodate parents' wishes for Irish-medium education, even when that choice did not achieve the highest amount of preferences in the patronage process.

The Department advised that there had been a subsequent change of view as no 24 classroom school was to be established between 2019 and 2022 and that the result of the recent patronage process did not give a sufficient level of affirmation that there is demand for a viable, 8 classroom Irish-medium school.

The Department described the consultation process implemented by it and outlined the Project Plan that arose from that consultation, which included:

- To investigate adding an appendix to the current policy in relation to establishing new schools. In the case of schools to be established during the period 2020-2022, to examine the existing Irish-medium provision in the area. Where there is no provision in the area for Irish, to predetermine the teaching language of that school as Irish-medium, unless this is not suitable or necessary. In other cases, the teaching language would be decided after a patronage process.
- To investigate adding an appendix to the policy in the case of areas where new schools are to be established in the period 2019-2022. A decision would be made beforehand that at least one of those schools would be an Irish-medium school, unless there were specific local reasons why this would not be suitable or necessary.

- Dá mbeadh ceann de na 26 bunscoil atá le bunú sa tréimhse 2019-2022 le méadú ina scoil 24 seomra, bunaithe ar athbhreithniú déimeagrafach, go ndéanfaí iniúchadh ar bhonn píolótach féachaint arbh fhéidir an scoil sin a sheachadadh mar scoil 16 sheomra ranga agus scoil 8 seomra ranga, agus cuid de na háiseanna á gcomhroinnt eatarthu, sa chás go gceadódh dálai suímh a leithéid.

Bhí sé ar cheann de na moltaí is suntasaí ag an Roinn sa litir seo go ndéanfaí réamhchinneadh gurb í an Ghaeilge a bheadh mar theanga theagaisc i scoil nua a bheartófaí i gceantar pleánala scoile nár bh ann d'aon soláthar don oideachas lán-Ghaeilge. Ghlac mé leis go raibh fiúntas sa mholadh sin cé go raibh diomá orm leis an gcúlú a chonacthas dom a bhí déanta ón moladh a cuireadh faoi mo bhráid cheana ar an ábhar.

Bhí cruinniú agam leis an Roinn Oideachais agus Scileanna mí lúil 2019 maidir le cur i bhfeidhm mholtáí an imscrúdaithe. Ainneoin go raibh de chuspóir ag na hathruithe soláthar níos fearr a dhéanamh don oideachas lán-Ghaeilge, nocht mé an tuairim go raibh sé tábhachtach go ndéanfaí cúram cinnte de sholáthar an oideachais lán-Ghaeilge. Bhainfeadh seo go speisialta le cúinsí agus ceantair ina léireofaí éileamh dóthanach ar a leithéid le linn an phróisis phátrúnachta ach gan í a bheith ar rogha an mhóraimh. Tá dóchas agam go mbeidh tionchar dearfach ag obair na Roinne, a rinneadh mar thoradh ar an imscrúdú, ar sholáthar an oideachais lán-Ghaeilge sa tír.

- If one of the 26 primary schools to be established in the period 2019-2022 is to be expanded to a 24 classroom school, following demographic review, that the possibility of delivering that school as a 16 classroom school and an 8 classroom school, with some shared facilities, will be explored on a pilot basis, where sites allow it.

One of the Department's most significant recommendations in this letter was that it be predetermined that Irish would be the language of education for a new school proposed in a school planning area which has no provision for Irish-medium education. I accepted that this recommendation was worthwhile although I was disappointed with what I saw as backtracking from the recommendation put to me previously in this respect.

I had a meeting with the Department of Education and Skills in July 2019 in relation to the implementation of the recommendations of the investigation. Notwithstanding that the changes were aimed at making better provision for Irish-medium education, I expressed the opinion that it was important that particular attention be given to the provision of Irish education-medium. This should specially apply in cases and areas where sufficient demand is shown during the patronage process, but where it is not the choice of the majority. I am hopeful that the work of the Department, as a result of the investigation, will have a positive effect on the provision of Irish-medium education in the country.

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Tús teagmhála: 26 Deireadh Fómhair 2017

Teagmháil is déanaí: 8 Samhain 2019

Initial liaison: 26 October 2017

Latest liaison: 8 November 2019

## An Roinn Cumarsáide, Fuinnimh agus Acmhainní Nádúrtha (Eircode)

### Cúrla

Is imscrúdú thar a bheith suntasach a bhí san imscrúdú seo faoin úsáid a bhain an córas

Eircode as logainmneacha agus ainmneacha agus sloinnte daoine. Go deimhin, fuair an Oifig seo níos mó gearán ar an ábhar seo as féin ná aon ábhar aonair eile riamh ó bunáodh an Oifig.

Sháraigh an Roinn Cumarsáide, Fuinnimh agus Acmhainní Nádúrtha an dualgas reachtúil teanga maidir le cur i bhfeidhm a scéime teanga chomh fada is a bhaineann sé le logainmneacha Gaeltachta. Is mar seo a leanas atá an mhísin den scéim:

#### Logainmneacha Gaeltachta

Tá na socrúcháin riachtanacha curtha in áit ag an Roinn le cinntíú go n-úsáidfear logainmneacha oifigiúla na gceantar Gaeltachta mar atá fógraithe ag an Aire in Ordú na Logainmneacha Gaeltachta 2005 mar réamhshocrú do chuspóirí corporáideacha, lena n-áirítear, mar is cuí, cuspóirí reachtúla, corporáideacha agus staidrimh.

Tá an dualgas reachtúil ar an Roinn Cumarsáide, Fuinnimh agus Acmhainní Nádúrtha sa chás seo agus ní Eircode féin, ná an Post, a dháil na héirchoid, mar gurb í an Roinn atá freagrach as an gconradh don chóras a bhronnadh agus a stiúradh.

Anneoin a mhínádúrtha is a bhí sé go raibh comhlacht stáit ag úsáid logainmneacha Béarla do sheoltaí daoine atá taobh amuigh den Ghaeltacht ach ar mian leo go n-úsáidfí an logainm Gaeilge, ní raibh sórá reachtaiochta ann. Sampla eile é seo den easpa cosanta ar bhunchearta teanga in Acht na dTeangacha Oifigiúla. Is amhlaidh a bhí an scéal ó thaobh aistriúchán a rinneadh ar ainmneacha daoine óna dteanga dhúchais, Gaeilge, go Béarla. Dúirt mé ag an am gur “*buncheart céannacht duine a bheith aitheanta ina rogha teanga oifigiúla i ggnóthaí an Stáit*”.

### Moltaí

- Go ginnteofaí feasta go dtabharfar aird chuí ar ghealltanais scéime teanga nuair atá conradh á aontú ag an Roinn le tríu páirtí do sheachadadh seirbhísí.
- Go ndéanfaí aon chonradh eile a bhí idir lámha ag an Roinn ag an am a scrídú d'fhonn a phiosrú an raibh impleachtaí ag an bhfionnachtain seo d'aon chonradh eile.



# EIRCODE

## Department of Communications, Energy and Natural Resources (Eircode)

### Background

This investigation was a particularly important one which concerned how the Eircode system used place names and people's names and surnames. Indeed, this Office received more complaints on this subject alone than on any other single matter since the establishment of the Office.

The Department of Communications, Energy and Natural Resources breached the statutory language requirement in respect of the implementation of its language scheme insofar as it concerns Gaeltacht place names. The relevant section in the scheme is as follows:

#### Gaeltacht Place Names

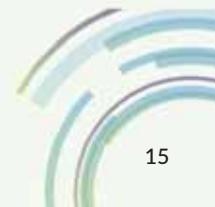
*The Department has put in place the necessary arrangements to ensure that official Placenames of Gaeltacht areas as declared by the Minister in the (Ceantair Ghaeilge) Placenames Order 2005 will continue to be used as the default for corporate purposes, including, where appropriate, legislative, corporate and statistical purposes.*

In this case, the statutory obligation falls upon the Department of Communications, Energy and Natural Resources and not upon Eircode itself or An Post, which distributed the Eircodes, as the Department is responsible for granting and regulating the contract.

Despite how strange it seemed that English place names were being used by a public body for people's addresses outside the Gaeltacht despite their wish that the Irish language place name be used, there was no legislative infringement. This is yet another example of the inadequacy of the Official Languages Act in safeguarding a basic language right. The same applied to the translation of people's names from their original language, Irish, to English. I asserted at the time that “*having one's identity recognised in one's official language of choice is a fundamental right*”.

### Recommendations

- That it is ensured that due regard is given hereafter to language scheme commitments when the Department is agreeing a contract with a third party to deliver services.
- That any other contract that was in progress in the Department at the time be examined in order to find out whether this finding has implications for any other contract.



- Go gcuirfí tuarascáil faoi bhráid na hOifige faoin 12 Feabhra 2016 ag tabhairt léargas cuimsitheach i dtaca le stádas géillíulachta na gconarthá eile don ghealltanás reachtúil scéime i dtaca le logainmneacha Gaeltachta.
- Go gcuirfí tuarascáil chuimsitheach faoi bhráid na hOifige faoin 30 Meitheamh 2016 i dtaca leis an dul chun cinn a bhí déanta leis an uasdátú ar an mbunachar sonrái ar a bhfuil Eircode ag brath, ag áireamh anailís ar aon bhearna idir úsáid logainmneacha Gaeltachta in GeoDirectory an Phoist (APG).

## An próiseas faireacháin

Cuireadh túis leis an bpróiseas faireacháin ar chur i bhfeidhm mholtáí an imscrúdaithe le linn na bliana 2016. Bhí liomad teagmhálacha idir m'Oifig agus oifigigh na Roinne Cumarsáide ón uair sin i leith.

Mheabhráigh mé don Roinn i mí Aibreán 2019 gur chóir gur i nGaeilge amháin a bheadh na logainmneacha ábhartha Gaeltachta ar an gcóras Eircode chun go dtabharfaí feidhm chruinn do ghealltanás na scéime agus moltaí an imscrúdaithe. Cuireadh in iúl don Roinn go raibh gearán fós á bhfáil ag m'Oifig ó dhaoine den phobal go bhfuil a gcuid seoltaí á n-úsáid ag comhlachtaí príobháideacha i mBéarla i gcónai. Ní hé seo atá uathu ach tá an scéal amhlaidh de thoradh úsáid an chórais Eircode toisc nach bhfuil seoltaí Gaeltachta ar an gcóras sin i nGaeilge amháin.

Ag cruinníú i ndeireadh mhí na Bealtaine dearbhaíodh léirmhíniú na hOifige ar an bhforáil reachtúil, is é sin gur chóir gur i nGaeilge amháin a bheadh na logainmneacha Gaeltachta ábhartha ar an gcóras Eircode. Iarradh freagra críochnúil laistigh de 30 lá.

Fuair mé freagra dar dáta an 24 Meitheamh 2019, ag tabhairt le fios go raibh an Roinn tar éis scríobh chuig an bPost, ar leo cearta IP na seoltaí go léir a úsáidtear sa chóras Eircode (is é sin an seoladh uimhriúil a úsáidtear mar phrótacal idirlín do gach seoladh), ag iarraidh orthu a mbunachar sonrái seoltaí a leasú ionas gur i nGaeilge amháin a bheadh gach logainm ábhartha Gaeltachta. Dearbhaíodh, mar a bhí ráite cheana, gur ón mbunachar sonrái GeoDirectory agus uaidh sin amháin a thagann gach seoladh a sholáthraítear sa chóras Eircode. Tá an bunachar sonrái sin á chur ar fáil faoi cheadúnas ag GeoDirectory an Phoist (APG) do Capita. Is comhfhiontar de chuid an Phoist agus Shuirbhéireacht Ordanáis Éireann é APG.

- That a report be submitted to this Office by 12 February 2016 giving a comprehensive overview in relation to the compliance status of the other contracts with the statutory scheme commitment concerning Gaeltacht place names.
- That a comprehensive report be submitted to this Office by 30 June 2016 in relation to the progress made in updating the database on which Eircode depends, including analysis of any discrepancy in the use of Gaeltacht place names in An Post GeoDirectory (APG).

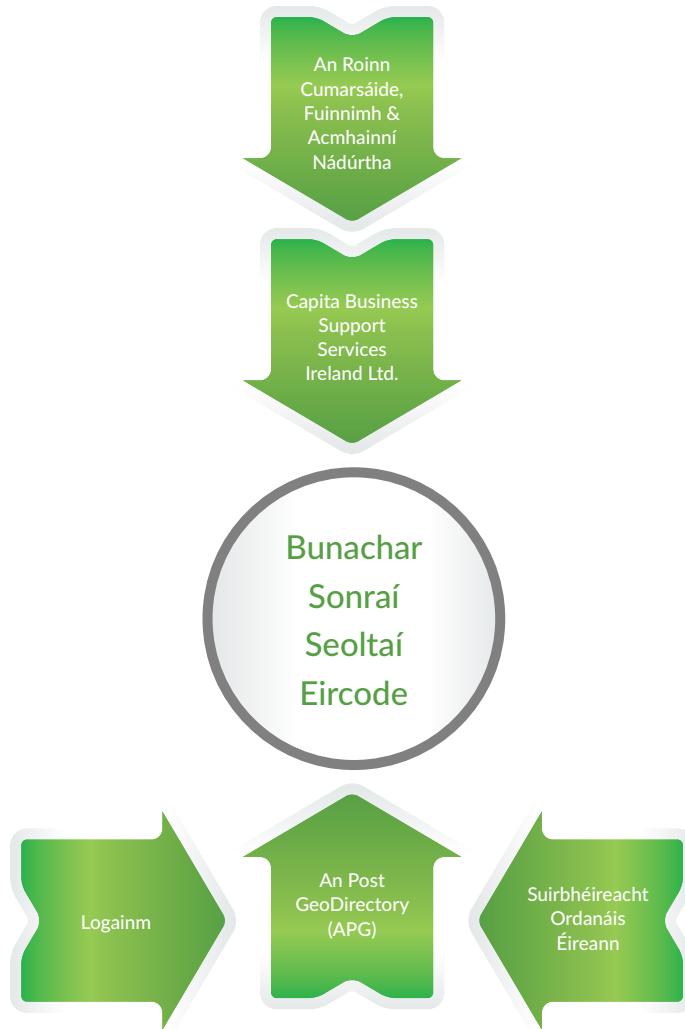
## The monitoring process

The monitoring process of the implementation of the investigation's recommendations was initiated during 2016. There has been much correspondence between my Office and the Department of Communications' officers since that time.

I reminded the Department in April 2019 that the relevant Gaeltacht place names should be in Irish only on the Eircode system in order to implement correctly the commitment in the scheme as well as the recommendations of the investigation. I notified the Department that I am still receiving complaints from members of the public regarding private bodies using their addresses in English. This is contrary to their wishes and is a result of using the Eircode system, due to the fact that Gaeltacht addresses are not on that system in Irish only.

At a meeting at the end of May the Office's interpretation of the statutory provision was confirmed, that is, that the relevant Gaeltacht place names should be in Irish only on the Eircode system. A final response was sought within 30 days.

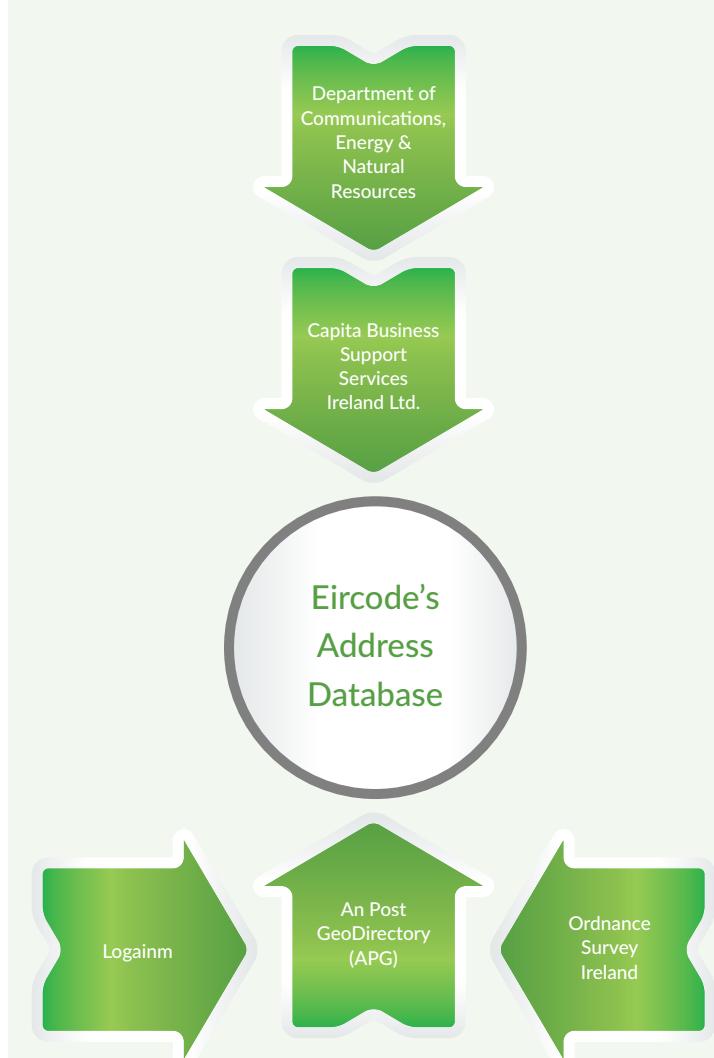
I received a response dated 24 June 2019, indicating that the Department had written to An Post, who own the IP rights of all the addresses used in the Eircode system (that is the numerical address used as an internet protocol for every address), requesting that it amend its address database so that every relevant Gaeltacht place name is in Irish only. It was confirmed, as was mentioned earlier, that every address that the Eircode system provides is derived exclusively from the GeoDirectory database. This database is made available to Capita under licence from An Post GeoDirectory (APG). APG is a cooperative enterprise between An Post and Ordnance Survey Ireland.



I mí na Samhna 2019 dhearbhaigh an Post nach bhféadfaí an leagan Béarla de sheoltaí Gaeltachta a bhaint dá mbunachar sonraí mar go dteastaíonn sé le cruinseachadadh litreacha a chinntíú. An chúis atá leis sin, a dúradh, ná go n-úsáideann lear maith daoine seoltaí Béarla sa Ghaeltacht. Dúirt an Post go bhfuil dualgas reachtúil orthu faoi ComReg cloí le spriocanna áirithe seachadta agus go mbeadh sé sin dodhéanta gan an leagan Béarla de na seoltaí a bheith sa bhunachar acu. Tugadh le fios go bhféadfadh sé amach anseo go mbeadh giurléid láimhe ag fir agus mná poist a d'fhéadfadh a bheith ina cúnamh le seoltaí a aithint.

Thug an Roinn le fios chomh maith go raibh cúrsaí ag bogadh ar aghaidh go mall leis an uasdátú ar an mbunachar sonraí ar a bhfuil an córas Eircode ag brath, ag áireamh anailís ar aon bhearna idir úsáid logainmneacha Gaeltachta in APG.

Mhaígh an Roinn i mí na Samhna 2019 gur cuid de cheist níos leithne a bhí anseo, is é sin nach bhfuil aon fhoirm ná leagan dlíthiúil de sheoltaí ann in Éirinn agus go bhfuil éagsúlacht mhór sa leagan a úsáidtear le haghaidh seoltaí Béarla agus Gaeilge arao. Dúradh gurb é an toradh atá air sin ná go bhfuil 35% de na hionaid réadmhaoine sa tír nach bhfuil seoladh uathúil acu.



In November 2019 An Post asserted that English forms of Gaeltacht addresses cannot be removed from its database as they are required to ensure correct delivery of letters. The reason given for this was that a good deal of people use English addresses in the Gaeltacht. An Post stated that it has a statutory obligation under ComReg to adhere to certain distribution objectives and that this would be impossible without the English version of the addresses in its database. We were informed that An Post is focusing on introducing technology for its postmen and postwomen so that in future a hand-held device could assist in recognising addresses.

The Department also notified us that gradual progress is being made in relation to updating the database on which Eircode depends, including analysis of any discrepancy between the use of Gaeltacht place names in APG.

The Department claimed in November 2019 that this matter was part of a wider question, that is, that there is no legal form or version of addresses in Ireland and that a significant disparity exists in the form used for English and Irish addresses alike. The result of this was said to be that at least 35% of Irish properties do not have unique addresses.



Míníodh chomh maith nár mhór don seoladh i mbunachar sonraí Eircode a bheith ag teacht leis an seoladh i mbunachar sonraí an Phoist. D'fhéadfadh deacrachtaí suntasacha seachadta poist chuig na custaiméirí sin a bheith ann dá mbeadh na seoltaí difriúil lena chéile. Dúradh nach bhfuil de rogha ag Eircode, dá bhrí sin, na seoltaí i mbunachar sonraí Eircode a athrú go haontaobhach gan tagairt do bhunachar sonraí an Phoist.

Glacann an Roinn leis go gcuimsíonn gealltanais na Roinne ina scéim teanga Capita – an comhlacht atá freagrach as Eircode a sholáthar – a bheith ag cur éirchóid nua ar fáil do cheantair Ghaeltachta uair sa ráithe agus gan ach an seoladh Gaeilge in úsáid.

Dúradh go gcuimsíonn sé an uirlis ghréasáin Eircode/Aimsitheoir, áit a dtiocfaidh an leagan Gaeilge den seoladh aníos mar réamhshocrú nuair a chuardaítear logainmneacha Gaeltachta de réir seoladh nó éirchóid. Bheimis ag súil leis gurbh é an leagan Gaeilge amháin a bheadh in úsáid chun na críocha “cuspóirí reachtúla, corparáideacha agus staidrimh” in aon chás ina raibh ordú logainm déanta ag an Aire.

Tugadh le fios go bhfuil suíomh gréasáin Eircode agus suíomh gréasáin Aimsitheoir Eircode le fáil i nGaeilge. Dúirt an Roinn go raibh sí sásta go raibh sí ag cloí le riachtanais a scéime teanga agus go bhfuil sí ag comhlíonadh na bhforálacha in Acht na dTeangacha Oifigiúla a bhaineann le horduithe logainmneacha.

Is léir dom go bhfuil iarracht mhacánta déanta ag an Roinn Cumarsáide, Fuinnimh agus Acmhainní Nádúrtha teacht ar réiteach sa chás seo trí iarracht iachall a chur ar an bPost a bhunachar sonraí seoltaí a leasú ionas gur i nGaeilge amháin a bheadh gach logainm Gaeltachta ábhartha. Níor éirigh leis na hiarrachtaí sin, áfach. Dá thoradh seo ar fad tá logainmneacha Gaeltachta i mBéarla fós á n-úsáid ag Eircode. Léirigh an t-imscrúdú gur ar an Roinn Cumarsáide, Fuinnimh agus Acmhainní Nádúrtha atá an fhreagracht ina leith seo i ndeireadh na dála.

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**Tús teagmhála: 11 Feabhra 2016**

**Teagmháil is déanaí: 27 Samhain 2019**

It was also explained that an address in Eircode's database must correspond with the address in An Post's database. Significant difficulties could arise in relation to delivering post to those customers if the addresses varied. It said that Eircode does not have the option, therefore, of changing the addresses in its own database unilaterally, without reference to An Post's database.

The Department accepts that Capita – the body responsible for providing Eircode – is encompassed within its language scheme regarding the provision of new Eircodes to Gaeltacht regions once every quarter, only using the Irish address.

It was said that this includes the webtool Eircode/Finder, where the Irish form of the address will appear by default when searching Gaeltacht place names by address or by Eircode. We would expect that only the Irish form would be used for “legislative corporate and statistical purposes” in any case for which the Minister has made a place names order.

We were informed that Eircode's website and the Eircode Finder website are available in Irish. The Department stated that it was satisfied that its language scheme requirements were being met and that it is fulfilling the provisions relating to place name orders in the Official Languages Act.

It is apparent to me that the Department of Communications, Energy and Natural Resources has made a genuine effort to achieve a solution in this case by attempting to get An Post to amend the addresses in its database so that every relevant Gaeltacht place name is in Irish only. These efforts have been to no avail, however. As a result, Gaeltacht place names continue to be used in English by Eircode. The investigation showed that the Department of Communications, Energy and Natural Resources is ultimately responsible for this.

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**Initial liaison: 11 February 2016**

**Latest liaison: 27 November 2019**

# IMSCRÚUITHE 2018

## An Roinn Talmhaíochta, Bia agus Mara

Léirigh imscrúdú gur sháraigh an Roinn Talmhaíochta, Bia agus Mara dualgas reachtúil teanga trí phoist a fhogaírt mar oibrithe ginearálta d'ionaid dá cuid sa Ghaeltacht, i Ros an Mhíl agus i nDaingean Uí Chúis, gan inniúlacht sa Ghaeilge a shonrú mar riachtanas i dtaca leis na poist.



### Príomh-mholadh an imscrúdaithe

Sa tuarascáil imscrúdaithe, mhol mé go mbeadh inniúlacht sa Ghaeilge ina cáilíocht riachtanach d'aon phost de chuid na Roinne a bheadh lonnaithe in oifigí nó in ionaid na Roinne sa Ghaeltacht agus go mbeadh aon tástáil a dhéanfaí ar chumas iarrthóirí sa Ghaeilge bunaithe ar chreat tástála teanga.

### An obair iniúchta

I mí an Mheithimh 2018 chuir an Roinn in iúl go mbainfeadh ceanglais maidir le comhionannas don Ghaeilge agus don Bhéarla araon le gach comórtas lena mbeadh post lonnaithe in oifig Gaeltachta i gceist agus go ndéanfadh an Roinn gach uile iarracht le cinntíú go mbeadh cumas sa Ghaeilge ag gach earcach in oifigí sa Ghaeltacht as seo amach.

Chomh maith leis sin, rinne an Roinn teagmháil le hOllscoil Mhá Nuad faoi chreat tástála teanga Theastas Eorpach na Gaeilge (TEG). D'aontaigh Ollscoil Mhá Nuad seirbhís tástála ar inniúlacht sa Ghaeilge a chur ar fáil don Roinn de réir mar is gá.

### Príomhfhionnachtain

Tar éis dúinn faireachán a dhéanamh ar chomhlíonadh mholtáin imscrúdaithe tá mé sásta go bhfuil socrúithe déanta ag an Roinn chun dul i gneic leis an sárú reachtaíochta. Ghlac an Roinn leis go raibh dualgas uirthi riachtanas teanga a chur le poist den chineál seo agus sa bheiris air sin go ndéanfar tástáil ar inniúlacht Gaeilge iarrthóirí ar phoist sa Ghaeltacht feasta.

**Tús teagmhála: 9 Aibreán 2018**

**Teagmháil is déanaí: 20 Meitheamh 2018**

# 2018 INVESTIGATIONS

## Department of Agriculture, Food and Marine

### An Roinn Talmhaíochta, Bia agus Mara Department of Agriculture, Food and the Marine

An investigation found that the Department of Agriculture, Food and Marine had breached a statutory language obligation by advertising posts as general operatives

in the Department's centres in the Gaeltacht, in Ros an Mhíl and in Dingle, without specifying a requirement for proficiency in the Irish language for these positions.

### Main recommendation of the investigation

In the investigation report, I recommended that proficiency in Irish would be a requirement for any Department position based in their offices or centres in the Gaeltacht and that any testing of an applicant's ability in Irish would be based on a language testing framework.

### The audit work

In June 2018, the Department proposed equality for both the Irish and English languages in all competitions where a position would be based in a Gaeltacht Office and that the Department would make every effort to ensure all recruits had competence in Irish in Gaeltacht offices from that point on.

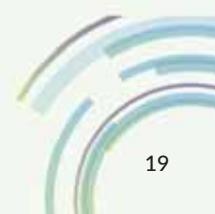
In addition, the Department contacted the University of Maynooth about the language testing framework (TEG). The University of Maynooth agreed to provide a testing service on proficiency in Irish to the Department as required.

### Main finding

After examining the implementation of the recommendations made in the investigation, I am satisfied the Department has made arrangements to deal with this breach in legislation. The Department accepted it has an obligation to include a language requirement for positions of this nature and in addition to this it will examine the Irish language competency of applicants for positions in the Gaeltacht henceforth.

**Initial liaison: 9 April 2018**

**Latest liaison: 20 June 2018**



## Iarnród Éireann

Léirigh imscrúdú ar Iarnród Éireann nach raibh córais oiriúnacha ná dhóthanacha i bhfeidhm aige chun a chinntíú go gcloítear leis na dualgais reachtúla faoi Acht na dTeangacha Oifigiúla, 2003 agus faoin Acht lompair, 1950, maidir le húsáid teangacha oifigiúla ar chomharthaí. Áiríodh úsáid na síntí fada ar chomharthaí áirithinte leictreonacha san imscrúdú.

### Príomh-mholtaí an imscrúdaithe

Rinne mé sé mholadh sa tuarascáil imscrúdaithe, ina measc go gceartófaí na comharthaí ab ábhar don imscrúdú taobh istigh de thrí mhí. Mhol mé go gcuirfí córais, beartais agus treoirlíníte cuí in áit chun a chinntíú go dtagann na comharthaí a chuireann Iarnród Éireann in airde leis an reachtaíocht.

### An obair iniúchta

Tá faireachán rialta á dhéanamh againn ar chomhlónadh mholtáin imscrúdaithe seo agus muid i mbun cumarsáid rialta leis an eagraíochta. In ainneoin go bhfuil roinnt de mholtáin imscrúdaithe curtha i gcrích go sásúil is cúis díomá dúinn nach bhfuil síntí fada á léiriú go cruinn ar chomharthaí áirithinte leictreonacha go fóill. Is ábhar é seo a bhfuiltear go fóill i mbun plé le hlarnród Éireann ina leith. Deir Iarnród Éireann go gceartófar seo ach níl sin tarlaithe ina ionláine fós.

Bhí cruinniú ag m'oifigigh le hoifigigh ó Iarnród Éireann i mí Eanáir 2019 agus mí ina dhiaidh sin tugadh gealltanás dúinn go mbeadh úsáid na síntí fada ar fáil ar chomharthaí áirithinte suíocháin faoin 31 Iúil 2019. Is cúis díomá dom nár baineadh amach an sprioc sin.

I mí Lúnasa 2019 thug Iarnród Éireann le fios go raibh obair ar bun aige ar an gcóras áirithinte suíocháin agus go raibh táistail le déanamh i mí Mheán Fómhair ar an bpaiste bogearra riachtanach chun comhtháthú leis an gcóras nuá.

I mí na Samhna 2019 gheall Iarnród Éireann go ndéanfaí athbhreithniú ionlán ar na comharthaí a áiríodh san imscrúdú agus i mí na Nollag 2019 tugadh le fios go raibh sé ag obair ar an tsaincheist seo a phlé agus go raibh táistail déanta air le roinnt míonna anuas. Dúradh go raibh sé dóchasach gur féidir leis an fhadhb seo a réiteach go luath san athbhlain.

Is cúis imní nach bhfuil sé dearbhaithe ag Iarnród Éireann go bhfuil na socruithe cuí déanta go fóill chun a chinntíú go léirítear na síntí fada go cruinn ar na comharthaí áirithinte. Bhí sé ar cheann de na moltaí sa Tuarascáil Imscrúdaithe go mbeadh na socruithe chuige seo curtha i gcrích laistigh de thrí mhí ó dháta eisiúna na Tuarascála, is é sin faoin 23 Samhain 2018.

## Iarnród Éireann



# Iarnród Éireann Irish Rail

An investigation carried out on Iarnród Éireann demonstrated that it did not have the appropriate or adequate systems in place to ensure adherence to the statutory duties under the Official Languages Act 2003 and the Transport Act 1950 regarding the use of official languages on signs. The use of *síntí fada* on electronic reservation signs was also included in the investigation.

### Main recommendations of the investigation

I made six recommendations in the investigation report, including that signs, subject to the investigation, be corrected within three months. I also requested that systems, procedures and guidelines be put in place to ensure the signage Iarnród Éireann erects complies with the legislation.

### The audit work

We are in regular contact with this organisation and we are monitoring whether it has satisfactorily implemented some of the investigation's recommendations. I am disappointed the *síntí fada* are still not being displayed correctly on electronic reservation signs; this matter is still being discussed with Iarnród Éireann. Iarnród Éireann has stated it will correct this but to date this has not fully happened.

Officials from my Office met with officials from Iarnród Éireann in January 2019 and a month later a commitment was made that the *síntí fada* would be available on the reservation signs by 31 July 2019. It is a matter of regret that this goal was not achieved.

In August 2019 Iarnród Éireann stated it was working on the seating reservation system and tests were to be carried out in September on the necessary software patch to integrate with the new system.

In November 2019 Iarnród Éireann committed to carrying out a full review of the signs included in the investigation and in December 2019 it stated it was working on this issue, and that tests had been carried out for some months. It was said it was hopeful that this problem could be solved early in the new year.

It is a cause of concern that Iarnród Éireann has not yet confirmed that the appropriate arrangements have been made to ensure that *síntí fada* would be displayed correctly on reservation signs. One of the recommendations in the Investigation Report was to ensure that procedures enabling this would be completed within three months of the issue of the report, by 23 November 2018.

In iarracht dheireanach féachaint an raibh aon chonair i dtreo chomhlíonadh na moltaí, socraíodh cruinniú i mí Feabhra 2020 idir mise, an Príomhfheidhmeannach agus Bainisteoir Corparáideach an chomhlachta le go bhféadfaí cur i bhfeidhm na moltaí a phlé.

### Príomhfionnachtain

Tugadh le fios ag an gcruiinniú sin go bhfuil an córas atá in úsáid ag lárnród Éireann in ann glacadh le síntí fada ar litreacha beaga faoi láthair agus go dtabharfar isteach uasdátú a fhágfaidh go mbeidh an córas in ann glacadh le síntí fada ar cheannlitreacha agus le huaschamóga ar na comharthaí áirithinte. Níl uasdátú faighe ag m'Ofig go dtí seo ag dearbhú go bhfuil sé seo curtha i bhfeidhm.

**Tús teagmhála:** 23 Samhain 2018

**Teagháil is déanaí:** 3 Márta 2020

### An Roinn Tithíochta, Pleanála agus Rialtais Áitiúil



Léirigh imscrúdú gur sháraigh an Roinn Tithíochta, Pleanála agus Rialtais Áitiúil dhá dhualgas reachtúla teanga nuair a foilsíodh an *Creat Náisiúnta Pleanála* i mbÉarla amháin ar dtús agus nuair a seoladh suíomh gréasáin gaolmhar i mbÉarla amháin chomh maith.

### Príomh-mholadh an imscrúdaithe

Rinne mé sé mholadh sa tuarascáil imscrúdaithe, ina measc gur gá don Roinn fógra ceithre seachtaine a thabhairt do m'Ofig roimh an dáta beartaithe foilsithe i gcás aon doiciméad lena mbaineann an gealltanás ábhartha scéime. Mairfidh an riachtanas sin ar feadh trí bliana ón dáta ar eisíodh an tuarascáil imscrúdaithe.

In a final effort to see if there was any way to fulfil the recommendations, a meeting was organised in February 2020 between myself, the CEO and the Corporate Manager of the company, to discuss the implementation of the recommendations.

### Main finding

It was stated at that meeting that the system in use by lárnród Éireann is capable of accepting *síntí fada* on small letters, at present, and that an upgrade will be introduced to enable the system to accept *síntí fada* on capital letters, along with apostrophes, on the reservation signs. The Office has not yet received an update confirming that this has been implemented.

**Initial liaison:** 23 November 2018

**Latest liaison:** 3 March 2020

### Department of Housing, Planning and Local Government

An investigation found that the Department of Housing, Planning and Local Government breached two statutory language obligations when it published *The National Planning Framework* in English only initially and when it launched a website on the same matter, also in English only.

### Main recommendation of the investigation

I made six recommendations in the investigation report, including that the Department would give my Office at least four weeks' advance notification of its proposed date of publication of any document that is subject to the relevant commitment in the language scheme. This requirement will last for three years from the date the investigation report was issued.

## An obair iniúchta

Chuir an Roinn in iúl do m'Ofig mí na Nollag 2018 go raibh sé de rún ag an Roinn 'Doiciméad Comhairliúcháin' a fhoilsíú i mí na Nollag. Maidir leis an suíomh gréasáin – [www.npf.ie](http://www.npf.ie) – tugadh le fios go raibh ardchéis bainte amach san obair a bhí á déanamh chun an t-ábhar statach ar an suíomh a chur ar fáil i nGaeilge agus i mbÉarla araon agus go raibh sí ag súil go gcríochnófaí an obair sin go luath. Anuas air sin, tugadh le fios gur eisíodh notaí faisnéise i mí Mheán Fómhair chuig an bhfoireann ar fad sa Roinn ag meabhrú na n-oibleagáidí Gaeilge atá ar an Roinn do bhaill forne.

Díreach roimh Nollaig 2018, thug an Roinn le fios go raibh sí chun 'Doiciméad Comhairliúcháin' eile a fhoilsíú i mí Eanáir 2019. Chomh maith leis sin tugadh le fios go raibh an t-ábhar statach ar an suíomh gréasáin [www.npf.ie](http://www.npf.ie) le fáil i nGaeilge agus i mbÉarlaanois.

Thug an Roinn le fios do m'Ofig i mí Aibreán 2019, mí lúil 2019, mí Dheireadh Fómhair 2019 agus mí Eanáir 2020 go raibh i gceist aici go bhfoilseofaí doiciméid áirithe.

## Príomhfhionnachtain

Táim sásta go bhfuil an Roinn ag cloí leis na moltaí a rinne mé agus gabhaim buíochas léi as a comhoibriú leanúnach.

**Tús teagmhála: 6 Nollaig 2018**

**Teagmháil is déanaí: 15 Eanáir 2020**

## The audit work

The Department informed my Office in December 2018 that the Department was to publish a 'Consultation Document' during December. Regarding the website – [www.npf.ie](http://www.npf.ie) – it stated it had managed to achieve quite a lot in its efforts in providing the static content in both Irish and English and it hoped to have this work finished soon. In addition, we were informed that an advice note was issued to all Department staff in September to remind them of the Department's obligations when it comes to the Irish language.

In mid-December 2018 the Department stated it was to publish another 'Consultation Document' in January 2019. It was also stated that the static information on the website [www.npf.ie](http://www.npf.ie) was now available in Irish and English.

The Department informed my Office in April 2019, July 2019, October 2019 and January 2020 of the upcoming publication of various documents.

## Main finding

I am satisfied that the Department is adhering to the recommendations I made and I thank it for its ongoing co-operation.

**Initial Liaison: 6 December 2018**

**Latest liaison: 15 January 2020**

## Comhlacht Chalafort Bhaile Átha Cliath

Rinneadh gearán le m'Ofig mí Dheireadh Fómhair 2017 maidir le comhartha suntasach i mbÉarla amháin a bhí curtha in airde ag Comhlacht Chalafort Bhaile Átha Cliath ar Bhóthar an Phoirt Thoir ar an tstí isteach chuig an gcalafort. Ba chomhartha chun críocha na rialachán maidir le comharthaíocht a thagann faoi scáth Acht na dTeangacha Oifigiúla é an struchtúr a bhí curtha in airde ag an gComhlacht Calafort agus dá réir bhí dlite an comhartha a bheith curtha ar fáil i nGaeilge chomh maith.

## Príomh-mholadh an imscrúdaithe

I moltaí an imscrúdaithe threoraigh mé go gcuirfeadh Comhlacht Chalafort Bhaile Átha Cliath moltaí faoi mo bhráid taobh istigh de shé seachtaine ó dháta na tuarascála faoin tstí a gcloífi le riachtanais na rialachán. Ach na moltaí sin a bheith chun mo shástachta d'iarr mé go gcuirfí i bhfeidhm iad laistigh de shé mhí.

## Dublin Port Company

A complaint was made to my Office in October 2017 regarding a significant sign in English only that was erected by Dublin Port Company on the East Wall Road, at the entrance to the port. The structure erected by Dublin Port Company was a sign that comes under the remit of the regulations in respect of signs which issued under the Official Languages Act and therefore the sign should also have been provided in Irish.

## Main recommendation of the investigation

In the recommendations of the investigation I directed that Dublin Port Company submit proposals to me within six weeks from the date of the report as to how it planned to comply with the requirements of the regulations. If the proposals made were acceptable to me, I asked that they be implemented within six months.



## An obair iniúchta

Thug Comhlacht Chalafort Bhaile Átha Cliath le fios go raibh ailtire an chomhlachta chun an togra i dtaca leis an gcomhartha a thabhairt ar aghaidh agus go mbeadh freagra cuimsitheach le fáil taobh istigh de dhá sheachtain. Chomh maith leis sin tugadh le fios go leagfaí togra i dtaca le comhlíonadh faoi bhráid m'Oifige.

I ndiaidh roinnt iarrachtaí leanúnacha ó m'Oifig, i mí an Mhárta 2019 chuir Comhlacht Chalafort Bhaile Átha Cliath faoi bhráid na hOifige an togra cuimsitheach agus an ráiteas dearaidh inar leagadh amach conas a chomhlíonfaí na forálacha teanga atá déanta faoi na rialacháin agus an comhartha "Calafort Átha Cliath" á chur in airde ar Bhóthar an Phoirt Thoir.

Sa chomhfheagras céanna cuireadh in iúl dúinn go suíff an comhartha nua i nGaeilge ar chúinne an bhóthair nua isteach chuig an gCalafort i Sráid an tSirriam agus go mbeidh an comhartha suite in aice an chomhartha reatha.

Dhéanfaí an comhartha "Calafort Átha Cliath" a chur in airde ar dhéanmhas coincréite atá suite os comhair Bhóthar an Phoirt Thoir, agus é ar airde an ghnáthdhuiine agus ar comhchéim leis an gcomhartha reatha "Dublin Port".

Tugadh le fios chomh maith go gceanglaítear ar Chomhlacht Chalafort Bhaile Átha Cliath iarratas cead pleanála a chur isteach chuig Comhairle Cathrach Bhaile Átha Cliath agus go dtógfadh an próiseas sin trí mhí. I ndiaidh an cead pleanála a dheonú beidh comórtas soláthair phoiblí le réachtáil le haghaidh na n-oibreacha. Tógfaidh sé thart ar thrí mhí, a dúradh, an comórtas sin a chur i gcrích.

I ndiaidh dom an togra agus an ráiteas dearaidh a mheas, scríobh m'Oifig chuig an gComhlacht i mí Aibreáin 2019 ag tabhairt le fios go raibh mé sásta glacadh leis an gcur chuige a bhí beartaithe acu.

## The audit work

Dublin Port Company advised that the company's architect was to proceed with the company's proposal in respect of the sign and that a comprehensive answer on the matter would be provided to us within two weeks. It also informed us that a proposal on compliance would be issued to my Office.

After several requests by my Office, Dublin Port Company provided a comprehensive proposal and a design statement to the Office in March 2019, where it outlined how it would comply with the language provisions that have been made under the regulations and erect the sign "Calafort Átha Cliath" on the East Wall Road.

In the same correspondence it informed us that the new sign in Irish would be situated on the corner of the new entrance road into the port on Sheriff Street, next to the current sign.

The "Calafort Átha Cliath" sign would be erected on a concrete structure that is situated in front of East Wall Road, and it would be the height of an average person and equal in size to the "Dublin Port" sign.

It also informed us that Dublin Port Company must apply for planning permission from Dublin City Council and that this process would take three months. Once the planning permission is granted a public tendering competition must be carried out for the works in question. This would also take approximately three months to conclude.

After I considered the proposal and the design statement, my Office wrote to the company in April 2019 informing it that I was satisfied with its planned approach.



Scríobh m'Ofiig chuig an gComhlacht faoi dhó i mí Lúnasa 2019 ag lorg eolas cothrom le dáta ar an dul chun cinn atá déanta i dtaca leis an togra seo. Tugadh le fios i mí Mheán Fómhair gur chuir an Comhlacht aighneacht réamhphleanála faoi bhráid Rannóg Pleanála Chomhairle Cathrach Bhaile Átha Cliath i leith an comhartha i ndeireadh mhí na Bealtaine 2019. Chomh maith leis sin tugadh le fios go raibh sé chun an t-iarratas sin a fhiosrú anois le Comhairle Cathrach Bhaile Átha Cliath.

### Príomhfhionnachtain

Tar éis breis teagmhála arís ó m'Ofiig, thug Comhlacht Chalafort Bhaile Átha Cliath cur síos ar an méid a bhí déanta agus beartaithe i mí Eanáir 2020. Dúirt sé go raibh an comhartha le tógáil mar chuid de Scéim Feabhsúcháin Acomhal an Point.

Faoi scéim sin tá an Chomhairle ag cruthú bóthar nua isteach in eastát Chomhlacht Chalafort Bhaile Átha Cliath os comhair Shráid an tSirriam áit ar féidir léi comhartha ar a mbeidh an leagan Gaeilge “*Calafort Átha Cliath*” a chur in airde. Tugadh le fios go bhfuil súil ag an gComhlacht go gcuirfeadh Comhairle Cathrach Bhaile Átha Cliath an t-iarratas pleanála isteach sa chéad ráithe de 2020.

Scríobh m'Ofiig arís chuig an gComhlacht i mí Feabhra 2020, ag meabhrú na spriocanna a bhí leagtha síos agam sna moltaí a rinne mé san imscrídú. Cuireadh in iúl, chomh maith, go raibh fálte roimh an gComhlacht dearadh aon chomharthaí nua a chur faoi bhráid m'Ofige le gur féidir linn a dhearbhú an bhfuil siad géillíúil don reachtaíocht sula gcuirfear in airde iad.

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Tús teagmhála: 20 Samhain 2018

Teagháil is déanaí: 7 Feabhra 2020

My Office wrote to the company twice, in August 2019, seeking up-to-date information on the progress of this proposal. We were informed that the company sent a pre-planning submission to the Planning Section of Dublin City Council in relation to the sign in late May 2019. In addition, we were informed that it intended making enquiries with Dublin City Council about the application.

### Main finding

After further contact from my Office, Dublin City Port Company outlined a breakdown of what it had achieved to date and what it had proposed to do in January 2020. It said the sign was to be built as part of the Point Junction Improvement Scheme.

Under that scheme the Council is creating a new road into the Dublin Port Company estate, opposite Sheriff Street, where it will be able to erect the Irish version, “*Calafort Átha Cliath*”, of the sign. The company stated it hoped that Dublin City Council would make the planning application for this work in the first quarter of 2020.

A further communication from my Office in February 2020 reminded the company of the objectives I prescribed in the recommendations of the investigation. The company was also informed that it was welcome to send any design for any signs to my Office and that we will be able to ensure if they comply with the legislation before being erected.

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**Initial liaison: 20 November 2018**

**Latest liaison: 7 February 2020**

## RTÉ

Léirigh imscrídú ar cuireadh críoch leis i mí na Nollag 2018 gur sháraigh RTÉ an tAcht Craolacháin, 2009. Sáraíodh an tAcht mar nach raibh réimse cuimsitheach clár teilifíse i nGaeilge nó clár theilifíse cúrsaí reatha i nGaeilge á gcræoladh ag an stáisiún, mar a éilítear faoin reachtaíocht.

### Príomh-mholadh an imscrúdaithe

An príomh-mholadh a rinne mé san imscrídú ná go n-ullmhódh RTÉ plein feidhmithe, chun mo shástachta, chun réimse cuimsitheach clár teilifíse i nGaeilge agus clár theilifíse cúrsaí reatha i nGaeilge a chur ar fáil.

## RTÉ

An investigation found RTÉ had breached the Broadcasting Act 2009. The Act was breached due to the station not broadcasting a comprehensive range of television programmes in Irish or current affairs television programmes in Irish, as the legislation requires.

### Main recommendation of the investigation

My main recommendation in this investigation was that RTÉ would prepare an implementation plan, to my satisfaction, to provide a comprehensive range of television programmes in Irish and current affairs programmes in Irish.

## An obair iniúchta

Chuir RTÉ an plean seo faoi mo bhráid sa samhradh anuraidh. Bhí roinnt mhaith sall agus anall ann ina dhiadain sin agus ag tarraingt ar dheireadh na bliana 2019 bhí cruinniú agam le lucht ardbhainistíochta an stáisiúin chun an plean a phlé.

## Príomhfhionnachtain

Thug an craoltóir náisiúnta le fios go raibh i gceist aige líon uaireanta na gclár Gaeilge a chraoltar ar chainéis teilifíse an stáisiúin a mhéadú ó 123 uair an chloig sa bhliain 2017 (bhliain iniúchta an imscrúdaithe) go híosmhéid 533 uair an chloig sa bhliain 2020.

Baineann an t-ardú is suntasaí le craoladh na gclár nuachta (cothrom le 58% den ardú in 2020) ar an gcainéal RTÉ News Now agus cláir do leanaí agus do dhaointe óga (cothrom le 28% den ardú in 2020) ar RTÉ JNR. In 2017 craoladh 6 uair an chloig theilifíse i nGaeilge do pháistí ar RTÉ TWO i gcomparáid le 50 uair an chloig in 2020. Ar RTÉ Junior is méadú é sin ó 31 uair an chloig in 2017 go 100 uair an chloig in 2020.

Ina theannta sin tá comhfhiontar á chruthú le TG4 chun tuilleadh clár de chuid an chraoltóra sin a chur ar fáil ar RTÉ. Tá Rannóg na gClár Gaeilge le bheith ar ais i mbun obair lánaimseartha arís agus beartaithe ag RTÉ tuilleadh cláir nua a chraoladh i nGaeilge ar RTÉ 1.

Is léir go bhfuil borradh breise faoi sholáthar uaireanta craolacháin agus clár Gaeilge ar RTÉ. Ach caithfear a athint chomh maith go bhfuil an eagraíocht ag teacht ó leibhéal thar a bheith íseal. Ní féidir a dhearbhú ag an tráth seo go bhfuil réimse cuimsitheach clár á chur ar fáil mar a éiltear faoin reachtaíocht. Mar sin féin, aithním go bhféadfaí sin a bhaint amach sna blianta amach romhainn de réir mar a fhhorbrófar an réimse clár a chuirfear ar fáil.

Chuige sin tá iarrtha agam ar RTÉ cuntas a thabhairt níos deireanaí i mbliana ar an méid a bheidh curtha i gcrích an tráth sin mar aon le líon agus réimse na gclár atá beartaithe in 2021.



## The audit work

RTÉ submitted this plan to me last summer. Some to-and-fro followed, and towards the end of 2019 I had a meeting with the station's senior management to discuss the plan.

## Main finding

The national broadcaster informed me it planned to increase the number of hours of programming provided in Irish on the station's channels from 123 hours in 2017 (the audited year of the investigation) to a minimum of 533 hours in 2020.

The most noticeable increase is the broadcasting of news programmes (the equivalent of 58% of the increase for 2020) on the RTÉ News Now channel and programmes for children and young adults (the equivalent of 28% of the increase for 2020) on RTÉ Junior. In 2017, 6 hours of programmes for children were broadcast in Irish on RTE TWO compared to 50 hours in 2020. That is an increase from 31 hours in 2017 to 100 hours in 2020 on RTÉ Junior.

In addition, a joint venture has been set up with TG4 so more of that broadcaster's programmes can be provided on RTÉ. The Irish Programmes Section is to be reconstituted on a full-time basis with RTÉ proposing to broadcast more new programmes in Irish on RTÉ 1.

It is clear there is a rise in the amount of broadcasting hours and programmes in Irish on RTÉ. But it must also be acknowledged that the organisation is coming from a very low level to begin with. It cannot be confirmed at this point that a comprehensive range of programmes is being provided as the legislation requires. Nevertheless, I recognise this could be achieved in the years ahead as the range of programmes being provided develops.

To that end, I have asked RTÉ to provide an account, later this year, of what it will have achieved, as well as information regarding the amount and range of programmes it proposes for 2021.

**Initial liaison: 29 May 2019**

**Latest liaison: 3 December 2019**

## Comhairle Contae Chorcaí

Léirigh imscrúdú a rinne mé ar Chomhairle Contae Chorcaí go raibh Google Translate á úsáid ag an gComhairle chun suíomh idirlín na Comhairle a chur ar fáil i nGaeilge.

### Príomh-mholtaí an imscrúdaithe

Mhol mé nach leanfaí ar aghaidh ag úsáid an chórais Google Translate ar mhaith le hábhar i nGaeilge a chur ar fáil ar an suíomh gréasáin. I measc na bpríomh-mholtaí eile a rinne mé d'íarr mé go ndéanfaí athnuachan ar an bPlean Gníomhaíochta a bhí á fheidhmiú ag an gComhairle chun an t-ábhar statach a chur ar fáil i nGaeilge agus go gcuirfí an t-ábhar sin ar fáil go céimnítheach de réir mar a d'aistreofaí é. Leag mé béim chomh maith ar an riachtanas go mbeadh socruithe in áit chun an t-ábhar Gaeilge a choinneáil cothrom le dáta.

### An obair iniúchta

Scriobh m'Oifig chuig Comhairle Contae Chorcaí i mí an Mhárta 2019 ag lorg an leagain athnuaithe den Phlean Gníomhaíochta a bhí á chur i bhfeidhm aici chun ábhar statach a suímh gréasáin a chur ar fáil i nGaeilge.

Chuir an Chomhairle Plean Gníomhaíochta faoi bhráid na hOifige faoi dheireadh mhí an Mhárta 2019. Thug Comhairle Contae Chorcaí sonraí breise go gairid ina dhiaidh sin maidir le dátaí de réir mar a bheadh an obair ag dul ar aghaidh; mar aon leis sin, cuireadh ar fáil cóipeanna de na meastacháin a fuarthas ón ngnólacht aistriúcháin.

Tar éis do m'Oifig cuntas cothrom le dáta a lorg i mí na Bealtaine 2019, fuarthas ríomphhost den dáta céanna ag tabhairt nuashonrú ar an dul chun cinn a bhí déanta ar an leagan Gaeilge den suíomh.

### Príomhfhionnachtain

Bhí teagmháil ar bhonn rialta idir m'Oifig agus an Chomhairle maidir le cur i bhfeidhm na moltaí a rinne mé san imscrúdú. Cuireadh in iúl dùinn i mí Feabhra 2020 go bhfuil an t-ábhar statach ar shuíomh gréasáin na Comhairle Contae ar fáil go dátheangach anois.

Tús teagmhála: 8 Márt 2019

Teagmháil is déanaí: 5 Feabhra 2020

## Cork County Council

An investigation I carried out on Cork County Council found the Council used Google Translate to provide the Irish version of its website.

### Main recommendations of the investigation



## Comhairle Contae Chorcaí Cork County Council

I made a recommendation that the use of the Google Translate system be

discontinued for the purposes of providing content in Irish on the Council's website. The other main recommendations included a request that the Action Plan being implemented by the Council to provide static content in Irish be revised and the content be uploaded incrementally as it was translated. I also stressed the requirement to have arrangements in place to ensure that the content in Irish is kept up to date.

### The audit work

My Office wrote to Cork County Council in March 2019 requesting the renewed version of the Action Plan being implemented to provide the static content on its website in Irish.

Towards the end of March 2019 my Office received an Action Plan from the Council. Cork County Council provided additional information regarding a schedule of dates for the work required; furthermore, copies of the estimates it had received from several translation companies were also sent to us.

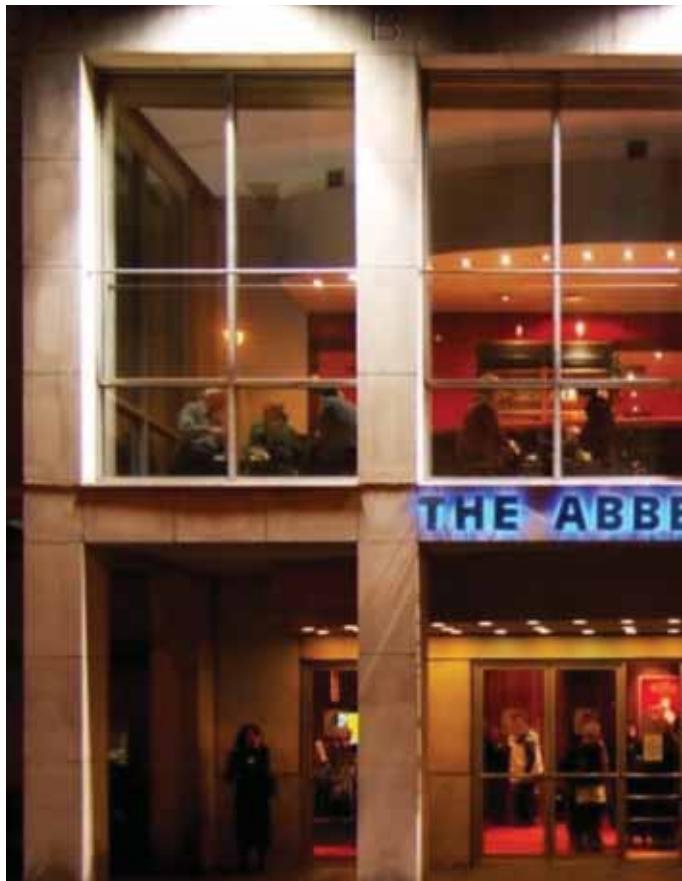
After requesting an account in May 2019 of the work carried out to date, an e-mail was received on the same date giving an update on the progress of the Irish version of the site.

### Main finding

Regular correspondence took place between my Office and the Council on the implementation of the recommendations I made in the investigation. We were informed in February 2020 that the static information on the County Council's website is now available bilingually.

Initial liaison: 8 March 2019

Latest liaison: 5 February 2020



## Amharclann na Mainistreach

Bhain an t-imscrúdú seo le réimse comharthaí in Amharclann na Mainistreach nach raibh ag cloí le riachtanais na rialachán maidir le comharthaíocht a thagann faoi scáth Acht na dTeangacha Oifigiúla.

### Príomh-mholtaí an imscrúdaithe

Rinne mé sraith moltaí chun aghaidh a thabhairt ar an réimse agus na haicmí comharthaí neamhghéilliúla. Chomh maith leis seo mhol mé go leasófaí an comhartha atá i mbÉarla amháin os cionn phríomhdhoras na hAmharclainne faoin 30 Meitheamh 2019, mura gcuirfí fianaise ar fáil chun mo shástachta go raibh socruite cinnte déanta foirgneamh na hAmharclainne a leagan le linn na bliana 2020.

### An obair iniúchta

I mí Feabhra 2019, ghabh Amharclann na Mainistreach leithscéal as an moill a bhain le freagra a chur chuig m'Ofig agus dúirt go raibh aiféala uirthi nach raibh an comhoibriú a fuair mé ar an gcaighdeán a mbeifí ag súil leis.

Tugadh le fios go raibh gnólacht comharthaíochta fostaithe ag an Amharclann chun aghaidh a thabhairt ar na saincheisteanna uile a dúisíodh sa tuarascáil agus go mbeadh tuairisc cothrom le dáta á cur faoi bhráid m'Ofige faoi dheireadh an Mhárta 2019.

## The Abbey Theatre

This investigation pertained to signs in the Abbey Theatre that did not comply with the obligations of the regulations in respect of signage that come under the remit of the Official Languages Act.

### Main recommendations of the investigation

I made a series of recommendations to deal with the range and classes of non-compliant signs. I also recommended the English-only sign above the main door of the Theatre be amended by 30 June 2019, unless evidence was provided to my satisfaction that definite arrangements were made to demolish the Theatre building during 2020.

### The audit work

In February 2019, the Abbey Theatre apologised for the delay in replying to my Office and stated it regretted that the level of co-operation I received was not of the level that would be expected.

We were informed that a signage company was employed by the Theatre to deal with all the issues raised in the report and that a progress report would be provided to my Office by the end of March 2019.

I mí na Bealtaine 2019, mar thoradh ar chomhfhreagras uainn san Aibreán, cuireadh fianaise ar fáil dúinn go raibh na réimsí comharthaí ab ábhar don imscrúdú ceartaithe anois seachas an príomhchomhartha lasmuigh den Amharclann. Eagraíodh cruinniu idir mé féin agus Stiúrthóir na hAmharclainne chun an t-ábhar a phlé, i mí an Mheithimh 2019, agus aontaíodh go gcrochfaí leagan Gaeilge den chomhartha lasmuigh den Amharclann.

Le linn mhí lúil agus mhí Lúnasa rinne m'Oifig fiosruithe leis an Amharclann ag lorg na mionsonrái breise le sprioc-am cinnte a fháil i dtaca leis an gcomhartha lasmuigh den phríomhdhoras.

I ndiaidh teagmhálacha teileafóin agus litreacha le linn mhí Mheán Fómhair tugadh le fios go mbeadh an tairiscint faighte ag an Amharclann ó na dearthóirí chun an comhartha nua dátheangach a chrochadh taobh amuigh ar an 27 Meán Fómhair agus go bhféadfaí amscála cruinn a chur faoi bhráid m'Oifige an tráth sin.

### **Príomhfhionnachtain**

Rinne m'Oifig teagmháil arís agus arís eile leis an Amharclann agus i mí Eanáir 2020 fuaireamar litir ag tabhaint le fios go raibh dearadh déanta ar leagan Gaeilge den chomhartha agus go gcuirfí in airde é in earrach na bliana 2020.

**Tús teagmhála: 20 Feabhra 2019**

**Teagmháil is déanaí: 10 Eanáir 2020**

In May 2019, following correspondence from us in April, evidence was provided that the range of signage which was the subject of the investigation was now amended, except for the main sign outside the Theatre. A meeting was arranged between myself and the Theatre Director to discuss the matter, in June 2019, and it was agreed that an Irish version of the sign would be erected outside the Theatre.

During July and August my Office enquired of the Theatre seeking extra details to obtain a definite deadline regarding the signage outside the main door.

Following correspondence and telephone contacts during September my Office was informed that the Theatre would obtain the tender from the designers on 27 September, and that it could provide my Office with a precise timescale at that time.

### **Main finding**

My Office contacted the Theatre on numerous occasions and in January 2020 we received a letter informing us that an Irish version of the sign had been designed and would be erected in the spring of 2020.

**Initial liaison: 20 February 2019**

**Latest liaison: 10 January 2020**



# COMHARTHAÍOCHT AG SUÍOMHANNA OIDHREACHTA

## Achoimre

Is í Oifig na nOibreacha Poiblí (OOP) an phríomheagraíocht stáit atá freagrach as bainistíú a dhéanamh ar fhoirgnimh agus suíomhanna oidhreachta na tíre. Tagann cuid mhaith láithreacha oidhreachta, páircéanna, gairdíní, caisleáin agus láithreacha eile faoi chúram OOP. Ina measc seo tá cuid de na láithreacha is aitheanta sa tir ar nós Chaisleán Bhaile Átha Cliath, Sceilg Mhichíl agus Gharraithe Náisiúnta na Lus. Thug 8,673,704 duine cuairt ar láithreacha oidhreachta éagsúla OOP le linn na bliana 2018<sup>1</sup>. Is léir, mar sin, a thábhachtaí is atá sé go mbeadh an chomharthaíocht atá in úsáid ag na láithreacha seo ag tabhairt an aitheantais chuí don Ghaeilge agus ag cloí leis na dualgais reachtúla teanga.

Léiríonn úsáid an dá theanga ar chomharthaí do chuaирteoirí gur ann do dhá theanga oifigiúla agus an stádas a bhaineann leo. Taispeánann sé an meas céanna ar an dá theanga agus é sin níos ábhartha fós ag láithreacha atá tábhachtach ó thaobh na staire agus na hoidhreachta de.

Leagtar dualgais áirithe maidir le húsáid na dteangacha oifigiúla i dtaca le stáiseanóireacht, comharthaíocht agus fógaírtí taifeadta béal ar gach comhlacht poiblí a thagann faoi scáth an Acharta. Tá sé mar cheann d'fheidhmeanna an Choimisinéara Teanga faireachán a dhéanamh ar chomhlónadh fhorálacha an Acharta. Fearacht na bliana seo caite, socráodh leanúint ar aghaidh le hiniúchadh a dhéanamh ar úsáid na dteangacha oifigiúla ar chomharthaíocht atá in úsáid ag láithreacha oidhreachta atá faoi bhainistíocht Oifig na nOibreacha Poiblí.

Rinneadh an t-iniúchadh i mbliana ar dheich láthair oidhreachta atá suite taobh amuigh de Bhaile Átha Cliath. Bhí sé mar chuspóir leis an iniúchadh seo teacht ar thuairim ghinearálta maidir leis an leibhéal géilliúlachta a bhaineann leis na comharthaí a bhí in úsáid ag na láithreacha oidhreachta. Scrúdaíodh comharthaí seachtracha, comharthaí inmheánacha, comharthaí buana agus comharthaí sealadacha. Léirigh toradh na hoibre iniúchta go raibh leibhéal sásúil géilliúlachta i bhformhór na suíomhanna a scrúdaíodh in ainneoin nach rabhthas ag cloí go hiomlán leis na rialacháin i ngach cás.

Scrúdaíodh 784 comhartha san iomlán le linn an iniúchta. Bhí leibhéal iomlán géilliúlachta 75% bainte amach ag na hionaid a scrúdaíodh, bunaithe ar 662 comhartha, nuair a beachtaíodh líon na gcomharthaí a tháinig faoi réir an iniúchta.

## SIGNAGE AT HERITAGE SITES

### Summary

The Office of Public Works (OPW) is the main state body responsible for the operation of the country's heritage buildings and sites. The OPW is responsible for a large number of heritage sites, parks, gardens, castles and other iconic sites in the country. These include some of the most iconic sites such as Dublin Castle, Sceilg Mhichíl and the National Botanic Gardens. During 2018 8,673,704 people visited the various OPW heritage sites<sup>1</sup>. It is crucial, therefore, that signage at these locations gives the appropriate recognition to the Irish language and that it complies with the statutory language requirements.

The use of both official languages on signage is an important indicator to visitors of the existence and status of the country's two official languages. It demonstrates that both languages are held in equal regard and is all the more relevant in sites that bear historic and heritage importance.

Certain obligations in relation to the use of official languages on stationery, signage and recorded oral announcements are placed upon every public body that comes under the Act. One of the functions of An Coimisinéir Teanga is to monitor compliance with the Act's provisions. Like last year, it was decided to audit the use of the official languages on signage at various heritage sites maintained by the Office of Public Works.

This year's audit was carried out on ten heritage sites located outside of Dublin. The objective of this audit was to arrive at a general verdict on the level of compliance with the regulations that pertain to the signs being used. External, internal, permanent and temporary signs were examined. The results of the audit work showed that a satisfactory level of compliance was attained at most locations despite full compliance not being achieved in every case.

Overall, 784 signs were examined during the audit. An overall compliance level of 75% was achieved by the sites examined, based on 662 signs, following correct enumeration of the number of signs falling within the scope of the audit.

<sup>1</sup> [https://data.oireachtas.ie/ie/oireachtas/debates/questions/supportingDocumentation/2019-09-19\\_pq68-19-09-19\\_en.pdf](https://data.oireachtas.ie/ie/oireachtas/debates/questions/supportingDocumentation/2019-09-19_pq68-19-09-19_en.pdf)

## An dualgas reachtúil

Sonraítear sna rialacháin atá déanta faoi Acht na dTeangacha Oifigiúla na dualgais teanga atá le comhlíonadh ag comhlachtaí poiblí maidir le comharthaí a chuireann siad in airde nó a chuirtear in airde thar a gceann. Go ginearálta is ceart don téacs ar chomharthaí den chineál sin a bheith i nGaeilge nó i nGaeilge agus i mBéarla. I gcás go roghnaítear an téacs a bheith dátheangach is gá go mbeadh an téacs i nGaeilge ar dtús, go mbeadh sé chomh feiceálach, chomh sofheicthe agus chomh hinléite céanna leis an téacs i mBéarla agus níor cheart do na litreacha sa téacs i nGaeilge a bheith níos lú, ó thaobh méide de, ná na litreacha sa téacs i mBéarla. Ní bhaineann na rialacháin seo le comharthaí bóthair ná le comharthaí sláinte agus sábháilteachta a thagann faoi bhrí na rialachán ábhartha.

Is gá go mbeadh aon chomhartha nua a chuireann comhlachtaí poiblí in airde, nó a chuirtear in airde thar a gceann, ag cloí leis na rialacháin tar éis an 1 Márta 2009. Anuas air sin, tá dátaí áirithe sonraithe sna rialacháin faoina gcaithfear aon chomharthaí neamhghéilliúla a bhí in airde roimh theacht i bhfeidhm na rialachán a leasú. Go bunúsach, faoin tráth seo níor chóir go mbeadh aon chomharthaí i mBéarla amháin in airde ag comhlachtaí poiblí, ach amháin más cinn iad a thagann faoi bhrí na ndíolúintí a luaitear sna rialacháin agus is gá aon chomharthaí a bhfuil botún sa téacs i nGaeilge iontu a bheith ceartaithe. I ndiaidh deich mbliana d'fheidhmiú na rialachán bheifí ag súil faoin tráth seo go mbeadh socruithe agus córais bunaithe i gcomhlachtaí poiblí lena gcinntítear go n-úsáidtear na teangacha oifigiúla go cuí ar chomharthaí nua dá gcuid. Ar an mbealach céanna ba chóir go mbeadh aghaidh tugtha ar aon chomharthaí neamhghéilliúla ar chóir iad a bheith leasaithe faoin tráth seo.

## Na láithreacha a scrúdaíodh

- Ionad Cuaireoirí Bhrú na Bóinne (Sí an Bhrú agus Cnóbha)
- Ionad Cuaireoirí Chath na Bóinne
- Teamhair
- Carraig Phádraig
- Teach Cogaidh an Ghorta Mhór 1848
- Caisleán Chill Chainnigh
- Crannlann agus Páirc Chuimhneacháin John F. Kennedy
- Caisleán Dhún Garbhán
- Ionad Cuaireoirí Ghleann Dá Loch
- Cluain Mhic Nóis

## The statutory obligation

The language obligations that public bodies must fulfil in relation to signs they erect or that are erected on their behalf are specified in the regulations of the Official Languages Act. In general, the text on such signs must be in Irish or in Irish and English. In cases where bilingual text is chosen, the text in Irish must precede the English text, be as prominent, as visible and as legible as the English text, and the letters in the Irish text must not be smaller in size than the letters in the text in English. These regulations do not apply to road or health and safety signs that come within the meaning of their own respective regulations.

Any new sign erected by any public body, or erected on its behalf after 1 March 2009, must adhere to the regulations. Additionally, certain dates are specified in the regulations by which non-compliant signs, erected before the regulations came into effect, must be amended. Essentially, at this stage public bodies should not have any signs in English only in use, bar those which come under the exemptions stated in the regulations, and any signs that have an error in the text in Irish must be corrected. After ten years of the implementation of the regulations, one would expect that measures and systems are established in public bodies to ensure the proper use of official languages on their new signs. Equally, the issue of non-compliant signs that should be amended by this stage should have been addressed.

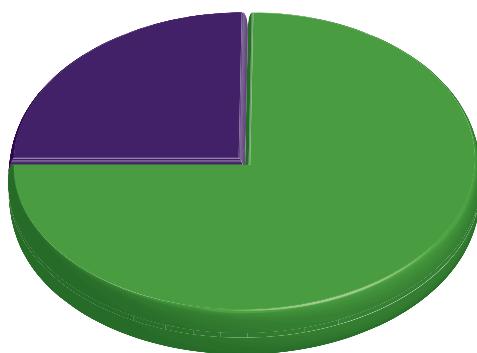
## The locations examined

- Brú na Bóinne Visitor Centre (Newgrange and Knowth)
- Battle of the Boyne Visitor Centre
- Hill of Tara
- Rock of Cashel
- Famine Warhouse 1848
- Kilkenny Castle
- John F. Kennedy Memorial Park and Arboretum
- Dungarvan Castle
- Glendalough Visitor Centre
- Clonmacnoise

## An obair iniúchta

I mí líul 2019 seoladh litir chuig OOP ag tabhaint réamhfhógra go raibh sé i gceist ag Oifig an Choimisiúra Teanga iniúchadh a dhéanamh ar úsáid na dteangacha oifigiúla ar chomharthaíocht. Míniodh go ndéanfaí na comharthaí a mheas i gcomhréir leis na dualgais a eascraíonn ó na rialacháin atá déanta faoin Acht. Tugadh amchlár do OOP faoina ndéanfaí na hiniúchtaí agus iarradh ar an eagraíocht faisnéis i scríbhinn a chur ar fáil i dtaca leis na socruthíte atá in áit chun géillílacht do na rialacháin a chinntí. Sa dara céim den phróiseas, tugadh cuairt ar na láithreacha a bhí roghnaithe chun iniúchadh a dhéanamh ar na comharthaí atá in úsáid iontu. Glacadh grianghraif de chomharthaí éagsúla.

I ndiaidh dúinn na suíomhanna oidhreachta a scrúdú, d'éisigh m'Oifig dréacht-tuarascáil ar thoradh an iniúchta chuig OOP ar an 29 Eanáir 2020 mar aon le samplaí de chomharthaí neamhghéilliúla. Tugadh an deis do OOP filleadh orainn le haon fhaisnéis bhereise ba mhian leis a chur faoinár mbráid. Lorgáíomar eolas breise chomh maith maidir le stádas na gcomharthaí a bhí dátheangach ach nach raibh i gcomhréir leis na rialacháin. Chomh maith leis sin, lorgáíomar cuntas ar aon chéimeanna a bhí i gceist ag OOP a ghlacadh chun dul i ngleic leis na comharthaí neamhghéilliúla. Cuireadh faisnéis faoi bhráid na hOifige i bhfreagra dar dáta an 3 Aibreán 2020.



## The audit work

In July 2019, a letter was sent to OPW giving advance notice that the Office of An Coimisiúra Teanga intended to conduct an audit on the use of official languages on signage. It was explained that the signs would be assessed in accordance with the obligations arising from the regulations made under the Act. A timetable was given to OPW informing it of when the on-site audits would be undertaken, and written information was requested as to the procedures in place to ensure compliance with the regulations. In the second stage of the process, the selected heritage sites were visited to conduct the audit on signs in use. Photographs were taken of the various signs.

Following the examination of the heritage sites, on 29 January 2020 my Office issued a draft report of the audit's results to OPW along with examples of non-compliant signs. We gave OPW an opportunity to provide us with any additional information it saw fit. We also sought further information in relation to the status of bilingual signs that were non-compliant with the regulations. In addition, we requested an account of any steps that OPW intended to take to address the non-compliant signs. This information was submitted to this Office in a reply dated 3 April 2020.

<span style="color: green;">■</span>	Comharthaí Géilliúla Compliant Signs	75%
<span style="color: purple;">■</span>	Comharthaí Neamhghéilliúla Non-compliant Signs	25%

## Conclusions and main findings

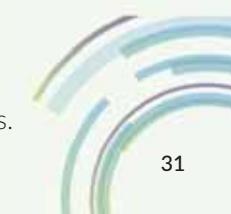
Overall, 784 signs were examined at 10 different sites. After excluding the signs that do not need to be amended at present from the total, as well as the class of signs which could not be confirmed whether they were erected before or after the regulations came into effect, a 75% level of compliance was achieved by the sites examined. This is based on an examination of 662 signs.

The table below, "Signs per Location", outlines the level of compliance and the number of signs examined at the various locations. Having assessed the number of non-compliant signs at the various locations and having considered the type of non-compliance identified, we decided to award a "satisfactory" or "unsatisfactory" rating to the various locations.

## Táitil agus príomhfionnachtana

Ar an iomlán scrúdaíodh 784 comhartha ag na deich láthair éagsúla. Tar éis na comharthaí nach gá a feasáid faoi láthair agus an réimse comharthaí a raibh neamhchinnteacht faoin tráth ar cuireadh in airde iad a chur as an áireamh ón tátal, bhí leibhéal iomlán géilliúlachta 75% bainte amach ag na hionaid a scrúdaíodh. Tá sé seo bunaithe ar iniúchadh ar 662 comhartha.

Tugtar cuntas sa tábla thíos, "Comharthaí de réir Suímh", ar an leibhéal géilliúlachta agus líon na gcomharthaí a scrúdaíodh ag na láithreacha éagsúla. Tar éis measúnú a dhéanamh ar líon na gcomharthaí neamhghéilliúla ag na láithreacha éagsúla agus an cineál neamhghéilliúlachta a bhí le brath a chur san áireamh, chinneamar rátáil "sásúil" nó "míshásúil" a bhronnadh ar na láithreacha éagsúla.



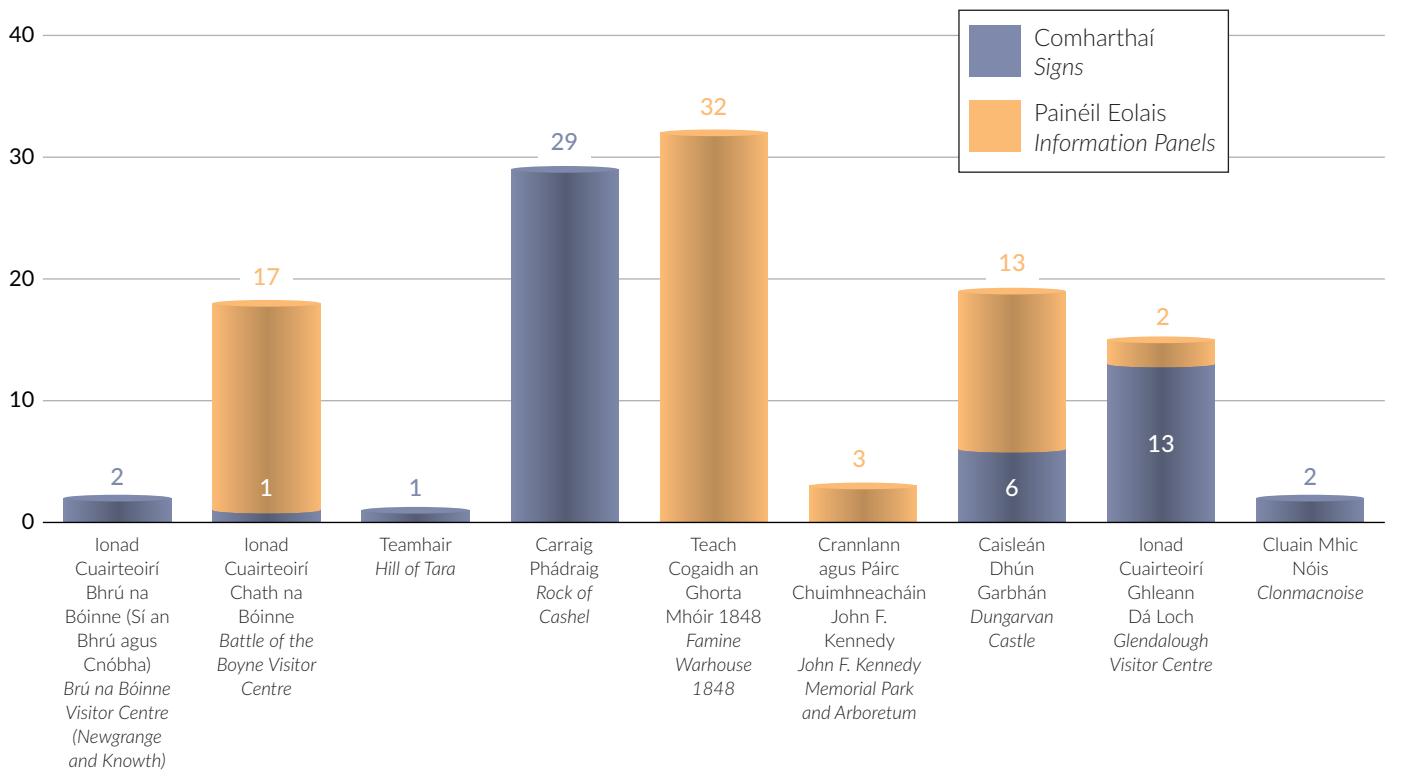
Tábla 1: Comharthaí de réir suimh

Table 1: Signs per location

	Líon Comharthaí Number of signs	Líon Géilliúil Compliant Number	% Géilliúil % Compliant	Toradh an Iniúchta Audit Result
Caisleán Chill Chainnigh <i>Kilkenny Castle</i>	86	86	100%	Sásúil <i>Satisfactory</i>
Ionad Cuaireoirí Chath na Bóinne <i>Battle of the Boyne Visitor Centre</i>	99	89	90%	Sásúil <i>Satisfactory</i>
Crannlann agus Páirc Chuimhneacháin John F. Kennedy <i>John F. Kennedy Memorial Park and Arboretum</i>	75	62	83%	Sásúil <i>Satisfactory</i>
Caisleán Dhún Garbhán <i>Dungarvan Castle</i>	29	24	83%	Sásúil <i>Satisfactory</i>
Ionad Cuaireoirí Bhrú na Bóinne (Sí an Bhrú agus Cnóbha) <i>Brú na Bóinne Visitor Centre (Newgrange and Knowth)</i>	103	83	81%	Sásúil <i>Satisfactory</i>
Carraig Phádraig <i>Rock of Cashel</i>	58	42	72%	Sásúil <i>Satisfactory</i>
Teamhair <i>Hill of Tara</i>	25	16	64%	Míshásúil <i>Unsatisfactory</i>
Ionad Cuaireoirí Ghleann Dá Loch <i>Glendalough Visitor Centre</i>	97	61	63%	Míshásúil <i>Unsatisfactory</i>
Cluain Mhic Nós <i>Clonmacnoise</i>	73	29	40%	Míshásúil <i>Unsatisfactory</i>
Teach Cogaidh an Ghorta Mhór 1848 <i>Famine Warhouse 1848</i>	17	6	35%	Míshásúil <i>Unsatisfactory</i>
Iomlán   Total	662	498	75%	

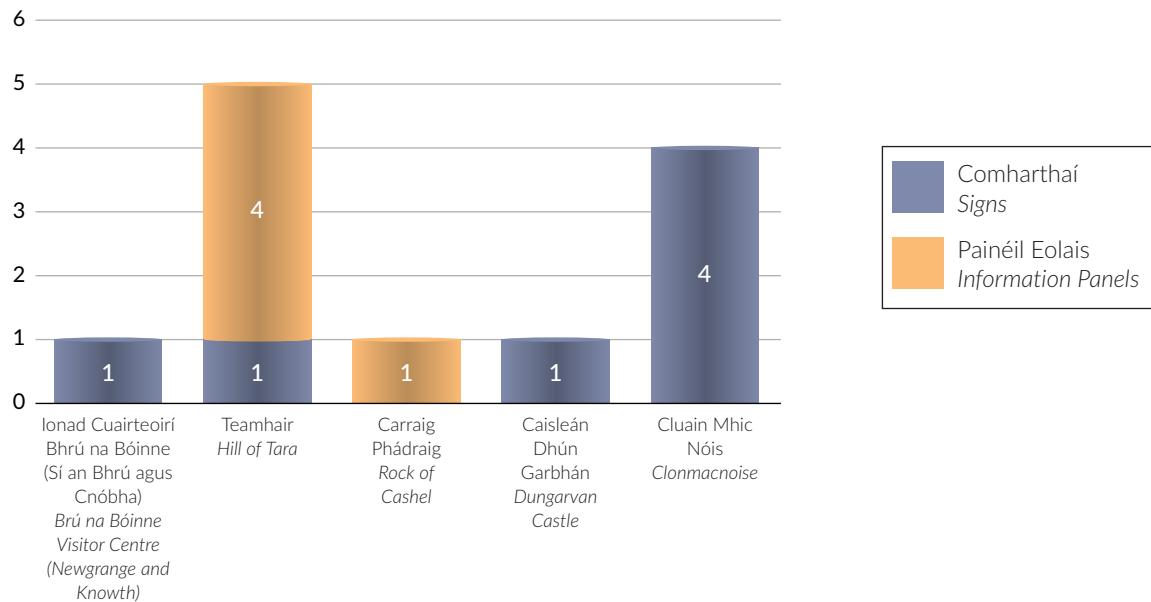
Tábla 2: Comharthaí dátheangacha de réir suimh nach raibh ag cloí go hiomlán leis na rialacháin

Table 2: Bilingual signs that were not fully compliant with the regulations, per location



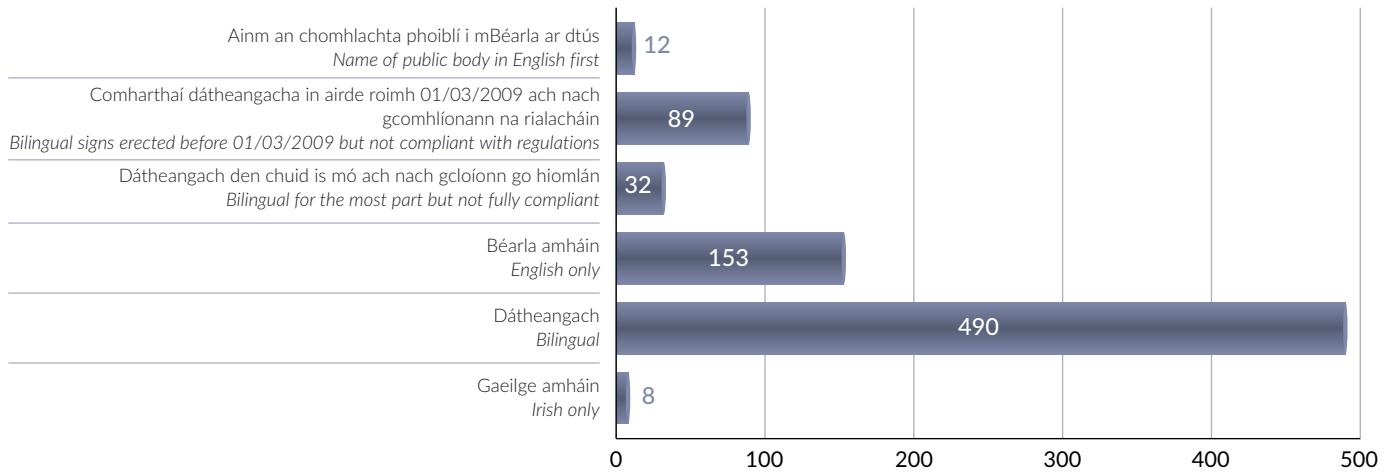
Tábla 3: Comharthaí de réir suímh ar a raibh ainm an chomhlachta phoiblí i mBéarla ar dtús

Table 3: Signs per location on which the public body's name appears in English first



## Cineál Comharthaíochta: lomlán (as 784)

Type of Signage: Total (out of 784)



Tugtar cuntas sna tábláí thíos ar na suíomhanna éagsúla, ar an leibhéal géilliúlachta agus líon na gcomharthaí a scrúdaíodh. Ní mór a chur san áireamh go bhféadfadh leibhéal éagsúla neamhghéilliúlachta a bheith i gceist leis na comharthaí a scrúdaíodh.

An account is given in the tables below of the various sites, the level of compliance and the number of signs examined. It should be taken into account that the signs examined may have different levels of non-compliance.



## Gearrchuntas ar na suíomhanna éagsúla

### 1. Caisleán Chill Chainnigh

Tá an chomharthaíocht atá in úsáid ag an láthair seo ag cloí go hiomlán le riachtanais na rialachán. As na deich láthair a scrúdaíodh don iniúchadh seo bhain an t-ionad seo amach an leibhéal ab airde géilliúlacht a d'fhéadfá a bhaint amach. Tá ardmholadh ag dul do na húdaráis anseo as a n-iarrachtaí comhlíontacht iomlán leis na rialacháin a chinntiú.

Géilliúil 100%

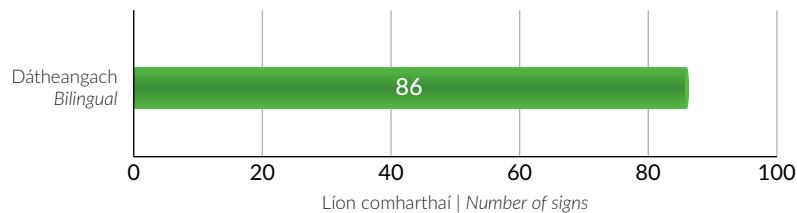


### Brief account of the various sites

#### 1. Kilkenny Castle

The signage used at this site is fully compliant with the requirements of the regulations. Of the ten sites examined in this audit, this site achieved the highest possible level of compliance. The authorities here are to be highly commended for their efforts to ensure full compliance with the regulations.

100% Compliant



### 2. Ionad Cuairteoirí Chath na Bóinne

As na 113 comhartha a scrúdaíodh ag an láthair seo, ba chomharthaí géilliúla dátheangacha a bhformhór agus gan ach lón fíorbheag comharthaí i mBéarla amháin. Is léir go bhfuil na húdaráis airdeallach faoina ndualgais reachtúla i dtaca le húsáid na Gaeilge ar chomharthaíocht.

Géilliúil 90%



#### 2. Battle of the Boyne Visitor Centre

Of the 113 signs examined at this site, most were compliant bilingual with only a very small number of signs in English only. It is evident the authorities are mindful of their statutory obligations as regards the use of Irish on signage.

90% Compliant

Comharthaí dátheangacha in airde roimh 01/03/2009 ach nach gcomhlíonn na rialacháin  
Bilingual signs erected before 01/03/2009 but not compliant with regulations

14

Dátheangach den chuid is mó ach nach gcloíonn go hiomlán  
Bilingual for the most part but not fully compliant

4

Béarla amháin  
English only

6

Dátheangach  
Bilingual

89



Lón comharthaí | Number of signs

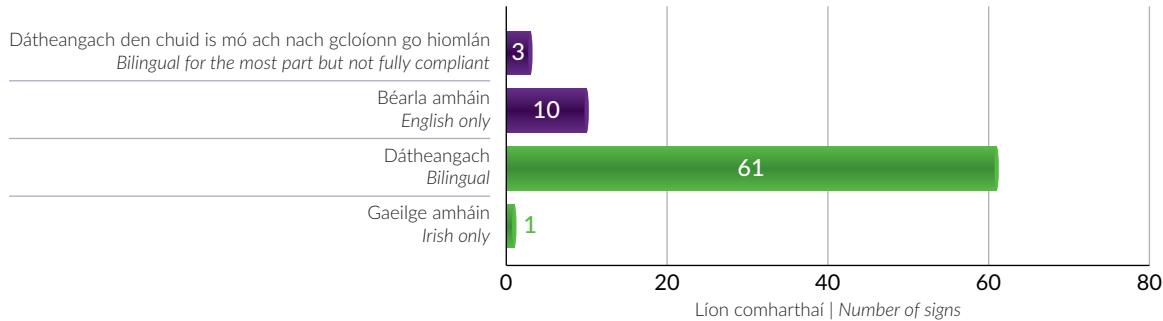
### 3. Crannlann agus Páirc Chuimhneacháin John F. Kennedy

Chonacthas don iniúchadh go raibh an t-aitheantas cuí á thabhairt don Ghaeilge ar chomharthaíocht na láithreach seo agus is léiriú air sin an leibhéal ard géilliúlachta a baineadh amach.



Géilliúil 83%

83% Compliant



### 4. Caisleán Dhún Garbhán

Táimid sásta go bhfuil formhór na comharthaíochta atá in airde ag Caisleán Dhún Garbhán de réir na rialachán. Ba phainéil eolais den chuid is mó a bhí sna comharthaí dátheangacha nach raibh ag cloí leis na rialacháin.

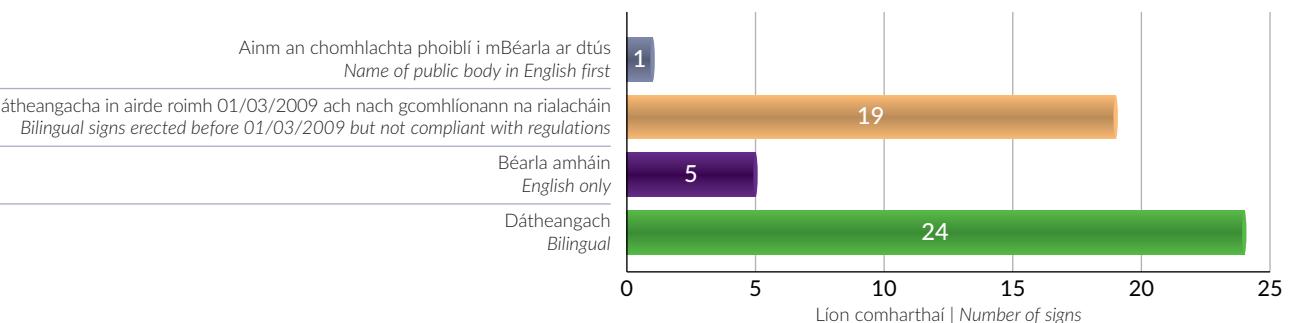


Géilliúil 83%

83% Compliant

### 4. Dungarvan Castle

We are satisfied that most of the signage erected at Dungarvan Castle is in line with the regulations. As for the bilingual signs that were not fully compliant with the regulations, most were information panels.



## 5. Ionad Cuairteoirí Bhrú na Bóinne (Sí an Bhrú agus Cnóbha)

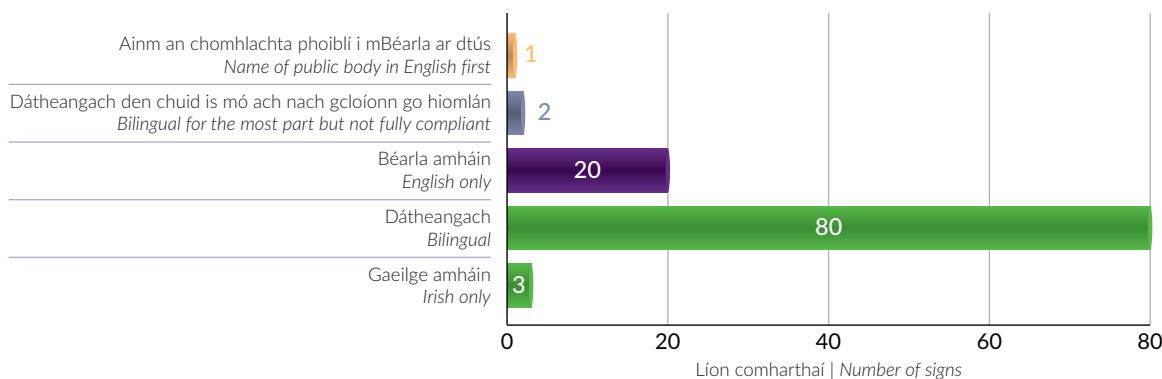
Bhí 81% de na comharthaí a scrúdaíodh in Ionad Cuairteoirí Bhrú na Bóinne ag cloí go hiomlán le sonraíochtaí na rialachán. Scrúdaíodh 25 painéal eolais a bhí in airde ar an suíomh agus is cinn dhátheangacha a bhí iontu ar fad, a bhí i gcomhréir leis na rialacháin. Tá dea-shamplaí ann den bhealach ar féidir eolas a chur i láthair sa dá theanga oifigiúla. Comharthaí treorach agus carrchlóis a bhí i gcuid mhaith de na comharthaí a bhí i mBéarla amháin.

Géilliúil 81%

## 5. Brú na Bóinne Visitor Centre (Newgrange and Knowth)

81% of the signs examined at Brú na Bóinne Visitor Centre were compliant with the specifications laid out in the regulations. 25 information panels that were in use at the site were examined and all were found to be bilingual and compliant with the regulations. There are good examples at this site of how information can be presented in both official languages. It was noticed during the audit that directional and carpark signs made up a good deal of the signs that were in English only.

81% Compliant



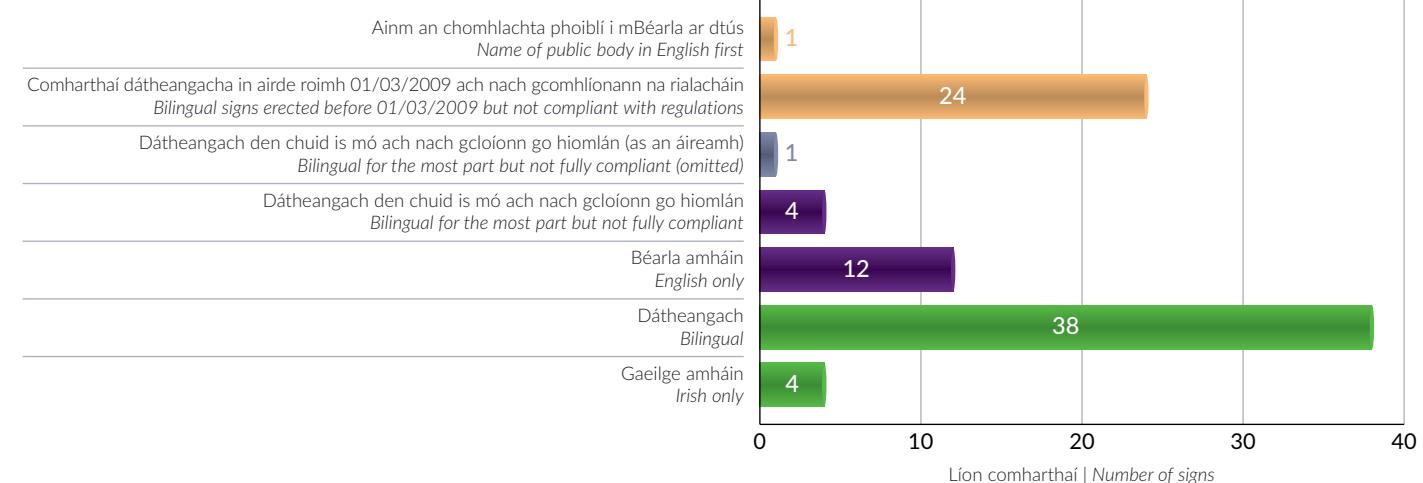
## 6. Carraig Phádraig

In ainneoin gur i mBéarla amháin a bhí 21% de na comharthaí a scrúdaíodh, bhí tromlach na comharthaíochta dátheangach. Tugadh le fios go raibh comhartha amháin ar a raibh ainm an chomhlachta phoiblí i mBéarla ar dtús curtha in airde roimh an 1 Márta 2009 agus, mar sin, beidh sé le ceartú roimh an 1 Eanáir 2026.



Géilliúil 72%

72% Compliant



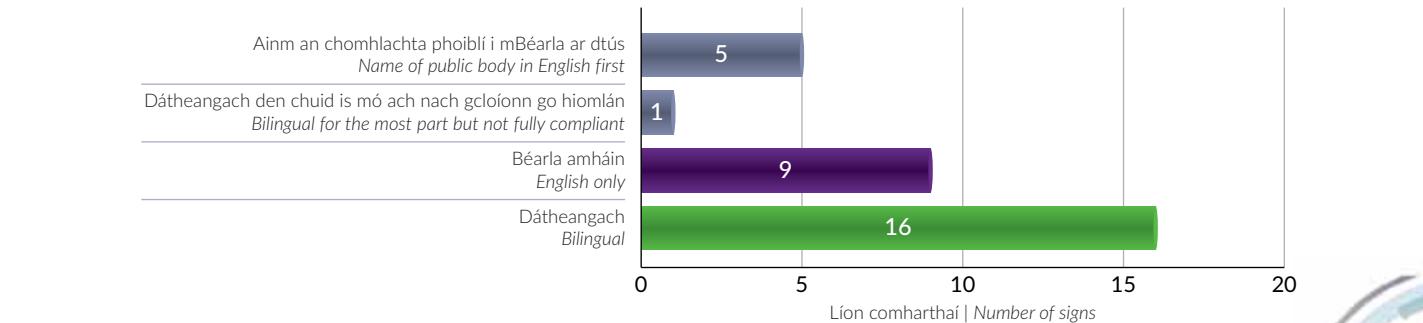
## 7. Teamhair

Cé gur líon beag comharthaí atá in úsáid ag an suíomh seo, is údar imní don Oifig seo gur i mBéarla amháin a bhí 36% díobh. Is gá aghaidh a thabhairt ar na comharthaí seo a chur in oriúint don reachtaíocht ar an toirt.



Géilliúil 64%

64% Compliant



## 7. Hill of Tara

Despite the small number of signs used at this site, it is a cause for concern for this Office that 36% of these were in English only. These signs must be brought into line with the legislation immediately.

## 8. Ionad Cuairteoirí Ghleann Dá Loch

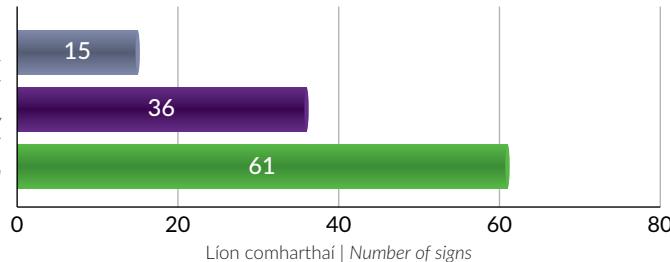
Bhí líon ard comharthaí curtha in airde i mBéarla amháin in Ionad Cuairteoirí Ghleann Dá Loch. Bhí cuid mhaith painéis treorach adhmaid crochta thart timpeall an tsuímh a raibh téacs i mBéarla amháin orthu.

Géilliúil 63%



63% Compliant

Dátheangach den chuid is mó ach nach gcloíonn go hiomlán  
Bilingual for the most part but not fully compliant



## 8. Glendalough Visitor Centre

A large number of signs were erected in English only at Glendalough Visitor Centre. A significant number of wooden directional panels were displayed around the site featuring text in English only.

## 9. Cluain Mhic Nóis

I gcás Chluain Mhic Nóis, is údar imní an céatadán ard (60%) comharthaí, idir chinn bhuana agus chinn shealaadacha, a bhí i mBéarla amháin. Is i mBéarla amháin a bhí an téacs ar gach painéal eolais a scrúdaíodh ag an láthair seo.

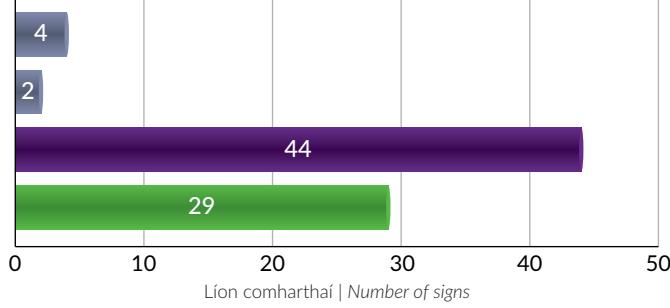
Géilliúil 40%



## 9. Clonmacnoise

In the case of Clonmacnoise, the high percentage (60%) of signs, both permanent and temporary, that were in English only is a cause for concern. The text on every information panel examined at this site was in English exclusively.

Ainm an chomhlachta phoiblí i mBéarla ar dtús  
Name of public body in English first



## 10. Teach Cogaidh an Ghorta Mhóir 1848

Bhain an leibhéal is ísele géilliúlacht le Teach Cogaidh an Ghorta Mhóir 1848. Bhí 65% de na comharthaí a scrúdaíodh i mBéalra amháin cé gur lín beag comharthaí atá in úsáid ag an suíomh. Léiríonn an ráta ard neamhghéilliúlachta go bhfuil neamháird á déanamh ar na dualgais maidir le húsáid na Gaeilge ar chomharthaíocht.

Géilliúil 35%



## 10. Famine Warhouse 1848

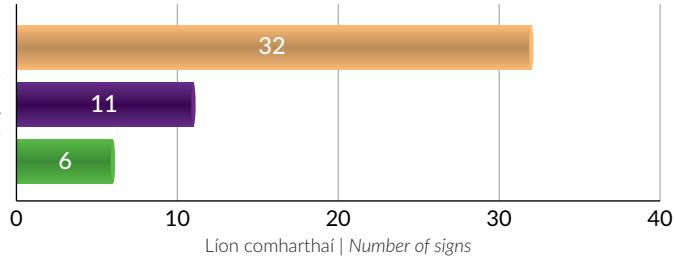
The lowest level of compliance was found at the Famine Warhouse 1848. Even though few signs were in use at the site, 65% of those examined were in English only. The high level of non-compliance here shows a disregard for the obligations regarding the use of Irish language on signage.

35% Compliant

Comharthaí dátheangacha in airde roimh 01/03/2009 ach nach gcomhlíonnann na rialacháin  
*Bilingual signs erected before 01/03/2009 but not compliant with regulations*

Béarla amháin  
English only

Dátheangach  
Bilingual



## Tátail

Áirítear ar cheann d'fheidhmeanna Oifig na nOibreacá Poiblí láithreáin oidhreachta a chosaint agus a chaomhnú. Tugann na milliúin cuairteoirí ón tir seo agus ó thar lear cuairt ar na láithreáin oidhreachta seo gach bliain. Ó tharla gur comhlacht poiblí chun críocha an Acharta í Oifig na nOibreacá Poiblí tá dualgas uirthi cloí le forálacha an Acharta ar a n-áirítear na forálacha sin a bhaineann le húsáid na dteangacha oifigiúla ar chomharthaíocht. Léiríonn torthaí an iniúchta seo go raibh 75% de na comharthaí a scrúdaíodh ag cloí le riachtanais na rialachán tráth an iniúchta.

Ba dhíol suntais dúinn go raibh lín suntasach comharthaí – 153 – fós i mBéalra amháin. Éilitear sna rialacháin go mbeadh aon seanchomharthaí den chineál seo leasaithe faoin 1 Márta 2013.

Thug Oifig na nOibreacá Poiblí le fios dúinn i mí Dheireadh Fómhair 2019 go seoltar fógra oifige chuig foireann uile na heagraíochta ina sonraithear na hoibleagáidí dlíthiúla faoi Acht na dTeangacha Oifigiúla, 2003. Meabhráiodh na dualgais a bhí le comhlónadh don foireann in 2018.

## Conclusions

One of the functions of the Office of Public Works is to protect and conserve heritage sites. Millions of people from this country and abroad visit these heritage sites every year. Since the Office of Public Works is a public body for the purposes of the Act, it is obliged to comply with the provisions of the Act, including the provisions concerning the use of the official languages on signage. The results of this audit reveal that at the time of the audit, 75% of the signs examined were in compliance with the requirements of the regulations.

It was particularly noteworthy that a substantial number of signs – 153 – were in English only. The regulations demand that any pre-existing signs of this type be amended by 1 March 2013.

The Office of Public Works informed us in October 2019 that an office notice is sent to all the organisation's staff in which the legal obligations under the Official Languages Act 2003 are specified. Staff were reminded to comply with these obligations in 2018.

## Príomh-mholtaí

Áirítear ar phríomh-mholtaí an iniúchta:

1. Scrídú iomlán a dhéanamh ar na comharthaí atá curtha in airde ag an eagraíocht nó thar ceann na heagraíochta ab ábhar don iniúchadh seo, idir chomharthaí buana, chomharthaí sealadacha, chomharthaí atá feiceálach don phobal agus chomharthaí inmheánacha, chun a chinntíú go bhfuiltear ag cloí le riachtanais na rialachán.
2. Plean oibre a ullmhú agus a chur faoi bhráid na hOifige seo ina sonraítear amchlár socrathe chun aon chomharthaí nach bhfuil ag cloí le riachtanais na rialachán a leasú.
3. Meabhrúcháin a eisiúint go rialta chuig an bhfoireann atá freagrach as comharthaí a chur in airde (cinn neamhbhuana san áireamh) maidir leis na riachtanais ar gá cloí leo i dtaca leis na rialacháin.
4. Teimpléid a ullmhú de chomharthaí sealadacha coitianta a chloíonn le riachtanais na rialachán agus a d'fhéadfadh an fhoireann a úsáid.
5. Ba chóir iniúchadh a dhéanamh ar shuíomhanna eile nár cuimsíodh san iniúchadh seo chun a chinntíú go bhfuiltear ag cloí go hiomlán leis na rialacháin atá déanta faoi Acht na dTeangacha Oifigiúla.
6. I gcás comharthaí ar a bhfuil ainm na heagraíochta i dteannta an lógó ba chóir a chinntíú go bhfuil an téacs i nGaeilge ar dtús agus chomh feiceálach, chomh sofheicthe agus chomh hinléite céanna leis an téacs i mBéarla.

## Iniúchadh na bliana 2018

### Achoimre

Rinneadh an t-iniúchadh in 2018 ar dheich láthair oidhreachta atá suite i mBaile Átha Cliath. Le linn an iniúchta scrúdaíodh 562 comhartha san iomlán agus léirigh na tortaí go raibh 320 comhartha acu sin (57%) ag cloí go hiomlán leis na rialacháin atá déanta faoin Acht. Tráth an iniúchta, bhí leibhéal ard géilliúlachta – os cionn 75% – le brath i dtrí ionad a scrúdaíodh: Músaem na bPiarasach, Faiche Stiabhna agus Caisleán Ráth Fearnáin. Bhí an leibhéal géilliúlachta ab ísle – faoi bhun 20% – i nGarraithe Náisiúnta na Lus.

### Láithreacha a scrúdaíodh le linn na bliana 2018

- An Gairdín Cuimhneacháin
- Caisleán Bhaile Átha Cliath
- Caisleán Ráth Fearnáin
- Faiche Stiabhna
- Gairdíní Uíbh Eachach

## Main recommendations

The main recommendations of the audit included:

1. Conduct a thorough examination of the signs erected by the organisation or on its behalf that were subject to this audit, from permanent signs to temporary signs, signs that are visible to the public and internal signs, to guarantee that they are in compliance with the regulations.
2. Prepare a work plan detailing an agreed timetable for amending any sign that does not adhere to the requirements of the regulations, and to submit such plan to this Office.
3. Issue regular reminders to staff responsible for erecting signs (temporary signs included) in relation to the requirements that must be observed regarding the regulations.
4. Prepare a template of common temporary signs that comply with the requirements of the regulations which staff may use.
5. An audit should be carried out on other sites not included in this audit to ensure that the regulations made under the Official Languages Act are fully complied with.
6. In the case of signs on which the public body's name appears first in English along with the logo, it should be guaranteed that the text in Irish appears first and that it is as prominent, as visible and as legible as the text in English.

## The 2018 audit

### Summary

The audit carried out in 2018 consisted of ten heritage sites located in Dublin. During the audit, a total of 562 signs were examined and the audit found 320 of them (57%) to be in compliance fully with the regulations made under the Act. At the time of the audit, a high level of compliance of over 75% was recognised in three of the locations examined – Pearse Museum, St. Stephen's Green and Rathfarnham Castle. The lowest compliance rate was observed at the National Botanic Gardens, where under 20% of signs were compliant.

### Sites examined during 2018

- Garden of Remembrance
- Dublin Castle
- Rathfarnham Castle
- St. Stephen's Green
- Iveagh Gardens

- Garraithe Náisiúnta na Lus
- Músaem na bPiarsach
- Príosún Chill Mhaighneann
- Farmleigh – Teach agus Eastát
- Ionad Cuaireoirí Pháirc an Fhionnuisce agus Caisleán Bhaile an Ásaigh

Bhí cruinniú agam le Coimisinéir Oifig na nOibreacha Poiblí, John McMahon, ar an 18 Meán Fómhair 2019 agus ina dhiaidh sin lorgáíomar faisnéis i dtaca leis na hábhair seo a leanas:

- a) Cuntas ar an dul chun cinn atá déanta ó thráth an iniúchta chun dul i ngleic leis na comharthaí neamhgheáilliúla a cheartú le go mbeidís ag teacht leis na forálacha reachtúla teanga.
- b) Cuntas ar an gcóras atá i bhfeidhm ag Oifig na nOibreacha Poiblí chun a chinntí go gcloíonn aon chomharthaí nua a chuirtear in airde le riachtanais na rialachán.

Ar an 3 Aibreán 2020 tháinig tuarascáil ó Oifig na nOibreacha Poiblí (féach thíos). Sa tuarascáil sin cuireadh in iúl dúinn na gníomhartha atá curtha i bhfeidhm ag na cúig láthair ar bronnadh rátáil mhíshásúil orthu sa bhliain 2018. Is mór againn na gealltanais a thug OOP chun sárúithe aitheanta a réiteach.

### Caisleán Bhaile Átha Cliath

Tugadh le fios go ndearnadh athbhreithniú ar an gcomharthaíocht agus go bhfuil córas nua comharthaíochta curtha i bhfeidhm lena dtugtar aird bhereise ar na dualgais reachtúla teanga a bhaineann le comharthaíocht. Baineadh anuas gach comhartha a bhí i mBéarla amháin.



### Dublin Castle

We were informed that the signage was reviewed and that a new signage system is in effect which gives greater attention to the statutory language obligations relating to signage. Every sign that was in English only has been taken down.

### Garraithe Náisiúnta na Lus

Tar éis an iniúchta athraíodh na comharthaí ginearálta. Baineadh anuas gach comhartha a bhí i mBéarla amháin. Tugadh le fios go bhfuil an chuid is mó de na comharthaí géilliúilanois. Tá sé beartaithe comórtas tairisceana a reáchtáil sa bhliain 2020, ag brath ar airgead a bheith ar fáil, chun córas nua comharthaíochta a chur i bhfeidhm ar fud na nGarraithe.



### National Botanic Gardens

The generalised signs were changed subsequent to the audit. All signs that were in English only have been removed. We were notified that most signs are now compliant. It is planned to run a tender competition in 2020, subject to the availability of finance, in order to implement a new signage system throughout the Gardens.

### Gairdíní Uíbh Eachach

Tá gach comhartha a bhí i mBéarla amháin bainte anuas agus tá comharthaí nua géilliúla curtha ina n-áit. Meabhraíodh na dualgais reachtúla teanga don bhainisteoir.



### Iveagh Gardens

Every sign that was in English only has been taken down and new compliant signs have been put in their place. The statutory language obligations have been communicated to the manager.

## An Gairdín Cuimhneacháin

Deimhníodh go bhfuil gach comhartha a bhí i mBéarla amháin bainte anuas agus comharthaí nua géillíula curtha ina n-áit. Meabhraíodh na dualgais reachtúla teanga don bhainisteoir.



## Garden of Remembrance

It was confirmed that every sign that was in English only has been taken down and new compliant signs put in their place. The statutory language obligations have been communicated to the manager.

## Ionad Cuirteoirí Pháirc an Fhionnúisce

Tá formhór na gcomharthaí ag an láthair seo ag cloí leis na dualgais reachtúla teanga a bhaineann le comharthaíocht. Tá na dualgais reachtúla teanga curtha in iúl don bhainisteoir.



## Phoenix Park Visitor Centre

The majority of signs at this site are compliant with the legislative language requirements pertaining to signage. The manager has been reminded of the statutory language duties.

## Gealltanás

Tá sé ráite ag Oifig na nOibreacha Poiblí go mbeidh gach comhartha nua dátheangach, ina n-áirítear comharthaí athsholáthair agus comharthaí sealadach.

Tá roinnt samplaí tugtha in Aguisín A de na comharthaí a scrúdaíodh.

## Commitment

The Office of Public Works states all new signs, replacement signs and temporary signs will be bilingual.

Some examples are given in Appendix A of the signs examined.



# BOIRD OIDEACHAIS AGUS OILIÚNA

## Achoimre

Bunaíodh an scátheagraíocht, Bord Oideachais agus Oiliúna na hÉireann, faoin Acht um Boird Oideachais agus Oiliúna, 2013. Díscaoiléadh Coistí Gairmoideachais na tíre agus tháinig 16 Bhord Oideachais agus Oiliúna réigiúnacha ar an bhfód ar an 1 Iúil 2013. Is é an phríomhaidhm atá acu ná oideachas, oiliúint agus obair don aos óg a fhobairt agus a chur chun cinn sa tir. Tá sé riachtanach go gcomhlíonann na Boird a ndualgais reachtúla teanga, ní hamháin chun críche Acht na dTeangacha Oifigiúla, ach lena chinntíú chomh maith go bhfeidhmíonn siad i gcomhréir le beartais an Stáit i leith na Gaeilge i réimse an oideachais.

Scrúdaíodh ceithre Bhord Oideachais agus Oiliúna féachaint an raibh na dualgais reachtúla atá orthu faoi Acht na dTeangacha Oifigiúla, 2003 á gcomhlíonadh acu. Rinneadh iniúchadh ar na dualgais dhíreacha a shonraítear san Acht, ar dhualgais faoi na rialacháin i dtaca le comharthafocht, stáiseanóireacht agus fógaírtí taifeadta béal agus ar ghealltanais reachtúla na scéimeanna teanga.

Léiríonn torthaí an iniúchta nach raibh aon cheann de na ceithre bhord a scrúdaíodh ag cloí go hiomlán leis na dualgais reachtúla teanga atá orthu.

Cé go bhfuil na dualgais chéanna ar gach comhlacht poiblí chomh fada is a bhaineann sé le dualgais dhíreacha faoin Acht agus dualgais faoi na Rialacháin, is minic a bhíonn éagsúlachtaí le sonrú idir na gealltanais a thugtar sna scéimeanna teanga. Bhí leibhéal ard comóntachta le brath, áfach, idir gealltanais scéime na mBord Oideachais agus Oiliúna, seachas i gcás Bhord Oideachais agus Oiliúna Dhún na nGall. Tá ceantar Gaeltachta faoi chóram an Bhoird sin agus gealltanais a bhaineann leis an nGaeltacht sa scéim sin dá bharr.

## An dualgas reachtúil

### Dualgais dhíreacha

Tá dualgas ar chomhlachtaí poiblí cumarsáid i scríbhinn nó leis an bpost leictreonach i dteanga oifigiúil amháin a fhreagairt sa teanga chéanna. Caithfidh comhlachtaí poiblí a chinntíú chomh maith go bhfuil aon fhaisnéis atá á soláthar don phobal i gcoitinne nó d'aicme den phobal i gcoitinne, trí an bpost nó go leictreonach, i nGaeilge amháin nó i mbÉarla agus i nGaeilge. Ní mór do chomhlachtaí poiblí na dociméid seo a leanas a fhoilsíú go comhuaineach i nGaeilge agus i mbÉarla:

## EDUCATION AND TRAINING BOARDS

### Summary

An umbrella organisation, Education and Training Boards Ireland, was established under the Education and Training Boards Act 2013. The country's Vocational Education Committees were dissolved, and 16 regional Education and Training Boards were founded on 1 July 2013. Their principal objective is to promote the development of education, training and youthwork in Ireland. It is necessary that the Boards fulfil their statutory language obligations, not only for the purposes of the Official Languages Act, but also to ensure that they operate in accordance with the State's policy on the Irish language in the education sector.

This audit involved examining four Education and Training Boards in relation to their compliance with their statutory duties under the Official Languages Act 2003. An audit was carried out on direct obligations specified in the Act, on obligations under the regulations in relation to signage, stationery and recorded oral announcements, and on statutory commitments made in language schemes.

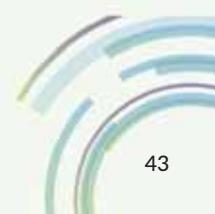
The results of the audit show that none of the four Boards examined were fully compliant with their statutory language obligations.

Although all public bodies have the same obligations pertaining to direct duties under the Act and requirements under the regulations, there are often disparities in the commitments given in various language schemes. A high degree of commonality was observed, however, in the commitments made by the Education and Training Boards, except in the case of Donegal Education and Training Board. As this Board's jurisdiction includes a Gaeltacht area, commitments in relation to the Gaeltacht are included in its scheme.

### The statutory obligation

#### Direct obligations

Public bodies have an obligation to reply to communications, in writing or by electronic mail, in the official language in which the communication was received. Public bodies must also ensure that any information provided to the public in general or to a class of the public in general, through the post or electronically, is in Irish or in English and Irish. Public bodies must publish the following documents simultaneously in Irish and English:



- Aon doiciméad ina leagtar síos tograí beartais phoiblí;
- Aon tuarascáil bhliantúil;
- Aon chuntais iniúchta nó ráitis airgeadais;
- Aon ráiteas straitéise atá déanta faoi alt 5 den Acht um Bainistíocht na Seirbhise Poiblí, 1997;
- Aon doiciméad atá forordaithe mar go bhfuil tábhacht mhór phoiblí ag baint leis.

## Na rialacháin

Sonraítear sna rialacháin go bhfuil dualgas ar chomhlachtaí poiblí a gcuid stáiseanóireachta, a gcuid comharthaíochta agus a gcuid fógairtí taifeadta béis a sholáthar i nGaeilge amháin, nó i mBéarla agus i nGaeilge, faoi dhátaí áirithe. Tháinig na Boird Oideachais agus Oiliúna ar an bhfód ar an 1 Iúil 2013. Mar go raibh na rialacháin i bhfeidhm faoin tráth sin, bhí dualgas reachtúil ar na Boird iad a chur i bhfeidhm ón túis.

## Scéimeanna teanga

Leagtar síos córas na scéimeanna teanga san Acht. Is féidir leis an Aire Cultúir, Oidhreachta agus Gaeltachta a iarraidh ar chomhlacht poiblí dréachtscéim teanga a ullmhú agus a chur faoi bhráid a Roinne taobh istigh de thréimhse sé mhí ón dáta iarratais. Tugann comhlachtaí poiblí gealltanais sa dréachtscéim i dtaca leis na seirbhísí a bheidh ar fáil i nGaeilge nó go dátheangach. Nuair a dhaingnítear an scéim, tá dualgas reachtúil ar an gcomhlacht poiblí na gealltanais a chur i bhfeidhm. Bíonn saolré trí bliana ag gach scéim teanga, cé go bhfanann sí i bhfeidhm nó go ndaingníonn an tAire scéim nua leis an gcomhlacht poiblí.

Tá sé iarrtha ag an Aire ar gach Bord Oideachais agus Oiliúna sa thír dréachtscéim teanga a ullmhú. Bhí scéim teanga daingnithe ag 12 Bhord Oideachais agus Oiliúna leis an Aire tráth foilsithe na tuarascála seo. Níor aontaíodh scéim teanga leis na ceithre Bhord Oideachais agus Oiliúna eile, in ainneoin iarratas ón Aire go gcuirfi dréachtscéim faoina bráid faoin 24 Feabhra 2014.

## An obair iniúchta

Mar chéad chéim sa phróiseas iniúchta, eisíodh ceistneoir chuig na Boird Oideachais agus Oiliúna ábhartha i mí Iúil 2019, ag lorg eolais faoi chur i bhfeidhm na míreanna éagsúla dá gcuid scéimeanna teanga agus dualgais dhíreacha an Acharta. Cuireadh eolas cuimsitheach faoinár mbráid i dtaca le comhlíonadh na ndualgas agus sholáthair cuid de na Boird samplaí de stáiseanóireacht agus leithéidí foirmeacha iarratais mar fhianaise. Rinneadh na freagraí agus an t-eolas uile a fuarthas a thástáil agus lorgaíodh eolas breise ó na Boird tar éis na dtástálacha sin.

- Any document setting out public policy proposals;
- Any annual report;
- Any audited accounts or financial statements;
- Any statement of strategy prepared under section 5 of the Public Service Management Act 1997;
- Any document prescribed due to its major public importance.

## The regulations

It is specified in the regulations that public bodies must provide stationery, signage and recorded oral announcements in Irish only, or in English and Irish, by certain dates. The Education and Training Boards were established on 1 July 2013. As the regulations were in effect at that time, the Boards had a responsibility to implement them from the start.

## Language schemes

The language scheme system is outlined in the Act. The Minister for Culture, Heritage and the Gaeltacht requests that a public body prepare a draft language scheme and submits it to his or her Department within six months from the date of the request. Public bodies give commitments in the draft scheme in relation to the services that will be made available in Irish or bilingually. When the Minister confirms the scheme, the public body has a statutory duty to implement the commitments. Each scheme has a three-year life cycle but remains in effect until the Minister confirms a new scheme for the public body.

The Minister has requested all Education and Training Boards to prepare and submit a draft language scheme. At the time of publication of this report, the Minister had confirmed a language scheme with 12 Education and Training Boards. A language scheme has yet to be agreed with each of the other four Boards, despite the initial request for a draft scheme to be prepared by 24 February 2014.

## The audit work

As a first step in the audit process, a questionnaire was issued to the relevant Education and Training Boards in July 2019, seeking information in regard to the implementation of various sections of their language schemes and the direct obligations under the Act. Comprehensive accounts in relation to the fulfilment of obligations were provided along with some samples of stationery and application forms as evidence. All the replies and information provided were assessed and further information was requested of the Boards after the assessments.

## Príomhthorthaí

Socraíodh go bhféadfadh Bord Oideachais agus Oiliúna ceann de chuíg ghrád géilliúlachta a bhaint amach, bunaithe ar bhreithiúnas na hOifige seo ar an eolas a cuireadh faoinár mbráid i dtaca le cur i bhfeidhm na ndualgas reachtúil.

Bronnadh an dara grád is airde ar Bhord Oideachais agus Oiliúna Dhún na nGall tar éis dó a léiriú go bhfuil iarrachtaí ar bun chun a chuid dualgas uile a chomhlónadh. Tá oifigeach ar leith ceaptha leis an obair sin a stiúradh ach bhí easpa dul chun cinn le sonrú i leith roinnt dualgas.

Ba léir go raibh iarrachtaí ar bun ag Bord Oideachais agus Oiliúna Átha Cliath agus Dhún Laoghaire a dhualgas uile a chomhlónadh. Bhí easnaimh sa chur i bhfeidhm, áfach, i dtaca le cúrsáí foilseacháin, ábhar statach ar an suiomh gréasáin, iarratas a dhéanamh trí Ghaeilge ar phoist agus ceapachán Oifigigh Gaeilge. Is é measúnú na hOifige seo go bhfuil gealltanais na scéime agus dualgas dhíreacha an Acharta curtha i bhfeidhm méid áirithe.

Is amhlaidh an toradh i gcás Bhord Oideachais agus Oiliúna Luimnígh agus an Chláir, tar éis dó roinnt dul chun cinn a dhéanamh le linn an iniúchta agus gealltanais bhreise a thabhairt i dtaobh chur i bhfeidhm a dhualgas teanga.

I gcás Bhord Oideachais agus Oiliúna Chill Dara agus Chill Mhantáin, chonacthas don Oifig seo, ag túis an iniúchta, nach raibh aon dul chun cinn déanta maidir le gealltanais éagsúla scéime a chur i bhfeidhm, ná le cur i bhfeidhm na ndualgas díreach a bhaineann le comharthaíocht, stáíseanóireacht agus foilseacháin. Cé go ndearnadh roinnt bheag dul chun cinn le linn an iniúchta, ba é neamh-chomhlónadh den chuid is mó an grád iomlán a bronnnadh ar an mBord ar deireadh.

Is ábhar buartha dom mar Choimisinéir Teanga go ndéanfadh aon chomhlacht poiblí, ní áirim comhlacht atá ag plé le cúrsáí oideachais, a leithéid de neamhaird ar na dualgas reachtúla teanga atá orthu is atá déanta ag Bord Oideachais agus Oiliúna Chill Dara agus Chill Mhantáin. Bheinn dóchasach go ngabhfar i ngleic leis an neamh-chomhlónadh sin ar bhealach córasach sna míonna amach romhainn.

Ní miste a lua cé gur eisíodh dréacht-tuarascáil i ngach cás, nach raibh freagra faigte ar an dréacht-tuarascáil sin i gcás Bord amháin tráth foilsithe na tuarascála seo – is é sin Bord Oideachais agus Oiliúna Átha Cliath agus Dhún Laoghaire. Bhain cúrsaí athruithe foirne agus an Coróinvíreas leis an moill, dar leis an mBord.

## Main outcomes

It was decided that an Education and Training Board could achieve one of five compliance grades, based on the adjudication of this Office and on the information provided in relation to implementing the statutory obligations.

The second highest grade was awarded to Donegal Education and Training Board after it illustrated that efforts were being made to fulfil all of its obligations. An officer has been appointed to direct that work but a lack of progress was evident in regards to some obligations.

Dublin and Dún Laoghaire Education and Training Board was also evidently attempting to fulfil its obligations. There were shortcomings in the implementation, however, in relation to publications, static content on the website, applying for a position through Irish and the appointment of an Irish Language Officer. This Office's assessment is that the language scheme commitments and the direct obligations under the Act are being implemented only to a certain degree.

The result was the same in the case of Limerick and Clare Education and Training Board, after some progress and additional commitments regarding the implementation of its language obligations were made during the audit.

In the case of Kildare and Wicklow Education and Training Board, it appeared to this Office, at the start of the audit, that no progress had been made towards implementing a range of language scheme commitments or obligations in relation to signage, stationery and publications. Although a small amount of progress was achieved during the audit, non-compliant for the most part was ultimately the final grade awarded to the Board.

It is a cause for concern to me, as An Coimisinéir Teanga, that a public body, let alone a body in the education sector, would disregard its statutory language obligations in the way that Kildare and Wicklow Education and Training Board has done. I would expect that this non-compliance will be addressed in a systematic manner in the months ahead.

It should be mentioned that despite a draft report being issued in all cases, no response on the report had been received from one Board at the time this report was being published – Dublin and Dún Laoghaire Education and Training Board. Matters relating to change of staff and the Coronavirus had a bearing on the delay, according to the Board.

Bord Oideachais agus Oiliúna Dhún na nGall  
Donegal Education and Training Board

Bord Oideachais agus Oiliúna Átha Cliath agus Dhún Laoghaire  
Dublin and Dún Laoghaire Education and Training Board

Bord Oideachais agus Oiliúna Luimnigh agus an Chláir  
Limerick and Clare Education and Training Board

Bord Oideachais agus Oiliúna Chill Dara agus Chill Mhantáin  
Kildare and Wicklow Education and Training Board

Sceim teanga a scrúdaíodh (i bhfeidhm ó)  
*Language scheme examined (in effect since)*

Leibhéal géilliúlachta  
*Level of compliance*

An Chéad Scéim (2017)  
First Scheme (2017)

Comhlíonadh den chuid is mó  
Compliance for the most part

An Chéad Scéim (2017)  
First Scheme (2017)

Comhlíonadh méid áirithe  
Compliance to a certain degree

An Chéad Scéim (2018)  
First Scheme (2018)

Comhlíonadh méid áirithe  
Compliance to a certain degree

An Chéad Scéim (2018)  
First Scheme (2018)

Neamh-chomhlíonadh den chuid is mó  
Non-compliance for the most part

Tugtar cuntas achomair thíos ar chuid de phríomh-fhionnachtana an iniúchta agus ar na moltaí a tugadh i gcásanna nach raibh dualgais á gcomhlíonadh.

## Dualgais dhíreacha faoin Acht

### Cumarsáid i scríbhinn

Thug na Boird Oideachais agus Oiliúna ar fad le fios go mbíonn seirbhís aistriúcháin ar fáil dóibh chun cumarsáid i scríbhinn i nGaeilge a fhreagairt sa teanga sin nuair nach bhfuil dóthain inniúlachta sa Ghaeilge ag faighteoir na cumarsáide. Mhaígh tromlach na mBord don iniúchadh seo nach n-imríonn teanga na cumarsáide tionchar ar thráthúlacht an fhreagra. Dúirt Bord Oideachais agus Oiliúna Átha Cliath agus Dhún Laoghaire go mbraitheann tráthúlacht an fhreagra ar líon na bhfocal atá le haistriú agus ar chastacht an ábhair. Meabhraíodh nach foláir go mbeadh an tseirbhís i nGaeilge ar comhchaighdeán leis an tseirbhís i mBéarla.

Le linn an iniúchta tháinig sé chun solais i gcás dhá cheann de na Boird a scrúdaíodh gur eisíodh freagraí i mBéarla chuig daoine den phobal a thionscain comhfhereagras leo trí Ghaeilge. Moladh na córais chuí a chur in áit lena chinntíú go bhfreagraítear comhfhereagras i nGaeilge sa teanga chéanna agus go n-eisítear freagra tráthúil ar ghearrán ó m'Ofiag.

Cuireadh in iúl don iniúchadh seo nach ndéanann aon cheann de na Boird Oideachais agus Oiliúna a scrúdaíodh faisinéis i scríbhinn a chur ar fáil don phobal i gcoitinne, nó d'aicme den phobal i gcoitinne.

### Foilseacháin

Is cúis imní don Oifig seo é an leibhéal ard neamh-chomhlíonta a bhí le sonrú i dtaca le cur i bhfeidhm an bhunriachtanais de chuid an Acharta go bhfoilseofaí doiciméid áirithe go comhuaineach sa dá theanga oifigiúla.



A brief account is given below on the main findings of the audit and on the recommendations that were given in cases where obligations were not being fulfilled.

### Direct obligations under the Act

#### Communication in writing

All the Education and Training Boards informed us that a translation service is available to them for the purpose of answering written communications in Irish when the recipient of the communication is not sufficiently competent in the language. Most of the Boards stated that the language of communication does not impact the timeliness of the response. Dublin and Dún Laoghaire Education and Training Board noted, however, that the timeliness of its responses depended on the number of words to be translated and on the complexity of the material. The Boards were reminded that the service in Irish must be of equal standard as the service in English.

During the audit it came to light that replies in English were issued to members of the public who initiated correspondence in Irish with two of the Boards examined. It was recommended that the proper systems be put in place to ensure that correspondence in Irish is answered in the same language and that a prompt response is issued in relation to complaints from my Office.

This audit was informed that none of the Education and Training Boards examined initiate the type of communication in relation to information in writing provided to the public in general or to a class of the public in general.

### Publications

The high level of non-compliance evident in relation to implementing an essential requirement of the Act, that certain documents be published simultaneously in the two official languages, is a cause for concern to this Office.

Is é Bord Oideachais agus Oiliúna Luimnígh agus an Chláir an t-aon Bhord a scrúdaíodh a bhí in ann a dheimhniú go raibh doiciméid á bhfoilsíú i gcomhréir leis an reachtaíocht.

I gcásanna eile, ní raibh leaganacha Gaeilge de thuarascálacha bliantúla nó ráitis airgeadais á bhfoilsíú go cuí. Thug an chuid is mó de na Boird le fios gurb é an rud ba chionsiocair leis an neamh-chomhlíonadh i dtaobh ráitis airgeadais a fhoilsíú ná gur i mBéarla amháin a bhí an teimpléad do na ráitis sin á sholáthar ag an scátheagraíocht, Boird Oideachais agus Oiliúna na hÉireann (BOOÉ), do na Boird réigiúnacha. B'ábhar imní don Oifig seo nach raibh leagan Gaeilge den teimpléad ar fáil – sé bliana ó bunaíodh an comhlacht poiblí. Chuir roinnt de na Boird Oideachais agus Oiliúna in iúl go raibh i gceist acu féinaistriúchán a fháil déanta ar an teimpléad chun a gcomhlíontacht leis an reachtaíocht a chinntiú. Ba ríleir, áfach, go mbeadh sábháiltí airgeadais agus acmhainní i gceist dá ndéanfaí é sin go lárnach.

D'eisigh m'Oifig litir chuig an scátheagraíocht, BOOÉ, d'fhonn soilíriú a fháil ar an gceist. I litir dar dáta an 15 Meitheamh, chuir BOOÉ in iúl do m'Oifig gurb í an Roinn Oideachais agus Scileanna a dhear an teimpléad, agus gur chuir an Roinn leagan Gaeilge ar fáil chomh maith. Dúradh gur chuir BOOÉ an dá theimpléad, leagan Béarla agus leagan Gaeilge, faoi bhráid na mBord Oideachais agus Oiliúna fud fad na tíre go léir, agus gur dúradh leo go raibh an dualgas orthu na ráitis airgeadais a chur ar fáil go dátheangach. Cuireadh in iúl go bhfuil roinnt deacrachaí a bhaineann leis an scéal, ach go bhfuil BOOÉ ag obair go leanúnach leis na Boird chun dul i ngleic leis na deacrachaí sin. Táim buíoch de BOOÉ as a chomhoibriú.

## Dualgais faoi na rialacháin

### Stáiseanóireacht

Cuireadh roinnt samplaí den stáiseanóireacht a bhí in úsáid ag na Boird Oideachais agus Oiliúna ar fáil. Fuarthas cóipeanna de dhuillíní dea-mhéine agus de pháipéir cheannteidil agus i bhformhór na gcásanna ní raibh ach mionleasuithe de dhíth le go mbeadh na baill stáiseanóireachta ag cloí le sonraíochtaí na rialachán. Mar shampla, tugadh faoi deara go raibh ainm agus mana an chomhlachta phoiblí i mBéarla amháin ar dhuillín dea-mhéine Bhord Oideachais agus Oiliúna Chill Dara agus Chill Mhantáin, agus go raibh túis áite tugtha don Bhéarla i gcodanna eile de. Cuireadh leaganacha ceartaithe ar fáil tar éis duinn an cheist a ardú leis an mBord.



Bord Oideachais & Oiliúna  
**LUIMNIGH & AN CHLÁIR**  
LIMERICK & CLARE  
Education & Training Board

Limerick and Clare Education and Training Board is the only Board examined that could confirm that such documents are being published in accordance with legislation.

In the other cases, Irish language editions of annual reports or financial statements were not being published appropriately. Most of the Boards indicated that the main cause of the non-compliance in respect of publishing financial statements was that the template for those statements is supplied in English only by the umbrella organisation, Education and Training Boards Ireland (ETBI), to the regional Boards. It was a matter of concern for this Office that an Irish language version of this template was not available – six years after the public body was founded. Some Education and Training Boards informed us that they were planning to translate the template themselves in order to ensure their legislative compliance. It was apparent, however, that financial and resource savings could be made if this were carried out centrally.

My Office issued a letter to the umbrella organisation, ETBI, seeking clarity on the matter. In a letter dated 15 June, ETBI advised my Office that the Department of Education and Skills had, in fact, designed the template, and that the Department had also provided an Irish version. We were informed that ETBI had issued both templates, the Irish and English versions, to all of the Education and Training Boards in the country, and had advised them of their statutory obligation to provide the financial statements bilingually. It was advised that there were some difficulties with the issue, but that ETBI was working continually with the Boards to achieve a resolution to those difficulties. I am grateful to ETBI for its cooperation.

## Obligations under the regulations

### Stationery

Some samples of the stationery used by the Education and Training Boards were provided. We received copies of compliment slips and headed paper and in most cases only minor amendments were required for the items of stationery to be compliant with the regulations. For example, it was noticed that the name and slogan of the public body was in English only on the compliment slips used by Kildare and Wicklow Education and Training Board, and that the English text came first in other parts. Corrected versions were provided after we raised the matter with the Board.



## Comharthaíocht

Ba mhór idir an dul chun cinn a bhí déanta ag na Boird Oideachais agus Oiliúna éagsúla maidir le comharthaíocht. Thug Bord Oideachais agus Oiliúna Dhún na nGall le fios go raibh iniúchadh iomlán déanta aige ar a chuid comharthaíochta agus cuireadh samplaí ar fáil dúinn de chomharthaíocht ghéilliúil ilchineálach mar dhearbhú.

Cé go raibh iniúchadh curtha i gcrích ag Bord Oideachais agus Oiliúna Luimnigh agus an Chláir, ba chosúil nár áiríodh ach príomhchomharthaíocht an Bhoird san iniúchadh sin, is é sin comharthaí a bhfuil ainm scoile nó ionaid orthu. Bhí sé soiléir, ó phictiúir a cuireadh faoinár mbráid agus ó chomharthaí a bhí in airde ar láthair an chruinnithe a bhí againn leis an mBord, go raibh comharthaí in ionaid éagsúla nach raibh i gcomhréir leis an reachtaíocht. Mar fhreagra ar an dréacht-tuarascáil, áfach, chuir an Bord samplaí ar fáil de chomharthaí ar láthair an chruinnithe a ceartaíodh san idirlinn.

Moladh i gcásanna den sórt seo go ndéanfaí iniúchadh iomlán agus go gcuirfí plean céimníthe in áit lena chinntíú go bhfuil an chomharthaíocht chuí ar fad i gcomhréir leis na rialacháin.

## Fógaírtí taifeadta béis

Ní raibh cuid mhaith de na fógaírtí taifeadta béis a scrúdaíodh ag cloí go hiomlán leis na rialacháin. Ní raibh i nGaeilge ach an bheannacht agus nath buiochais ag deireadh na dteachtaireachtaí ar roinnt teachtaireachtaí fón a tástaladh, cé go n-éilítear go mbeadh an t-eolas céanna ar fáil sa dá theanga. Gheall na Boird a bhí i gceist go gcuirfí ina gceart iad faoi dhátaí áirithe. Rinneadh tástálacha an athuair ar na fógaírtí i ndiaidh na ndátaí sin. Níor léir go raibh aon mhórathrú tagtha ar an gcur chuige. Beidh m'Ofig ag filleadh air seo in am tráthá.

## Gealltanais scéime teanga

Daingníodh gach scéim teanga ab ábhar don iniúchadh seo sa tréimhse idir Feabhra 2017 agus Deireadh Fómhair 2018 agus ba chéadscéimeanna iad ar fad. Cuireadh túis leis an iniúchadh i mí lúil 2019.

Léirítear sa tábla thíos an chomóntacht a bhí le brath idir bunábhair na ngealltanasa a tugadh sna scéimeanna éagsúla ach bhí cuid mhaith éagsúlachtaí i gceist leis na sonraíochtaí a bhain leo. Mar shampla, thug Bord Oideachais agus Oiliúna Chill Dara agus Chill Mhantáin gealltanasa go mbeadh gach fógaírt bheo déanta go dátheangach. Ba 20% de na fógaírtí beo, áfach, a gheall Bord Oideachais agus Oiliúna Dhún na nGall a bheadh dátheangach agus 10% i gcás Bhord Oideachais agus Oiliúna Luimnigh agus an Chláir.



## Signage



There was great disparity in the progress made by the various Education and Training Boards in relation to signage. Donegal Education and Training Board informed us that it had completed a full audit of its signage and samples of diverse compliant signs were provided as validation.

Even though Limerick and Clare Education and Training Board had completed its own audit, it appeared that only the Board's main signage was included, that is, signs featuring the name of a school or centre. It was evident, from pictures provided and from signs erected in the venue of the meeting we held with the Board, that there were signs at various centres that were not in accordance with the legislation. In the Board's response to the draft report, however, it was advised that an audit was underway on the matter and samples were provided of signs in the meeting venue that had been corrected in the interim.

It was recommended in such cases that a full audit be carried out and a phased plan put in place, to ensure the relevant signage is in accordance with legislation.

## Recorded oral announcements

Many of the recorded oral announcements examined were not compliant with the Regulations. In some telephone messages that were tested, only the greeting and the acknowledgment at the end of the messages were in Irish, despite the requirement that the same information be provided in both languages. When questions in relation to the non-compliant announcements were brought up with the relevant Boards, a commitment was given that they would be corrected by certain dates. Checks were carried out again after those dates. No significant change in approach was detected. The Office will return to this matter in due course.

## Language scheme commitments

All of the language schemes analysed in this audit were confirmed during the period between February 2017 and October 2018, and each of them was a first scheme. The audit began in July 2019.

The table below highlights the commonality that was evident in the fundamental elements of the commitments made in the language schemes although there was a good deal of variation in the specifics of the commitments. For example, Kildare and Wicklow Education and Training Board committed to providing all live announcements bilingually. The figure for live announcements was 20%, however, in the case of Donegal Education and Training Board and 10% for Limerick and Clare Education and Training Board.

Gealltanás tugtha i dtaca le...  
*Commitment made in relation to...*

	BOO Átha Cliath agus Dhún Laoghaire <i>Dublin and Dún Laoghaire ETB</i>	BOO Chill Dara agus Chill Mhantáin <i>Kildare and Wicklow ETB</i>	BOO Dhún na nGall <i>Donegal ETB</i>	BOO Luimnígh agus an Chláir Limerick and Clare ETB
Fáiltiú / lasc-chlár <i>Reception / switchboard</i>	●	●	●	●
Seirbhísí duine ar dhuine <i>Face to face services</i>	●	●		●
Cumarsáid ghutháin <i>Telephone communications</i>	●	●	●	●
Fógraí beo <i>Live announcements</i>		●	●	●
Forimeacha iarratais <i>Application forms</i>	●	●	●	●
Bileoga eolais <i>Information leaflets</i>		●	●	●
Preaseisiúintí <i>Press releases</i>	●	●	●	●
Urlabhraithe Gaeilge do na meáin <i>Irish language spokespersons for media</i>		●	●	●
Óráidí / aithisc <i>Speeches / addresses</i>		●	●	●
Seoladh ríomhphoist d'fhiosrúcháin Gaeilge <i>Email address for Irish language enquires</i>	●	●	●	
Ábhar seasta ar an suíomh gréasáin <i>Static content on website</i>	●	●	●	●
Córais ríomhairesreachta agus seirbhísí idirghníomhacha <i>Computer systems / interactive services</i>		●	●	●
Leathanach Gaeilge ar an inlón <i>Irish language page on intranet</i>	●	●	●	
Sluán / mana dátheangach <i>Bilingual slogan / tagline</i>	●	●	●	●
Scéim teanga sa phacáiste ionduchtúcháin <i>Language scheme in induction package</i>	●	●	●	●
Áiseanna agus deiseanna le hinniúlacht na foirne sa Ghaeilge a fhorbairt <i>Resources and opportunities for staff to develop their competence in Irish</i>	●	●	●	●
Agallaimh ar fáil trí Ghaeilge <i>Interviews available through Irish</i>			●	
Poist shainithe Ghaeilge <i>Designated Irish language posts</i>	●	●	●	●
Oifigí Gaeltachta <i>Gaeltacht Offices</i>			●	
Cruinnithe poiblí <i>Public meetings</i>		●	●	
Faireachán agus athbhreithniú ar an scéim <i>Monitoring and review of the scheme</i>	●	●	●	●

## Cumarsáid leis an bpobal

Is iomaí modh a bhíonn in úsáid ag na Boird Oideachais agus Oiliúna chun cumarsáid a dhéanamh leis an bpobal. Tugtar gealltanais reachtúla sna scéimeanna teanga ar mhaithe leis an nGaeilge a normalú agus a chur chun cinn sna modhanna cumarsáide sin. Maidir le cumarsáid teileafóin, tugadh gealltanás i ngach scéim go ndéanfaí ar a laghad beannú do ghlaaoiteoirí i nGaeilge ar dtús nó ainm na heagraíochta a thabhairt i nGaeilge roimh é a thabhairt i mBéarla. Tar éis dúinn roinnt táistálacha a chur i gcrích, ba léir dúinn nach raibh comhlíonadh iomlán le sonrú.

Bhain an neamh-chomhlíonadh is tromchúisí sa réimse seo den iniúchadh le foirmeacha iarratais do phoist mhúinteoirreachta a chuirtear ar fáil ar an gcóras ar líne *eRecruit*. Bhí an córas seo in úsáid ag Boird Oideachais agus Oiliúna a gheall go mbeadh leaganacha Gaeilge ar fáil de gach foirm iarratais agus is iad na foirmeacha is mó a úsáidtear ná foirmeacha a bhain le Gaelcholáistí. Ní mór clárú leis an gcóras seo le hiarratas a dhéanamh ach is i mBéarla amháin atá an córas clárúcháin ar fáil. Fágann sé sin nach féidir iarratais a dhéanamh i nGaeilge do phoist mhúinteoirreachta.

Tuigtear dom go bhfuil ceist na bhfoirmeacha iarratais pléite ag na Boird leis an ngnólacht seachtrach a sholáthraíonn an córas *eRecruit* agus go bhfuil an t-ábhar ardaithe ag leibhéal náisiúnta. Feictear dúinn go bhfuil gá le socrú eatramhach trína nglacfaí le hiarratais i nGaeilge lasmuigh den chóras *eRecruit* nó go réiteofar an cheist seo. Moladh go gcuirfí a leithéid de shocrú i bhfeidhm d'iarratasóirí ar mian leo hiarratas a dhéanamh i nGaeilge agus go dtabharfaí é sin le fios go réamhghníomhach.

## Teicneolaíocht faisinéise

Thug na Boird Oideachais agus Oiliúna ar fad gealltanás i dtaca leis an ábhar statach ar an suíomh gréasán a chur ar fáil go dátheangach. Bhí easnaimh agus earráidí sna suíomhanna Gaeilge agus ní raibh siad ar aon dul leis an ábhar Béarla, cé go raibh cuid mhaith dul chun cinn le sonrú ó na táistálacha a rinneadh ar na suíomhanna gréasán. I gcás Bhord Oideachais agus Oiliúna Luimnígh agus an Chláir, bhí an córas measáinastriúcháin Browsealoud in úsáid chun an t-ábhar statach a sholáthar i nGaeilge. Moladh aistriúchán gairmiúil a dhéanamh ar an inneachar statach ar an suíomh gréasán agus é a uaslódáil laistigh de thréimhse shonraithe.

## Earcaíocht, oiliúint agus forbairt

Dearbhaíonn na Boird Oideachais agus Oiliúna ar fad a scrúdáidh go gcuirfear na hacmhainní agus na deiseanna cuí ar fáil do bhaill foirne ar mian leo a n-inniúlacht sa Ghaeilge a fhorbairt. Tugadh le fios go ndearna Bord Oideachais agus Oiliúna Dhún na nGall agus Bord

## Communications with the public

There are many ways in which the Education and Training Boards communicate with the public. Statutory commitments are given in the language schemes aiming to normalise and promote the use of Irish in those methods of communication. In relation to telephone communications, a commitment is made in every scheme that, at the very least, callers are greeted in Irish in the first instance or are given the name of the organisation in Irish before in English. After carrying out several tests, however, full compliance was not evident.

The most serious non-compliance in this field of the audit concerned application forms for teaching positions provided through the online system *eRecruit*. This system was being employed by Education and Training Boards who committed to provide Irish versions of every application form, the most used forms or forms pertaining to Gaelcholáistí. In order to make an application, one must register with *eRecruit*, but the registration system is provided in English only. As a result, applications cannot be made in Irish for teaching positions.

I understand that the issue of the application forms has been raised by the Boards with the external company that provides the *eRecruit* system and that the issue has been raised nationally. It appears to us that a provisional arrangement should be put in place in which applications through Irish are accepted outside of the *eRecruit* system, until the matter is resolved. It was recommended that such an arrangement be put in place for applicants who wish to apply through Irish and that this be made known proactively.

## Information technology

Every Education and Training Board included in this audit committed to providing the static material on its website bilingually. While a good deal of progress was evident from the assessments carried out of the websites, it was clear, overall, that there were flaws and inaccuracies on the Irish sites and that the material on the English and Irish sites did not correspond. In the case of Limerick and Clare Education and Training Board, the machine translation system Browsealoud was employed to provide the static material in Irish. It was recommended that a professional translation of the static content of the website be carried out, and that it be uploaded within a specified period.

## Recruitment, training and development

Each of the Education and Training Boards confirmed that the appropriate resources and opportunities are provided to members of staff who wish to develop their proficiency in Irish. Donegal Education and Training Board and Limerick and Clare Education and Training Board indicated that they

Oideachais agus Oiliúna Luimnigh agus an Chláir suirbhé le cumas Gaeilge na mball foirne agus an leibhéal spéise a bheadh acu i ranganna Gaeilge a mheas. Tá cursa inseirbhísé á réachtáil ag Coiste Gaeilge Bhord Oideachais agus Oiliúna Dhún na nGall do mhúinteoirí matamaitice, chomh maith le ranganna comhrá don fhoireann riarracháin.

## Monatóireacht

Gheall na Boird Oideachais agus Oiliúna a scrúdaíodh go mbeadh córas foirmiúil in áit chun faireachán a dhéanamh ar iarratais ar sheirbhís i nGaeilge agus go dtabharfaí cuntas sa Tuarascáil Bhliantúil ina leith. Ní raibh a leithéid de chuntas i dTuarascáil Bhliantúil Bhord Oideachais agus Oiliúna Chill Dara agus Chill Mhantáin don bhliain 2018. Bhí sé le tuiscint nach raibh aon fhaireachán chuí á déanamh ag an mBord seo ar chur i bhfeidhm ghealltanais na scéime teanga ná dualgais dhíreacha an Acharta. Theastódh córas foirmiúil faireacháin, mar a moladh, lena chinntíú go gcuirtear na ceanglais reachtúla seo i bhfeidhm go cuí.

## Cumas gealltanais a chur i bhfeidhm

Ní mór do chomhlacthaí poiblí a chinntíú go bhfuil lín leordhóthanach comhaltaí foirne acu chun a ngealltanais scéime teanga agus a ndualgais dhíreacha a chomhlónadh. Tugtar cuntas sa tábla thíos ar an lín foirne riarracháin de chuid na mBord Oideachais agus Oiliúna a mheastar atá inniuil sa Ghaeilge. Bhí slata tomhais éagsúla in úsáid ag na Boird faoi leith chun inniúlacht sa Ghaeilge a mheas agus caithfear é sin a chur san áireamh agus na figiúirí thíos á scagadh.



## Monitoring

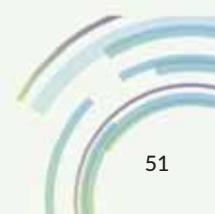
A commitment is given by all of the Education and Training Boards examined to establish a formal system to monitor requests for Irish language services and to give an account thereon in the Annual

Report. No such account was given in Kildare and Wicklow Education and Training Board's Annual Report for 2018. It is apparent that no suitable monitoring was being undertaken by this Board in relation to the implementation of the language scheme commitments or the direct obligations under the Act. A formal monitoring system, as recommended, would be required to ensure that these statutory requirements are implemented appropriately.

## Capacity to implement commitments

Public bodies must ensure that a sufficient number of staff is available to fulfil their language scheme commitments and direct obligations. The table below indicates the number of the Education and Training Boards' administrative staff that are considered to be competent in Irish. Each Board gauged competence in Irish using disparate criteria and this must be considered when examining the figures below.

Bord Oideachais agus Oiliúna Education and Training Board	Lín ionmlán comhaltaí foirne riarracháin sa Bhord, 30 Meitheamh 2019 Total number of administrative staff in the Board as of 30 June 2019	Lín comhaltaí foirne riarracháin a bhí inniúil a ngnó a dhéanamh trí Ghaeilge, 30 Meitheamh 2019 Number of administrative staff capable of performing their functions through Irish as of 30 June 2019	Lín comhaltaí foirne a earcaíodh le linn na bliana 2018 Number of staff recruited during 2018	Lín post lenar bhain riachtanas Gaeilge a earcaíodh le linn na bliana 2018 Number of positions with an Irish language requirement recruited during 2018
BOO Átha Cliath agus Dhún Laoghaire Dublin and Dún Laoghaire ETB	217	6	24	1
BOO Chill Dara agus Chill Mhantáin Kildare and Wicklow ETB	140	Ag feitheamh ar fhreagra Awaiting response	12	Ag feitheamh ar fhreagra Awaiting response
BOO Dhún na nGall Donegal ETB	88	15	4	0
BOO Luimnigh agus an Chláir Limerick and Clare ETB	128	Déanfar suirbhé tar éis na hoiliúna A survey will be carried out after the training	1	0



## Conclúid

Thug Bord Oideachais agus Oiliúna Dhún na nGall le fios go n-aistreodh sé a chuid ráiteas airgeadais go himheánach agus go bhfoilseofaí an leagan Gaeilge go comhuaineach leis an leagan Béarla amach anseo. Cuirfear an freagra a fuaireamar ó BOOÉ in iúl don Bhord. Tá an Bord céanna ag leanúint lena chomhfhreagras le *eRecruit* maidir leis na foirmeacha iarratais a chur ar fáil go dáttheangach ach idir an dá linn dúradh go bhfáilteofar roimh iarratais ar bith atá líonta as Gaeilge. Gheall Bord Oideachais agus Oiliúna Luimnígh agus an Chláir go ndéanfadh sé a dhícheall socrú eatramhach a dhéanamh d'iarratasóirí ar mian leo iarratas a dhéanamh i nGaeilge ar mhodh eile seachas trí an gcóras *eRecruit*.

Dúirt Bord Oideachais agus Oiliúna Luimnígh agus an Chláir go ndéanfar aistriúchán gairmiúil ar an ábhar statach ar a shuíomh gréasáin faoi dheireadh mhí lúil 2020 seachas a bheith taobh le córas measáistriúcháin.

Ghlac Bord Oideachais agus Oiliúna Chill Dara agus Chill Mhantáin le moltaí na hOifige agus leagadh amach amchlár soiléir faoina gcuirffí na moltaí sin i bhfeidhm faoi dheireadh na bliana reatha. Tá na moltaí go gcuirffí córas oiriúnach in áit le freagra a thabhairt ar chomhfhreagras sa teanga oifigiúil chéanna agus go dtabharfaí freagra tráthúil ar ghearáin ó m'Ofig le cur i bhfeidhm láithreach.

Tá roinnt samplaí tugtha in Agusín B de na suíomhanna gréasáin a scrúdaíodh.

## Conclusion

Donegal Education and Training Board informed us that it intends translating its financial statements internally and that the Irish version will be published simultaneously with the English version in future. We will be advising the Board of the response received from ETBI. The same Board is continuing its correspondence with *eRecruit* in relation to supplying application forms bilingually, but it has advised that applications completed in Irish will be welcomed in the interim. Limerick and Clare Education and Training Board has committed to provide a provisional arrangement for those who wish to make an application through Irish outside the *eRecruit* system.

Limerick and Clare Education and Training Board has stated that a professional translation will be carried out on the static content on its website by the end of July 2020 instead of utilising a machine translation tool.

Kildare and Wicklow Training and Education Board advised that it accepted the Office's recommendations and laid out a clear timetable for the implementation of those recommendations, by the end of the current year. The recommendations that an appropriate system be put in place to respond to correspondence in the official language in which it is received, and that a timely response be provided to complaints from this Office, are to be implemented immediately.

Some examples are given in Appendix B of the websites examined.

# INIÚCHADH AR CHOMHARTHAÍOCHT IN INSTIÚIDÍ TRÍU LEIBHÉAL

## Achoimre

Scrúdaíodh an bealach a bhfuil na ceithre ollscoil a thagann faoi scáth Ollscoil na hÉireann,

- Ollscoil na hÉireann, Gaillimh
- Coláiste na hOllscoile, Corcaigh
- An Coláiste Ollscoile, Baile Átha Cliath
- Ollscoil na hÉireann, Má Nuad

ag cloí leis na riachtanais maidir le húsáid na dteangacha oifigiúla ar chomharthaíocht. Bhí sé de chuspóir ag an iniúchadh seo teacht ar thuairim ghinearálta maidir leis an leibhéal géilliúlachta a bhain leis na comharthaí a bhí in úsáid ag na hinstiúidí tríu leibhéal ábhartha.

Bíonn réimse leathan comharthaí in úsáid ag ollscoileanna ag campais éagsúla dá gcuid. Roghnaíodh roinnt láithreacha samplacha agus scrúdaíodh na comharthaí a bhí in úsáid iontu. Níor tugadh aon réamhfhógra maidir leis na láithreacha a bhí le scrúdú. Cuireadh comharthaí seachtracha, comharthaí inmhéanacha, comharthaí buana agus comharthaí sealadacha san áireamh.

## An dualgas reachtúil

Sonraítear sna rialacháin faoin Acht na dualgais teanga atá le comhlíonadh ag comhlachtaí poiblí maidir le comharthaí a chuireann siad in airde nó a chuirtear in airde thar a gceann. Faoi réir na rialachán, is ceadmhach do chomhlacht poiblí rogha a dhéanamh Gaeilge amháin a úsáid ar chomharthaíocht, nó Gaeilge agus Béarla. Sa chás go roghnaítear an téacs a bheith dátheangach is gá cloí leis na critéir shoiléire atá leagtha amach, is iad sin:

- ní mór don téacs i nGaeilge a bheith ar dtús;
- ní mór don téacs i nGaeilge a bheith chomh feiceálach, chomh sofheicthe agus chomh hinléite céanna leis an téacs i mBéarla;
- ní féidir go mbeadh an téacs i nGaeilge níos lú, ó thaobh méide de, ná na litreacha sa téacs i mBéarla;
- ní mór an fhaisnéis chéanna a chur in iúl sa téacs i nGaeilge agus a chuirtear in iúl sa téacs i mBéarla;
- ní cheadaítear focal sa téacs i nGaeilge a ghiorrú mura bhfuil an focal sa téacs i mBéarla, ar aistriúchán air é, giorraithe freisin.

## SIGNAGE AT THIRD LEVEL INSTITUTIONS

### Summary

We examined the way in which the four universities, under the auspices of the National University of Ireland,

- National University of Ireland, Galway
- University College, Cork
- University College, Dublin
- National University of Ireland, Maynooth

were complying with the requirements for the use of the official languages on signage. The objective of this audit was to come to a general opinion on the level of compliance of the signage used by the relevant third level institutions.

A wide range of signage is generally used by universities at their various campuses. To get a general overview in relation to the level of compliance, some sample sites were chosen where the signage used was examined. No advance notice was given in relation to the sites to be examined. External signs, internal signs, permanent signs and temporary signs were included in the audit.

### The statutory obligation

The language obligations to be fulfilled by public bodies in relation to signs erected by them, or erected on their behalf, are specified in the regulations under the Act. In accordance with the regulations, a public body is permitted to choose Irish only for use on signage, or Irish and English. Where bilingual text is chosen, it is essential that the clear criteria set out are adhered to, namely:

- the text in Irish shall appear first;
- the text in Irish shall be as prominent, visible and legible as the text in English;
- the letters in the text in Irish shall not be smaller in size than the letters in the text in English;
- the text in Irish shall communicate the same information as the text in English;
- a word in the text in Irish shall not be abbreviated unless the word in the text in English, of which it is the translation, is also abbreviated.

Ní bhaineann na rialacháin seo le comharthaí bóthair ná le comharthaí sláinte agus sábháilteachta a bhfuil rialacháin eile déanta fúthu ach amháin má bhaineann díolúine leo. Is gá d'aon chomhartha nua a chuireann comhlacthaí poiblí in airde, nó a chuirtear in airde thar a gceann, a bheith ag cloí leis na rialacháin tar éis an 1 Márta 2009. Tá dátaí áirithe sonraithe sna rialacháin faoina gcaithfear aon chomharthaí neamhghéilliúla a bhí in airde roimh theacht i bhfeidhm na rialachán a leasú. Níor chóir go mbeadh aon chomharthaí i mBéarla amháin in airde ag comhlacthaí poiblí faoin tráth seo ach amháin más cinn iad a thagann faoi bhrí na ndíolúintí a luaitear sna rialacháin. Is gá aon chomharthaí ar a bhfuil botún sa téacs i nGaeilge a bheith ceartaithe chomh maith.

Anuas ar na ceanglais reachtúla teanga atá ar ollscoileanna na tíre faoi Acht na dTeangacha Oifigiúla, tá dualgais bhreise leagtha orthu i dtaoibh na Gaeilge faoi Acht na nOllscoileanna, 1997. Ar cheann de na cuspóirí ollscoile a leagtar síos san Acht sin, tá:

**12. (e)** “teangacha oifigiúla an Stáit a chur chun cinn, ag féachaint go speisialta do chaomhnú, do chur chun cinn agus d'úsáid na teanga Gaeilge agus do chaomhnú agus do chur chun cinn chultúr shainiúla na hÉireann”

Tá sé riachtanach mar sin go dtiocfadhbh na comharthaí a chuireann ollscoil in airde leis na rialacháin ar mhaith le sofheictheadh agus cur chun cinn na Gaeilge sna lárionaid oideachais agus taighde. Léiríonn comharthaí géilliúla dátheangacha do phobal na hollscoile agus do chuaireoirí gur ann do dhá theanga oifigiúla agus an stádas a bhaineann leo.

## An obair iniúchta

I mí Aibreáin 2019 seoladh litir chuig Uachtaráin na gceithre ollscoil ag tabhairt réamhfhógra go raibh Oifig an Choimisiún Teanga chun iniúchadh a dhéanamh maidir le húsáid na dteangacha oifigiúla ar an gcomharthaíocht atá in úsáid acu. Tugadh le fios go scrúdófaí an chomharthaíocht i dtaca leis an leibhéal géilliúlachta leis na rialacháin chuí faoin Acht le faireachán a dhéanamh agus lena chinntí go gcomhlíontar forálacha an Achta.

Scríobhamar arís chuig na hollscoileanna ábhartha i mí Iúil 2019 ag lorg faisnéise i dtaca leis na hábhair seo a leanas:

1. Cén córas atá i bhfeidhm ag an ollscoil chun a chinntíú go gcloíonn aon chomharthaí nua a chuirtear in airde le riachtanais na rialachán?
2. Cuntas a thabhairt ar aon chéimeanna a ghlac an ollscoil go dtí seo chun a chinntíú gur leasaíodh aon chomharthaí a bhí in airde roimh theacht i bhfeidhm na rialachán agus ar ghá iad a leasú faoin 1 Márta 2012 nó faoin 1 Márta 2013.

These regulations do not apply to road signs or to health and safety signs to which other regulations apply unless there is an exemption. After 1 March 2009, any new sign erected by a public body or on behalf of a public body must comply with the regulations. Certain dates are specified in the regulations whereby any non-compliant signs erected before the regulations came into effect must be amended. Public bodies should not have any signs erected in English only at this time, except those that come under the exceptions stated in the regulations. It is also a requirement that any sign with an error in the Irish text is corrected.

In addition to the statutory language requirements on the country's universities under the Official Languages Act, additional duties are placed on them under the Universities Act 1997. One of the university objectives in that Act is:

**12. (e)** “to promote the official languages of the State, with special regard to the preservation, promotion and use of the Irish language and the preservation and promotion of the distinctive cultures of Ireland”

It is necessary, therefore, that the signs erected by a university comply with the regulations for the sake of the visibility and promotion of Irish in the education and research centres. Bilingual, compliant signs illustrate to the university's community and to visitors the existence and status of the two official languages.

## The audit work

In April 2019, a letter was sent to the Presidents of the four universities giving advance notice that the Office of An Coimisiún Teanga was to carry out an audit in relation to the use of official languages on their signage. It was indicated that the signs would be assessed against their level of compliance with the relevant regulations under the Act.

We wrote again to the relevant universities in July 2019, seeking information in relation to the following matters:

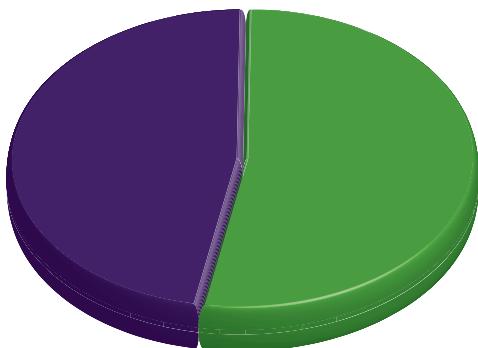
1. What system does the University have in place to ensure that any new signs erected comply with the requirements of the regulations?
2. An account of any steps taken by the university to date to ensure that any signs erected prior to the enactment of the regulations and which should have been amended before 1 March 2012 or 1 March 2013, have been amended.

3. Ar thug an ollscoil faoi iniúchadh ar chomharthaí aon tráth ó theacht i bhfeidhm na rialachán chun an leibhéal géilliúlachta a mheas?

Thug gach ollscoil freagra ar an iarratas. Ina dhiaidh sin tugadh cuairt ar na hollscoileanna i mí Lúnasa agus i mí Dheireadh Fómhair 2019 chun iniúchadh súl a dhéanamh ar na comharthaí atá in úsáid agus glacadh roinnt grianghraif de chomharthaí éagsúla. Ina dhiaidh sin arís scríobhamar chuig na hollscoileanna agus tugadh dréacht-tuairisc dóibh ar thorthaí an iniúchta; is éard a d'eascair as sin ná moladh go n-ullmhófaí plean oibre ina sonrófaí amchlár socraithe chun aon chomharthaí nach bhfuil ag cloí le riachtanais na rialachán a leasú. Mar chéim dheiridh, d'éisigh m'Ofiig an leagan críochnúil den tuarascáil chuig Uachtaráin na n-ollscoileanna san earrach, 2020.

## Táitil agus príomhthorthaí

Scrúdaíodh réimse leathan comharthaí, ina measc, comharthaí seachtracha, comharthaí inmheánacha, comharthaí buana agus comharthaí neamhbhuana. Is comharthaí treorach agus eolais den chuid is mó a bhíonn in úsáid sna hollscoileanna. Bhí leibhéal éagsúla ghéilliúlachta i gceist le gach ollscoil ach ar an iomlán ní raibh ach beagán os cionn leath na gcomharthaí a scrúdaíodh géilliúil go hiomlán don reachtaíocht.



3. Did the University undertake an audit on signage at any time since the enactment of the regulations in order to assess the compliance level?

Each university replied to the request. Subsequently, the universities were visited in August and October 2019 to conduct a visual audit of the signs in use and some photographs were taken of the different signs. We then wrote to the universities and provided them with a draft report on the results of the audit; this resulted in a recommendation that a work plan be drawn up in which an agreed timetable would be specified for amending any signs not in compliance with the requirements of the regulations. As a concluding step, my Office issued the final report to the Presidents of the universities in spring 2020.

## Conclusions and main results

A wide range of signs was examined, including external signs, internal signs, permanent signs and temporary signs. For the most part, the signs used in the universities were directional and informational signs. Different levels of compliance were applicable to each university, but overall just over half of the signs examined were fully compliant with the legislation.

<span style="color: green;">■</span> Comharthaí Géilliúla Compliant Signs	53%
<span style="color: purple;">■</span> Comharthaí Neamhgéilliúla Non-compliant Signs	47%

In 41% de na cásanna bhí an téacs i mBéarla amháin ar chomharthaí a scrúdaíodh. Comharthaí sealadacha den chuid is mó a bhí sa chatagóir seo. Is comharthaí iad seo a d'fhéadfá a leasú go héasca agus léiríonn sé an tábhacht a bhaineann leis na córais chuí a bheith in áit lena chinntíú go mbeadh comharthaí den chineál seo ag teacht le riachtanais na rialachán.

Ábhar eile ar thug mé suntas dó ná go raibh ainm na hOllscoile léirithe i mBéarla amháin ag Ollscoil na hÉireann, Má Nuad i dtéannta lógó na hOllscoile. Is ábhar mór díomá dom cur chuige agus dearcadh Ollscoil na hÉireann, Má Nuad i leith an ábhair seo. Sin i bhfianaise imscrúdú a rinne mé ar an Ollscoil sa bláthain 2016 inar léiriódh go raibh an Ollscoil ag sárú na reachtaíochta trí ainm an chomhlachta

In 41% of the cases examined, the text on signs was in English only. This category comprised of temporary signs, for the most part. These are signs which could be easily amended, and it highlights the importance of having the correct systems in place to ensure these types of signs are in accordance with the requirements of the regulations.

Another matter that came to my attention was that the name of the University was displayed in English only by the National University of Ireland, Maynooth, along with the University's logo. The approach and view of the National University of Ireland, Maynooth in regards to this matter is very disappointing. This is in light of an investigation I conducted on the University in 2016 which found that the University had





phoiblí a chur i mBéarla amháin ar cheannteidil stáiseanóireachta agus ar chomharthaíocht.

Faoi na rialacháin, is ceadmhach do chomhlacht poiblí Gaeilge amháin nó Gaeilge agus Béarla a úsáid ar cheannteidil stáiseanóireachta agus ar chomharthaíocht. Má roghnaíonn siad an cur chuige dátheangach tá critéir an-soiléir leagtha amach sna rialacháin faoin mbealach a rachfaí i mbun an rogha sin a fheidhmiú. Ceadaíonn na rialacháin díolúine i gcás lógó ach ní bhaineann an díolúine sin le hainm an chomhlachta phoiblí.

Thug Ollscoil na hÉireann, Gaillimh agus Coláiste na hOllscoile, Corcaigh túis áite d'ainm an chomhlachta phoiblí i mBéarla i dteannta an lógó ar chomharthaíocht. Moladh i ngach cás túis áite a thabhairt don leagan Gaeilge d'ainm an chomhlachta phoiblí ar chomharthaí a chuirfeadh an comhlacht poiblí in airde agus go gcinnteofaí go mbeidís i gcomhréir leis an reachtaíocht.

## Príomh-mholtaí:

Áirítear ar phríomh-mholtaí an iniúchta:

- Plean oibre a ullmhú agus a chur faoi bhráid m'Oifige ina sonraítear amchlár socratthe chun aon chomharthaí nach bhfuil ag cloí leis na rialacháin a leasú.
- Scrúdú a dhéanamh ar chomharthaíocht ag foirgnimh eile nár cuimsíodh san iniúchadh.
- Clár oibre a réiteach chun aghaidh a thabhairt ar chomharthaí neamhghéilliúla a aimsítear ag láithreacha eile ar champais na n-ollscoileanna.
- Meabhrúchán a eisiúint chuig an bhfoireann atá freagrach as comharthaí a chur in airde (cinn neamhbhuana san áireamh) maidir le riachtanais na rialachán.
- Teimpléid a ullmhú de chomharthaí sealadacha coitianta a chloíonn le riachtanais na rialachán agus a bhféadfadh an fhoireann iad a úsáid.
- I gcás comharthaí ina bhfuil ainm iomlán na hollscoile i dteannta an lógó ba chóir a chinntíú go bhfuil an téacs i nGaeilge ar dtús agus chomh feiceálach, chomh sofheicthe agus chomh hinléite céanna leis an téacs i mBéarla.
- I gcás Ollscoil na hÉireann, Má Nuad go bhfeidhmeofaí de réir na bhfionnachtana agus na moltaí a rinneadh san imscrúdú foirmiúil a seoladh in 2016.

breached the legislation by having the name of the public body in English only on its headed stationery and signage.

Under the regulations, a public body is permitted to use Irish only, or Irish and English, on its headed stationery and on signage. If it chooses the bilingual approach, very clear criteria are set out in the regulations regarding the way that option is implemented. The regulations allow for an exemption in regard to a logo but the exemption does not extend to the name of the public body.

The National University of Ireland, Galway and University College, Cork gave priority to the English version of the name of the public body in relation to the logo on signage. It was suggested in every case that priority be given to the Irish version of the name of the public body on signs erected by the public body and to ensure that they are in accordance with the regulations.

## Main Recommendations

Some of the main recommendations of the audit include:

- Prepare a work plan and submit it to this Office detailing an agreed schedule for amending any signs not meeting the requirements of the regulations.
- Undertake an audit of the signage at the other buildings not included in this audit.
- Prepare a programme to address non-compliant signs found in other locations on university campuses.
- Issue a reminder to staff responsible for erecting signs (including temporary ones) in relation to the requirements that must be met with regard to the regulations.
- Prepare a template of common, temporary signs which meet the requirements of the regulations and which could be used by staff.
- In the case of signs in which the full name of the University is featured along with the logo, it should be ensured that the text in Irish appears first and is as prominent, as visible and as legible as the English text.
- That the National University of Ireland, Maynooth implements the findings and recommendations made in the formal investigation carried out in 2016.

## Gearrchuntas ar na hollscoileanna éagsúla

### Ollscoil na hÉireann, Gaillimh

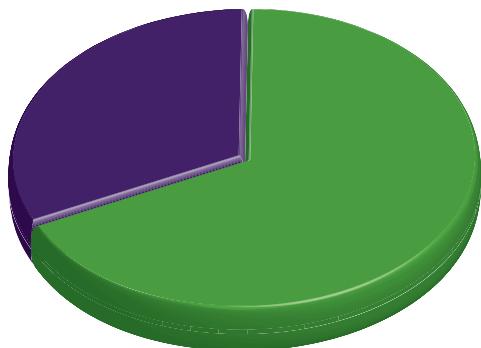
Tugadh cuairt ar Ollscoil na hÉireann, Gaillimh ar an 24 Deireadh Fómhair 2019 chun iniúchadh a dhéanamh ar na comharthaí atá in úsáid ag an Ollscoil. Cuimsíodh réimse leathan comharthaí san iniúchadh ag deich bhfoirgneamh de chuid na hOllscoile. Scrúdaíodh 412 comhartha san iomlán agus léirigh na torthaí go raibh 280 comhartha acu sin (68%) géilliúil go hiomlán leis na rialacháin.



## A brief summary of the various universities

### National University of Ireland, Galway

The National University of Ireland, Galway was visited on 24 October 2019 to undertake an audit of the signs in use by the University. The audit encompassed a wide range of signs at ten buildings across the University. 412 signs in total were examined and the results showed that 280 signs (68%) were fully compliant with the regulations.



<span style="color: green;">■</span>	Comharthaí Géilliúla Compliant Signs	68%
<span style="color: purple;">■</span>	Comharthaí Neamhghéilliúla Non-compliant Signs	32%

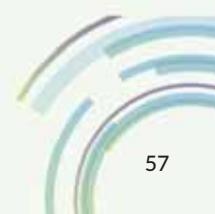
Tugtar cuntas sa tábla thíos ar an leibhéal géilliúlachta agus líon na gcomharthaí a scrúdaíodh.

The table below outlines the level of compliance and the number of signs examined.

	Líon comharthaí buana Number of permanent signs	Líon comharthaí neamhbhuana Number of temporary signs	Líon iomlán comharthaí Total number of signs	%	Toradh an Iniúchta Audit Result
Gaeilge amháin <i>Irish only</i>	7	9	16	4%	Géilliúil <i>Compliant</i>
Dátheangach – ag cloí go hiomlán <i>Bilingual – fully compliant</i>	245	19	264	64%	Géilliúil <i>Compliant</i>
Ag cloí leis na rialacháin ach ainm na hOllscoile i mbÉarla ar dtús <i>In compliance with the regulations except the name of the University in English first</i>	6	0	6	1%	Neamhghéilliúil <i>Non-compliant</i>
BÉarla amháin <i>English only</i>	68	47	115	28%	Neamhghéilliúil <i>Non-compliant</i>
Dátheangach den chuid is mó ach nach bhfuil ag cloí go hiomlán <i>Bilingual for the most part but not fully compliant</i>	8	3	11	3%	Neamhghéilliúil <i>Non-compliant</i>
<b>Iomlán   Total</b>	<b>334</b>	<b>78</b>	<b>412</b>		

Le linn an phróisis thugamar faoi deara i roinnt bheag cásanna go bhfuil Ollscoil na hÉireann, Gaillimh ag tabhairt túis áite d'ainm BÉarla an chomhlachta phoiblí (*National University of Ireland, Galway*) i dteannta an lógó ar

During the process, we noticed, in some cases, that the National University of Ireland, Galway gives priority to the English language name of the public body (*National University of Ireland, Galway*) when used alongside the logo on

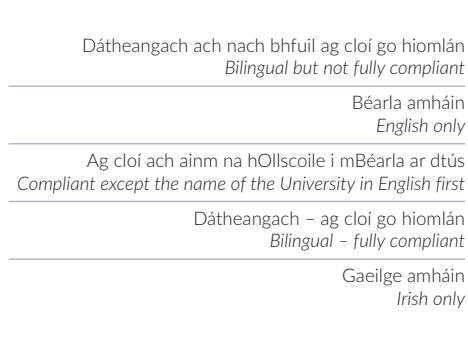


chomharthaíocht. Faoi na rialacháin ceadaítear díolúine i gcás lógó ach ní bhaineann an díolúine sin le hainm an chomhlachta phoiblí. Ba cheart tú áite a bheith tugtha don leagan Gaeilge d'ainm an chomhlachta phoiblí.

Bhí lín suntasach comharthaí, 28%, i mBéarla amháin. Bhain os cionn leath na gcomharthaí neamhghéilliúla le cinn neamhbhuana. Is comharthaí iad seo is féidir a leasú go héasca agus léiríonn sé an tábhacht go mbeadh córas in áit chun a chinntiú go mbíonn comharthaí den chineál seo ag cloí leis na rialacháin.

I dtaca leis na comharthaí dátheangacha neamhghéilliúla, is comharthaí iad siúd nach bhfuil ag cloí go hiomlán leis an méid a éilítear sna rialacháin ó thaobh an téacs i nGaeilge, i.e. tús áite tugtha don téacs i mBéarla, an téacs i mBéarla i gcló trom. Chuir an Ollscoil plean oibre faoi bhráid na hOifige seo i gcás na gcomharthaí dátheangacha neamhghéilliúla ina sonraítear amchlár socraithe ina leasófar aon chomharthaí nach bhfuil ag cloí le riachtanais na rialachán.

### Ollscoil na hÉireann, Gaillimh

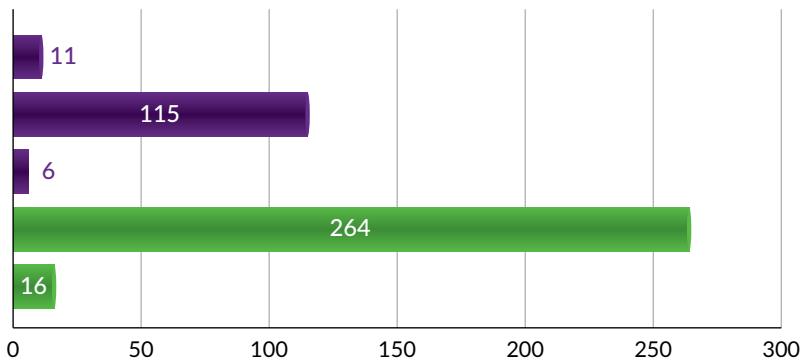


signage. The regulations allow for an exemption in the case of a logo, however the exemption does not apply to the name of the public body. Priority should be given to the name of the public body in Irish.

There was a significant number of signs, 28%, in English only. More than half of the non-compliant signs related to temporary ones. These are signs that can be easily amended, and it highlights the importance of having a system in place to ensure that these types of signs comply with the regulations.

With regard to the non-compliant, bilingual signs, these are signs not fully in compliance with the requirements in the regulations in relation to text in Irish, i.e. priority given to text in English, the English text in bold print. The University submitted a work plan to this Office in relation to the non-compliant, bilingual signs detailing an agreed schedule for amending any sign not adhering to the requirements of the regulations.

### National University of Ireland, Galway



### An córas atá in áit ag an Ollscoil

Thug an Ollscoil le fios i gcomhfhereagras uaithi mí Mheán Fómhair 2019 go mbaintear úsáid as dhá phríomhbhealach chun a chinntiú go gclóíonn aon chomharthaí nua a chuirtear in airde le riachtanais na rialachán.

Tugadh le fios go seolann Oifig an Rúnaí ciorcláin thréimhsíúla chuig foireann uile na hOllscoile ina sonraítear riachtanais reachtúla na hOllscoile faoin Acht agus faoi na scéimeanna teanga. Cuirtear nasc chuig treoirleabhar an Acharta ar fáil sna ciorcláin; cuireadh cóip den chiorclán ba dhéanaí faoi bhráid na hOifige.

Tugadh le fios go bhfeidhmíonn Seirbhís Aistriúcháin na hOllscoile faoi scáth Acadamh na hOllscolaíochta Gaeilge agus go bhfreastalaíonn sí ar riachtanais teanga Ollscoil na hÉireann, Gaillimh. Cuireann an tseirbhís sainchomhairle agus seirbhís aistriúcháin ar fáil d'fhoireann na hOllscoile chun a chinntiú go gcomhlíonann an Ollscoil a cuid dualgas

### The system in place within the University

In correspondence received from the University in September 2019, it was stated that two primary means are used to ensure compliance with the requirements of the regulations when any new signs are erected.

It was stated that the Office of the Secretary sends periodic circulars to all University staff in which the statutory requirements of the University under the Act and under the language schemes are detailed. A link to the Act's handbook is provided in the circulars; a copy of the latest circular was given to this Office.

It was stated that the Translation Service of the University functions under Acadamh na hOllscolaíochta Gaeilge and caters for the language requirements of the National University of Ireland, Galway. The service provides specialised advice and a translation service for staff of the University to ensure the University complies with its

reachtúil i dtaca leis an dátheangachas. Áiritear na ceanglais a bhaineann le comharthaíocht leis seo. Tugadh le fios dúinn nuair a bhíonn comhartha le haistriú nó le profléamh go gcinntíonn na haistritheoirí go bhfuil an comhartha ag cloí leis na rialacháin. Lorgaítear comhairle/saineolas i gcásanna áirithe nuair is gá.

Tagraíodh freisin do chéimeanna a ghlacann an Ollscoil chun comharthaí a cheartú nuair a thagann gearáin chun cinn agus an t-iniúchadh a dhéantar chun an leibhéal géilliúlachta a mheas. Thug an Ollscoil le fios go dtuigtear gur obair leanúnach é faireachán a dhéanamh ar chúrsaí comharthaíochta ar chmpas na hOllscoile agus go bhféachann sí i gcónaí lena chinniú go ndéantar gach iarracht cloí leis na rialacháin a bhaineann le comharthaíocht agus leis an Acht.

### Coláiste na hOllscoile, Corcaigh

Scrúdaíodh raon leathan comharthaí a bhí in úsáid ar chmpas Choláiste na hOllscoile, Corcaigh le linn cuairt a tugadh air i mí Dheireadh Fómhair 2019. Scrúdaíodh 517 comhartha ag deich bhfoirgneamh de chuid na hOllscoile.

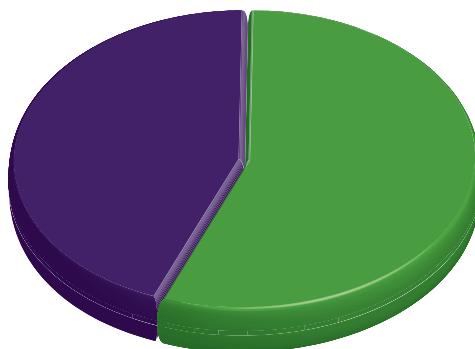
Ní raibh an téacs dátheangach ar 47 comhartha i gcomhréir leis na rialacháin ach de bharr iad a bheith in airde roimh an 1 Márta 2009, ní gá iad a leasú go dtí an 1 Eanáir 2026. D'fhág sin go raibh 470 comhartha a bhféadfaí a leibhéal géilliúlachta a mheas. As na 470 comhartha sin bhí 56% de na comharthaí ag cloí leis an dualgas reachtúil.



### University College, Cork

A wide range of signs in use on the campus of University College, Cork were examined during a visit in October 2019. 517 signs in ten of the University's buildings were examined.

The bilingual text on 47 signs was not in accordance with the regulations, but as these were erected prior to 1 March 2009, they do not need to be amended until 1 January 2026. This meant that 470 signs could be assessed in relation to compliance levels. Of those 470 signs, 56% of the signs were in compliance with the statutory requirement.



Comharthaí Géilliúla Compliant Signs	56%
Comharthaí Neamhghéilliúla Non-compliant Signs	44%

Tugtar cuntas sa tábla thíos ar an leibhéal géilliúlachta agus lion na gcomharthaí a scrúdaíodh.

The table below outlines the level of compliance and the number of signs examined.

	Líon comharthaí buana Number of permanent signs	Líon comharthaí neamhbhuana Number of temporary signs	Líon iomlán comharthaí Total number of signs	%	Toradh an Iniúchta Audit Result
Gaeilge amháin Irish only	14	11	25	5%	Géilliúil Compliant
Dátheangach – ag cloí go hiomlán Bilingual – fully compliant	240	1	241	51%	Géilliúil Compliant
Ag cloí leis na rialacháin ach ainm na hOllscoile i mBéarla ar dtús In compliance with the regulations except the name of the University in English first	13	0	13	3%	Neamhghéilliúil Non-compliant
Béarla amháin English only	82	93	175	37%	Neamhghéilliúil Non-compliant
Dátheangach den chuid is mó ach nach bhfuil ag cloí go hiomlán Bilingual for the most part but not fully compliant	15	1	16	4%	Neamhghéilliúil Non-compliant
<b>Fo-iomlán   Subtotal</b>	<b>364</b>	<b>106</b>	<b>470</b>		
Comharthaí dáttheangacha in airde roimh 01/03/2009 gan bheith ag comhlíonadh na rialachán Bilingual signs erected before 01/03/2009 without complying with the regulations	47	0	47		Le leasú roimh 01/01/2026 To be amended before 01/01/2026
<b>Iomlán   Total</b>	<b>411</b>	<b>106</b>	<b>517</b>		

Thugamar faoi deara i roinnt cásanna go bhfuil Coláiste na hOllscoile, Corcaigh ag tabhairt túis áite d'ainm Béarla an chomhlachta phoiblí (*University College Cork, Ireland*) i dteannta an lógó ar chomharthaíocht. Éilíonn na rialacháin go mbeadh ceannteidil stáiseanóireachta agus comharthaíocht a chuireann comhlacht poiblí in airde i nGaeilge, nó i nGaeilge agus i mBéarla. Faoi na rialacháin ceadaítear díolúine i gcás lógó ach ní bhaineann an díolúine sin le haimm an chomhlachta phoiblí. Ba cheart go mbeadh túis áite tugtha don leagan Gaeilge d'ainm an chomhlachta phoiblí. Ba chóir don Ollscoil a chinntí nach gcuirtear a thuilleadh comharthaí in airde ina bhfuil túis áite tugtha d'ainm na hOllscoile i mBéarla.

Maidir leis na comharthaí a bhí i mBéarla amháin (37%), éilíonn na rialacháin go leasófaí aon seanchomharthaí den chineál sin faoin 1 Márta 2013. Bhain os cionn leath na gcomharthaí neamhghéilliúla le cinn neamhbhuana. Is comharthaí iad seo is féidir a leasú go héasca agus léiríonn sé an tábhacht go mbeadh córas ceart in áit chun a chinntí go mbíonn comharthaí den chineál seo ag cloí leis na rialacháin.

Léirítear sa chairt thíos na leibhéal éagsúla ghéilliúlachta a bhain leis na comharthaí a scrúdaíodh mar chuid den iniúchadh seo.

During the process, we noticed, in some cases, that University College, Cork gives priority to the name of the public body in English (*University College Cork, Ireland*) where it appears alongside the logo on signage. The regulations require headed stationery and signage erected by the public body to be in Irish, or in Irish and English. The regulations allow for an exemption in the case of a logo but that exemption does not apply to the name of a public body. The Irish version of the name of the public body should be given priority. The University should ensure that no more signs giving priority to the English name of the University are erected.

Regarding signs in English only (37%), the regulations require that any old signs of this type are amended by 1 March 2013. Over half of the non-compliant signs related to temporary ones. These are signs which could be easily amended and it highlights the importance of having the correct systems in place to ensure these types of signs comply with the requirements of the regulations.

The chart below outlines the various levels of compliance in relation to the signs examined as part of this audit.

## Coláiste na hOllscoile, Corcaigh

Dátheangach nach gcloíonn go hiomlán ach in airde roimh 01/03/2009  
*Bilingual not fully compliant but erected prior to 01/03/2009*

Dátheangach ach nach bhfuil ag cloí go hiomlán  
*Bilingual but not fully compliant*

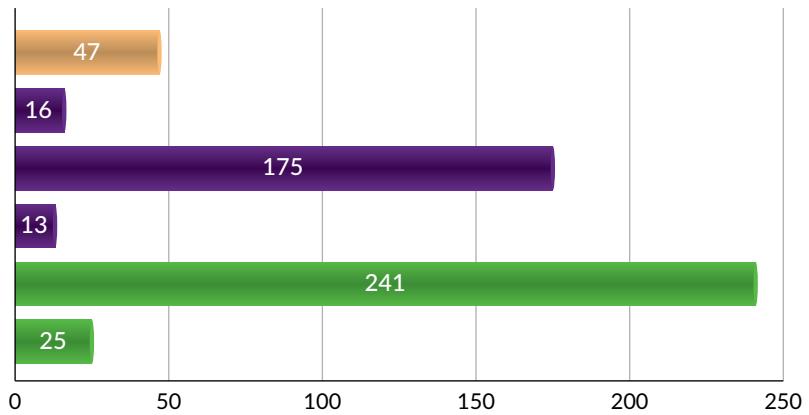
Béarla amháin  
*English only*

Ag cloí ach ainm na hOllscoile i mBéarla ar dtús  
*Compliant except the name of the University in English first*

Dátheangach – ag cloí go hiomlán  
*Bilingual – fully compliant*

Gaeilge amháin  
*Irish only*

## University College, Cork



## An córas atá in áit ag an Ollscoil

Tugadh cuntas céim ar chéim ar an gcóras atá i bhfeidhm ag Coláiste na hOllscoile, Corcaigh chun go gcloíonn aon chomharthaí nua a chuirtear in airde le riachtanais na rialachán. Nuair a fhaigheann Oifig na bhFoирgneamh agus na nEastát an t-iarratas ar an téacs/na grafaicí atá molta seoltar an téacs ar aghaidh chuig lonad na Gaeilge Labhartha chun é a sheiceáil nó a aistriú. Ordaítear na comharthaí tar éis d'Oifig na bhFoирgneamh agus na nEastát an t-ábhar a athbhreithniú/a fhaomhadh. Déanann Oifig na bhFoирgneamh agus na nEastát an t-ábhar a sheiceáil sula gcuirtear an comhartha in airde.

Tugadh le fios go mbíonn faireachán leanúnach ar siúl ag Oifig na bhFoирgneamh agus na nEastát agus ag an Oifig um Ghnóthaí Corporáideacha agus Dlíthíúla mar aon le hoifigí/haonaid eile san Ollscoil a bhfuil ról acu i gcur i bhfeidhm Acht na dTeangacha Oifigiúla ó thaobh leibhéal géilliúlachta na gcomharthaí nua a mheas. Nuair a aithnítear comharthaíocht nach bhfuil de réir na rialachán, féachtar ar chéimeanna chun an scéal sin a chur ina cheart.

## The system in place within the University

We were provided with a step-by-step account of the system put in place by University College, Cork to ensure that any new signs erected comply with the requirements of the regulations. When the Buildings and Estates Office receive an application for the suggested text/graphics, that text is sent to lonad na Gaeilge Labhartha to be checked or translated. The signs are ordered after the Buildings and Estates Office reviews/approves the subject matter. The Buildings and Estates Office checks the subject matter prior to the sign being erected.

It was stated that ongoing monitoring takes place in the Buildings and Estates Office and in the Office of Corporate and Legal Affairs along with other officers/units in the University with a role in implementing the Official Languages Act in relation to assessing the compliance level of new signs. When signage is identified as not being in accordance with the regulations, steps may be taken to amend the situation.

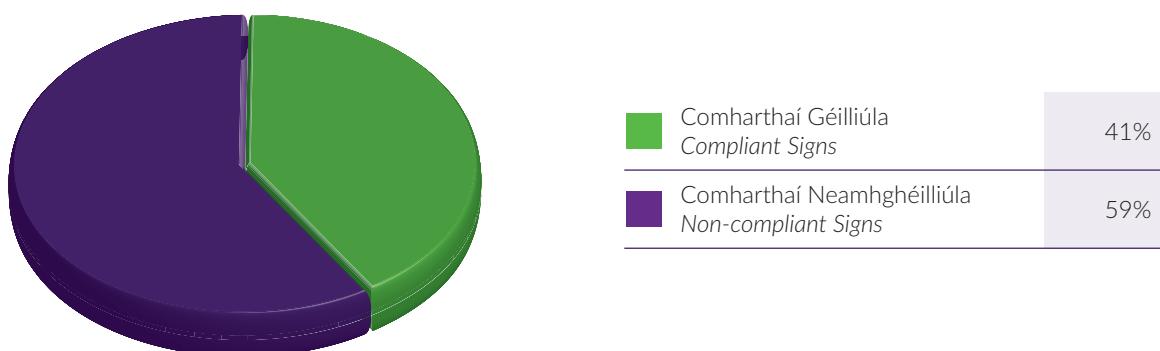
## An Coláiste Ollscoile, Baile Átha Cliath

Tugadh cuairt ar an gColáiste Ollscoile, Baile Átha Cliath i mí Dheireadh Fómhair 2019 agus scrúdaíodh 328 comhartha ag deich bhfoirgneamh de chuid na hOllscoile. Léiríodh sna torthaí go raibh 133 comhartha acu sin géilliúil go hiomlán do na dualgais reachtúla teanga.



## University College, Dublin

University College, Dublin was visited in October 2019 and 328 signs in ten of its buildings were examined. The results showed that 133 signs were fully compliant with the statutory language requirements.



Tugtar cuntas sa tábla thíos ar an leibhéal géilliúlachta agus líon na gcomharthaí a scrúdaíodh. Ní mór a chur san áireamh go bhféadfadh leibhéal éagsúla neamhghéilliúlachta a bheith i gceist leis na comharthaí a scrúdaíodh.

The table below outlines the level of compliance and the number of signs examined. It should be taken into consideration that the signs examined may have different levels of non-compliance.

	Líon comharthaí buana Number of permanent signs	Líon comharthaí neamhbhuana Number of temporary signs	Líon iomlán comharthaí Total number of signs	%	Toradh an Iniúchta Audit Result
Gaeilge amháin Irish only	1	1	2	0.5%	Géilliúil Compliant
Dátheangach – ag cloí go hiomlán Bilingual – fully compliant	131	0	131	40.5%	Géilliúil Compliant
Béarla amháin English only	114	55	169	52%	Neamhghéilliúil Non-compliant
Dátheangach den chuid is mó ach nach bhfuil ag cloí go hiomlán Bilingual for the most part but not fully compliant	20	1	21	7%	Neamhghéilliúil Non-compliant
<b>Fo-iomlán   Subtotal</b>	<b>266</b>	<b>57</b>	<b>323</b>		
Comharthaí dátheangacha in airde roimh 01/03/2009 gan bheith ag comhlíonadh na rialachán Bilingual signs erected before 01/03/2009 without complying with the regulations	5	0	5		Le leasú roimh 01/01/2026 To be amended before 01/01/2026
<b>Iomlán   Total</b>	<b>271</b>	<b>56</b>	<b>328</b>		

Ba chúis iontais agus díomá an líon comharthaí a bhí i mBéarla amháin (52%). Ba chomharthaí neamhgbhuana nach mó� leath na gcomharthaí neamhghéilliúla. Is comharthaí iad seo is féidir a leasú go héasca agus léiríonn sé an tábhacht go mbeadh córas ceart in áit chun a chinntíú go mbíonn comharthaí den chineál seo ag cloí leis na rialacháin.

I gcás comharthaí a bhí dátheangach ach nach raibh ag cloí go hiomlán leis an méid a éilítear sna rialacháin ó thaobh an téacs i nGaeilge, d'fhéadfadh nach mbeadh aon riachtanas iad a leasú go dtí an 1 Eanáir 2026 dá mba chomharthaí iad a bhí curtha in airde roimh theacht i bhfeidhm na rialachán. Lorgaíodh soiléiriú ar an Ollscoil i leith an réimse seo comharthaíochta agus fuarthas an t-eolas breise a bhí de dhíth. Tá an méid sin áirithe sa tábla thusa.

Léirítéar sa chairt thíos na leibhéal éagsúla ghéilliúlachta a bhain leis na comharthaí a scrúdaíodh mar chuid den iniúchadh seo.

#### An Coláiste Ollscoile, Baile Átha Cliath

Dátheangach nach gcloíonn go hiomlán ach in airde roimh 01/03/2009  
Bilingual not fully compliant but erected prior to 01/03/2009

5

Dátheangach ach nach bhfuil ag cloí go hiomlán  
Bilingual but not fully compliant

21

Béarla amháin  
English only

169

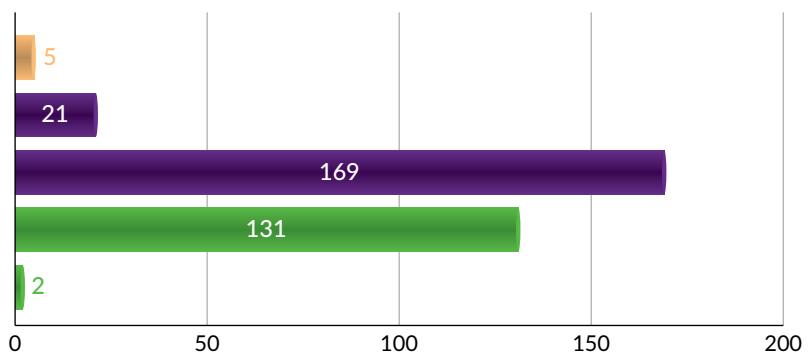
Dátheangach – ag cloí go hiomlán  
Bilingual – fully compliant

131

Gaeilge amháin  
Irish only

2

#### University College, Dublin



#### An córas atá in áit ag an Ollscoil

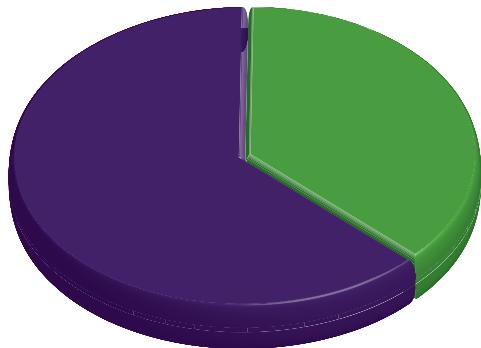
Thug an Ollscoil le fios i mí Mheán Fómhair 2019 go gcuirtear riachtanais na rialachán san áireamh nuair a dheartar agus nuair a shonraítear comharthaí le haghaidh tionscadail athchóirithe agus treochomharthaíochta. Dúirt an Ollscoil gur tugadh aghaidh ar chomharthaí neamhghéilliúla a bhí in airde roimh theacht i bhfeidhm na rialachán le linn obair athchóirithe nó tar éis iniúchtaí a bheith curtha i gcrích. Thug an Ollscoil faoi shuirbhé ar chomharthaí sa bhliain 2014 mar chuid de thionscadal a bhain le straitéis treochomharthaíochta. Dúradh go bhfuil sé beartaithe suirbhé eile a dhéanamh i mbliana agus go ndéanfaí iniúchadh ar chomharthaí seachtracha gach bliain mar chuid de chlár leanúnach.

#### The system in place within the University

The University stated in September 2019 that the requirements of the regulations are taken into consideration when designing and detailing signs for restoration projects and directional signs. The University informed us that non-compliant signs erected before the implementation of the regulations were remedied during the restoration work or after completed audits. The University undertook a survey of signs in 2014 as part of a project in relation to a strategy for directional signage. It was stated that another survey is proposed for this year and that an annual audit into external signs is undertaken as part of the ongoing programme.

## Ollscoil na hÉireann, Má Nuad

Tugadh cuairt ar dhá fhoirgneamh déag de chuid na hOllscoile agus scrúdaíodh 361 comhartha ar an iomlán. Bhí téacs dátheangach ar 64 de na comharthaí sin ach ní raibh siad i gcomhréir go hiomlán leis na rialacháin. Chuir údarásí na hOllscoile in iúl gur cuireadh na comharthaí seo in airde roimh an 1 Márt 2009 agus mar sin, ní gá iad a leasú go dtí an 1 Eanáir 2026. D'fhág sin go raibh 297 comhartha a bhféadfáil a leibhéal géilliúlachta a mheas. Bhí os cionn leath na gcomharthaí sin – 63% – ag sárú na ndualgas reachtúil teanga.



Tugtar cuntas sa tábla thíos ar an leibhéal géilliúlachta agus lón na gcomharthaí a scrúdaíodh.

## National University of Ireland, Maynooth

Twelve of the University's buildings were visited and 361 signs in total were examined. The bilingual text on 64 signs was not in accordance with the regulations. The University authorities stated that these signs were erected prior to 1 March 2009, thus they do not

need to be amended until 1 January 2026. Accordingly 297 signs could be assessed in relation to compliance levels. Over half (63%) of the signs were in breach of the statutory language obligation.

Comharthaí Géilliúla Compliant Signs	37%
Comharthaí Neamhghéilliúla Non-compliant Signs	63%

The table below outlines the level of compliance and the number of signs examined.

	Lón comharthaí buana Number of permanent signs	Lón comharthaí neamhbhuana Number of temporary signs	Lón iomlán comharthaí Total number of signs	%	Toradh an Iniúchta Audit Result
Gaeilge amháin <i>Irish only</i>	9	13	22	7%	Géilliúil <i>Compliant</i>
Dátheangach – ag cloí go hiomlán <i>Bilingual – fully compliant</i>	64	26	90	30%	Géilliúil <i>Compliant</i>
Ag cloí leis na rialacháin ach ainm na hOllscoile i mbÉarla amháin <i>In compliance with the regulations except the name of the University in English only</i>	3	18	21	7%	Neamhghéilliúil <i>Non-compliant</i>
BÉarla amháin <i>English only</i>	49	110	159	54%	Neamhghéilliúil <i>Non-compliant</i>
Dátheangach den chuid is mó ach nach bhfuil ag cloí go hiomlán <i>Bilingual for the most part but not fully compliant</i>	5	0	5	2%	Neamhghéilliúil <i>Non-compliant</i>
<b>Fo-iomlán   Subtotal</b>	<b>130</b>	<b>167</b>	<b>297</b>		
Comharthaí dátheangacha in airde roimh 01/03/2009 gan bheith ag comhlíonadh na rialachán <i>Bilingual signs erected before 01/03/2009 without complying with the regulations</i>	59	5	64		Le leasú roimh 01/01/2026 <i>To be amended before 01/01/2026</i>
<b>Iomlán   Total</b>	<b>189</b>	<b>172</b>	<b>361</b>		

Le linn an phróisis thugamar deara go bhfuil ainm na hOllscoile léirithe i mBéarla amháin 'Maynooth University National University of Ireland Maynooth' i dteannta lógó na hOllscoile. Tá an lógó maille leis an téacs i mBéarla á úsáid ar roinnt comharthaí a bhí dátheangach go hiomlán cé is moite den téacs sin. Is ábhar é seo – úsáid ainm na hOllscoile i dteannta an lógó – a scrúdaigh an Oifig seo i bhfoirm imscrúdú oifigiúil sa bhliain 2016. Rinneadh fionnachtain an t-am sin gur sárú ar an reachtaíocht é ainm na hOllscoile a bheith i mBéarla amháin ar chomharthaíocht nó ar stáiseanóireacht. Ba léir nár cuireadh moltaí an imscrúdaithe i bhfeidhm. Táim ag féachaint ar na céimeanna breise is féidir liom a thógál i bhfianaise na neamhairde, is cosúil, atá déanta ar na moltaí a rinneadh san imscrúdú reachtúil.

Tráth an iniúchta is i mBéarla amháin a bhí os cionn leath na gcomharthaí (54%) a bhí in airde thart timpeall an champais. Léiríonn an líon ard comharthaí den chineál sin an fhaillí atá déanta ag Ollscoil na hÉireann, Má Nuad i dtaoibh chomhlíonadh an dualgais reachtúil atá uirthi maidir le comharthaíocht.

I gcomhfheagras a fuarthas ar an 11 Meitheamh 2020 ó Ollscoil na hÉireann, Má Nuad tugadh gealltanás go leasófaí na comharthaí ar fad faoin 1 Meán Fómhair 2021. Chomh maith leis sin, cuireadh plean oibre agus clár ama ar fáil don Oifig seo lena gcinnteofar go mbeidh na comharthaí ag cloí le riachtanais na rialachán faoin dáta sin.

Thug Ollscoil na hÉireann, Má Nuad le fios dúinn, ó tharla nár réitíodh go fóill an cheist maidir le hainm an chomhlactha phoiblí a bheith léirithe i mBéarla amháin i dteannta lógó na hOllscoile, go bhfuil fadhbanna cruthaithe ó thaobh na comharthaíochta agus dá bharr go gcaithfear an cheist a phlé laistigh den eagraíocht.

Léirítéar sa chairt thíos na leibhéal éagsúla ghéilliúlachta a bhain leis na comharthaí a scrúdaíodh mar chuid den iniúchadh seo.

### Ollscoil na hÉireann, Má Nuad

Dátheangach nach gcloíonn ach in airde roimh 01/03/2009  
Bilingual not compliant but erected prior to 01/03/2009

Dátheangach ach nach bhfuil ag cloí go hiomlán  
Bilingual but not fully compliant

Béarla amháin  
English only

Ag cloí ach ainm na hOllscoile i mBéarla amháin  
Compliant except the name of the University in English only

Dátheangach – ag cloí go hiomlán  
Bilingual – fully compliant

Gaeilge amháin  
Irish only

During the process, we noticed the name of the University is shown in English only as 'Maynooth University National University of Ireland Maynooth' on the University's logo. The logo with the English text is in use on some signs that were fully bilingual, except for that text. The use of the University's name on a logo is a matter that this Office examined by way of a formal audit in 2016. A finding was made then that the University's name on signage or stationery, in English only, contravened the legislation. It is clear the recommendations of the audit were not implemented and I am looking at the further steps I can take in light of the disregard which seems to have occurred in relation to the recommendations of the statutory audit.

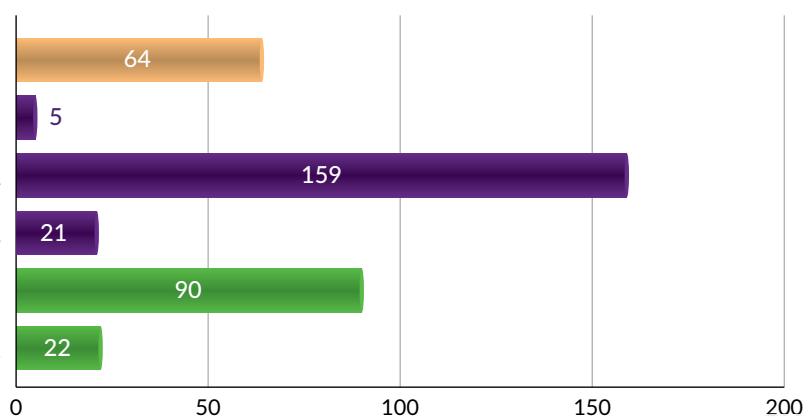
At the time of the audit, more than half of the signs (54%) erected throughout the campus were in English only. The high number of this type of signs shows the negligence of the National University of Ireland, Maynooth in relation to its compliance with statutory requirements for signage.

In correspondence received on 11 June 2020 from the National University of Ireland, Maynooth a commitment was given by the University that all the signs will be corrected by 1 September 2021. Furthermore, a work plan and a timetable were submitted to the Office to ensure that the signs would comply with the requirements of the regulations by that date.

The National University of Ireland, Maynooth informed us that the issue of displaying the name of the public body in English only along with the University's logo has not yet been resolved, resulting in difficulties as regards the signage; the issue will therefore have to be discussed within the organisation.

The chart below outlines the various levels of compliance in relation to the signs examined as part of this audit.

### National University of Ireland, Maynooth



## An córas atá in áit ag an Ollscoil

Tugadh le fios dúinn go n-oibríonn Oifig na Gaeilge go dlúth leis na hoifigí agus le ranna eile na hOllscoile chun a chinntíú go mbíonn aon chomhartha nua a chuireann an Ollscoil in airde ag cloí leis na rialacháin. Tugadh le fios chomh maith gurb í Oifig na Gaeilge a chuireann an t-aistriúchán ar fáil de réir mar a theastaíonn sé agus go seiceáiltear profaí sula ndeimhnítear na comharthaí. Dúradh chomh maith gur forbair Oifig na Gaeilge bileog eolais sa bhliain 2016 dar teideal ‘Eolas Tábhachtach do Bhaill Foirne’ le hachóimre a dhéanamh ar riachtanais an Acharta. Bhí míniú ar na rialacháin a bhaineann le comharthaíocht san áireamh. Dúradh linn go bhfuil Oifig na Gaeilge ag obair chun na haistriúcháin riachtanacha a ullmhú don chomharthaíocht atá le hathrú nó le huasdátú. Dúradh gur tionscnamh leanúnach atá ann toisc go bhfuil comharthaí sonracha i gceist agus go dtógann sé am athbhreithniú a dhéanamh ar gach ceann acu.

## Táitail

Tá dualgas reachtúil ar chomhlacthaí poiblí a chinntíú go bhfuil a gcuid stáiseáinóireachta, a gcuid comharthaíochta agus a gcuid fógaírtí taifeadta béal á soláthar i nGaeilge amháin, nó i nGaeilge agus i mBéarla, de réir critéir ar leith atá daingnithe sna rialacháin. Is comhlacthaí poiblí iad na hollscoileanna a thagann faoi scáth na reachtaíochta agus a bhaineann feidhm as an-chuid comharthaíochta chun eolas a chur ar fáil don fhoireann, mic léinn agus cuairteoirí.

Tá dualgas teanga ar na heagraíochtaí ní hamháin faoi na rialacháin atá déanta faoi Acht na dTeangacha Oifigiúla ach faoi Acht na nOllscoileanna, 1997 chomh maith.

I gcás trí cinn de na hollscoileanna a scrúdaíomar bhí túis áite tugtha d'aimí Béarla an chomhlactha phoiblí ar chomharthaíocht cé go sonraítear sna rialacháin gur gá túis áite a thabhairt don téacs i nGaeilge.

Tugtar cuntas sa tábla thíos ‘Comharthaí de réir ollscoile’ ar an leibhéal géilliúlachta agus líon na gcomharthaí a scrúdaíodh sna hollscoileanna éagsúla. Ní mór a chur san áireamh go bhféadfadh leibhéal éagsúla neamhghéilliúlachta a bheith i gceist leis na comharthaí a scrúdaíodh. Bhí roinnt cásanna ina raibh comharthaí in úsáid a bhí dáttheangach den chuid is mó ach fós nach raibh ag cloí go hiomlán leis na rialacháin ó thaobh an téacs i nGaeilge. I gcásanna eile bhí comharthaí ina raibh an téacs i mBéarla amháin in ainneoin gur cheart do comharthaí den chineál sin a bheith leasaithe faoin mbliain 2013.

## The system in place within the University

We were informed that Oifig na Gaeilge works closely with the offices and other departments of the University to ensure that any new sign erected by the University is in compliance with the regulations. We were informed also that Oifig na Gaeilge provides the translation as required and that the proofs are checked before the signs are confirmed. It was stated also that Oifig na Gaeilge developed an information leaflet, in 2016, entitled ‘Eolas Tábhachtach do Bhaill Foirne’ to summarise the requirements of the Act. An explanation regarding regulations for signage was included. We were told that Oifig na Gaeilge is working on preparing the necessary translations for the signage which is to be changed or updated. It was said that this is an ongoing project because specific signs are at issue and that it takes time to review each one of them.

## Conclusions

Public bodies have a statutory responsibility to ensure their stationery, signage and recorded oral announcements are provided in Irish only, or in Irish and in English, in accordance with the specific criteria set out in the regulations. The universities are public bodies under legislation who use their signage to provide information to staff, students and visitors.

The organisations have a language obligation, not only under regulations under the Official Languages Act, but also under the Universities Act 1997.

In the case of three universities we examined, priority was given to the name in English of the public body on signage, even though the regulations specify that priority must be given to Irish text.

An account on the compliance level and the number of signs examined is given in the table ‘Signs per university’ below. It should be considered that various non-compliant levels may be included in the signs examined. There were some cases where bilingual signs, for the most part, were in use, but were still not fully compliant with the regulations regarding Irish text. In other cases, signs were in English only, regardless of the fact those signs should have been amended by 2013.

Tábla: Comharthaí de réir ollscoile

Ainm na hollscoile University Name	Líon comharthaí Number of signs	% Géilliúil % Compliant
Ollscoil na hÉireann, Gaillimh National University of Ireland, Galway	412	68%
Coláiste na hOllscoile, Corcaigh University College, Cork	470	56%
An Coláiste Ollscoile, Baile Átha Cliath University College, Dublin	323	41%
Ollscoil na hÉireann, Má Nuad National University of Ireland, Maynooth	297	37%

Tar éis don Oifig seo an próiseas faireachán a thabhairt chun críche ba léir nach raibh ach beagán os cionn leath, 53% ina ionmláine, de na comharthaí a bhí ag cloí go hiomlán leis na rialacháin atá déanta faoin Acht.

Is léir dom ón iniúchadh a rinne m’Oifig go bhfuil lochtanna fós leis an gcur chuige atá á ghlacadh ag na hollscoileanna a scrúdaíodh chun dul i ngleic le comharthaí neamhgheilliúla. Faoin tráth seo bheifí ag súil go mbeadh socruithe curtha i ngnímh a chinnteodh go gcloífeadh dualgais reachtúla teanga agus comharthaí á gcur in airde.

Tá roinnt samplaí in Aguisín C de na comharthaí a scrúdaíodh.

Table: Signs per university

Ainm na hollscoile University Name	Líon comharthaí Number of signs	% Géilliúil % Compliant
Ollscoil na hÉireann, Gaillimh National University of Ireland, Galway	412	68%
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Ollscoil na hÉireann, Má Nuad National University of Ireland, Maynooth	297	37%

On completion of this investigative process, it was clear to this Office that just over half of the signs, 53% in total, were in compliance with the regulations under the Act.

It is clear from the audit carried out by my Office that there are still failings in the approach taken by the universities examined in their dealing with non-compliant signs. By this time, it would be hoped that arrangements would be in place to ensure the statutory language requirements are complied with when erecting signage.

Appendix C contains some examples of the signs examined.



## SUÍOMHANNA GRÉASÁIN NA nÚDARÁS ÁTIÚIL

### Achoimre

Scrúdaíodh comhlíonadh gealltanais maidir le húsáid na Gaeilge ar shuíomhanna gréasáin deich n-údarás áitiúla agus áiríodh gealltanais maidir le seirbhísí idirghníomhacha a chur ar fáil i nGaeilge sa chás gurbh ann do na gealltanais sin.

Ní raibh aon cheann de na deich n-údarás áitiúla a scrúdaíodh i mbliana ag cloí go hiomlán leis na gealltanais a bhí tugtha acu maidir lena suíomhanna gréasáin agus seirbhísí idirghníomhacha. D'éirigh le dhá údarás áitiúla, Comhairle Contae an Longfoirt agus Comhairle Contae Mhaigh Eo, an dara rátáil comhlíontacht is airde a bhaint amach.

As na 31 údarás áitiúil sa tír, tá scéim teanga daingnithe ag an Aire Cultúir, Oidhreachta agus Gaeltachta i gcás gach ceann acu ach amháin Comhairle Contae Thiobraid Árann. D'íarr an tAire ar Chomhairle Contae Thiobraid Árann dréachtscéim a ullmhú sa bhliain 2015 ach níor daingníodh í go fóill. Tá gealltanais tugtha i ngach aon cheann de na scéimeanna sin maidir le soláthar ábhair nó seirbhísí leictreonacha i nGaeilge.

Tá éagsúlacht shubstaintiúil sna cineálacha gealltanais atá tugtha sna scéimeanna teanga éagsúla. Níor gheall ach údarás áitiúil amháin as na deich gcinn a ndearnadh iniúchadh orthu, Comhairle Cathrach na Gaillimhe, go bhfeidhmeoidís suíomh iomlán dátheangach. Bhí gealltanais tugtha ag dhá údarás áitiúla eile i dtaca leis an ábhar statach a bheith ar fáil sa dá theanga oifigiúla. Tugadh gealltanais sna cásanna eile faoi roinnt leathanach a chur ar fáil i nGaeilge.

Is áiseanna tábhachtacha eolais agus cumarsáide iad suíomhanna gréasáin san earnáil phoiblí. Baintear úsáid fhoreathan astu chun eolas agus seirbhísí riachtanacha a sheachadadh ar an bpobal i gcoitinne. Is iondúil gurb iad suíomhanna gréasáin na chéad fhoinsí tagartha a úsáideann saoránaigh chun teacht ar eolas nó rochtain a fháil ar sheirbhísí. Baineann comhlachtaí poiblí earraíocht as seirbhísí ar líne chun réimse tábhachtach seirbhísí a chur ar fáil don phobal agus tá sé inmhianaithe go mbeidís ar fáil sa dá theanga oifigiúla. Is chuige seo a áirítear dualgais maidir leis na suíomhanna gréasáin sna scéimeanna teanga a dhaingnítar.

### LOCAL AUTHORITIES' WEBSITES

#### Summary

An audit was carried out into the implementation of commitments, made by ten local authorities, in relation to the use of Irish on their respective websites which included commitments to provide interactive services in Irish, in those cases where such commitments were made.

It was found that none of the ten local authorities examined this year were fully compliant with the commitments they provided in relation to their websites and interactive services. Two local authorities, Longford County Council and Mayo County Council, achieved the second highest compliance rating.

The Minister for Culture, Heritage and the Gaeltacht has agreed a language scheme with each of the 31 local authorities in the country, with the exception of Tipperary County Council. The Minister requested Tipperary County Council to prepare a draft scheme in 2015, but a scheme has yet to be confirmed. Every one of those schemes contains a commitment relating to the provision of material or electronic services in Irish.

There is significant disparity, however, in the types of commitments made in the various language schemes. The results of the audit show that only one local authority, Galway City Council, committed to provide a fully bilingual website. Another two committed to providing static content in both official languages and in the remaining cases, commitments were made to make some pages available in Irish.

Websites are important information and communication resources in the public sector. They are used extensively to provide information and essential services to the public in general. It is often the case that websites act as the first point of reference availed of by citizens when accessing information or services. Public bodies use online services to provide the public with an important range of services, and it is desirable that these be provided in both official languages. It is on this basis that obligations relating to websites are considered when confirming language schemes.

## An dualgas reachtúil

Sna treoirlínte reachtúla faoin Acht tugtar léargas ar an aidhm ba chóir a bheith le gealltanais scéime teanga chomh fada agus a bhaineann sé le suíomh gréasáin an chomhlachta phoiblí. Tá sé molta sna treoirlínte sin go gcuirfí aon eolas a bhíonn dirithe ar an bpobal ar fáil go dátheangach:

*"Is é an aidhm go gcuirfí aon seirbhísí eolais idirlín, lena n-airítéar eolas ginearálta faoi ghníomhaíochtaí na n-eagraíochtaí atá dirithe ar an bpobal go ginearálta, ar fáil sa dá theanga."*

Tagraítéar do sheirbhísí idirghníomhacha sna treoirlínte chomh maith agus luitéar go gcaithfear aon seirbhísí nua den chineál sin a thabhairt isteach go dátheangach. Éilítéar gur ceanglas riachtanach a bheadh sa mhéid sin.

## An obair iniúchta

Cuimsítear san iniúchadh seo an dara bliain de thionscadal faireacháin a leagadh amach anuraidh chun measúnú a dhéanamh ar chomhlíonadh na ngealltanais atá tugtha ag údarás áitiúil i dtaca le suíomhanna gréasáin agus seirbhísí ar líne. Cuireadh na nithe seo a leanas san áireamh chun teacht ar chinneadh maidir leis na scéimeanna teanga a ndéanfaí iniúchadh orthu le linn na bliana 2019:

- an t-achar ama ó aontaíodh an chéad scéim teanga leis an údarás áitiúil
- an t-achar ama ó aontaíodh an scéim teanga is deireanaí
- an cineál scéime (an chéad scéim, an dara scéim agus araille)
- an raibh ceantar Gaeltachta ag teacht faoi dhlínse an údarás áitiúil.

Is iad seo a leanas na scéimeanna a roghnaíodh don iniúchadh:

## The statutory obligation

The statutory guidelines issued under the Act set out the objective that a commitment in a language scheme relating to the public body's website should have. It is recommended in the guidelines that any information aimed at the public be made available bilingually:

*"The objective is that any internet information services, including general information about the organisation's activities, which are directed at the general public should be made available in both languages."*

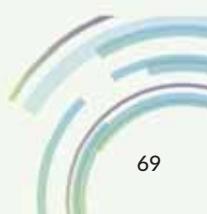
The guidelines also contain a reference to interactive services, stating that any new services of this nature must be introduced bilingually. This is expressed as being an essential requirement.

## The audit work

This audit encompasses the second year of a monitoring project set out last year, with the objective of assessing how local authorities are fulfilling their commitments in relation to their websites and online services. The following factors were taken into consideration in deciding on the language schemes to be audited during 2019:

- the period of time since the first language scheme was agreed by the local authority
- the period of time since the latest language scheme was agreed
- the type of scheme (first scheme, second scheme etc.)
- whether a Gaeltacht region is included in the remit of the local authority

The following language schemes were selected for audit:



Údarás Áitiúil Local Authority	Bliain ar daingníodh an chéad scéim teanga Year in which first language scheme was agreed	Cineál scéime Type of Scheme	Bliain ar daingníodh an scéim teanga is deireanáí Year in which latest language scheme was agreed
Comhairle Cathrach agus Contae Luimnigh Limerick City and County Council	2015	An Dara Scéim Second Scheme	2019
Comhairle Cathrach agus Contae Phort Láirge Waterford City and County Council	2015	An Dara Scéim Second Scheme	2018
Comhairle Contae Laoise Laois County Council	2009	An Chéad Scéim First Scheme	2009
Comhairle Contae na Mí Meath County Council	2006	An Chéad Scéim First Scheme	2006
Comhairle Contae an Longfoirt Longford County Council	2008	An Chéad Scéim First Scheme	2008
Comhairle Contae an Chabháin Cavan County Council	2009	An Chéad Scéim First Scheme	2009
Comhairle Contae Bhaile Átha Cliath Theas South Dublin County Council	2006	An Tríú Scéim Third Scheme	2016
Comhairle Contae Chill Dara Kildare County Council	2008	An Dara Scéim Second Scheme	2018
Comhairle Contae Mhaigh Eo Mayo County Council	2006	An Tríú Scéim Third Scheme	2019
Comhairle Cathrach na Gaillimhe Galway City Council	2006	An Tríú Scéim Third Scheme	2019*

\* Dhaingnigh Comhairle Cathrach na Gaillimhe a ceathrú scéim teanga leis an Aire Cultúir, Oidhreachta agus Gaeltachta le linn an iniúchta agus, mar sin, is ar an tríú scéim a bhí an t-iniúchadh bunaithe.

\* Galway City Council agreed its fourth language scheme with the Minister for Culture, Heritage and the Gaeltacht during the audit and therefore, the audit was based on the third scheme.

I mí lúil 2019 seoladh litir chuig Príomhfeidhmeannaigh na ndeich n-údarás áitiúla ag tabhairt réamhfhógra faoin iniúchadh. Cuireadh foirm chucu inar tugadh cuntas ar na gealltanais ábhartha a bhí ina scéimeanna teanga faoi seach a bhain le suíomhanna gréasáin agus seirbhísí idirghníomhacha. larradh orthu eolas a thabhairt ar chomhlíonadh na ngealltanais sin.

Scrúdaigh an Oifig seo na suíomhanna gréasáin agus rinneadh tástáil ar na seirbhísí ar líne agus a éifeachtaí is a bhí siad ag comhlíonadh an méid atá geallta sna scéimeanna teanga. Eisíodh ceisteanna breise chuig na húdaráis ábhartha i bhfianaise na dtástálacha.

In July 2019 a letter giving advance notice of the audit was issued to the Chief Executives of the ten local authorities. Enclosed was a form detailing the relevant commitments in their respective language schemes regarding their websites and interactive services. They were requested to provide details of their organisation's compliance with those commitments.

This Office examined the websites, tested the online services and adjudicated on how effectively the commitments contained in the language schemes were being implemented. Additional questions were issued to the local authorities in light of the tests.

## Tátail agus príomhthortháí

### 1. Leibhéal géilliúlachta

Chruthaigh an Oifig seo critéir chomhlíonta bunaithe ar fhreagraí na n-údarás áitiúil agus ar bhreithiúnas na hOifige ar chomhlíonadh na ngealltanais. Áiríodh, mar chuid den phróiseas grádaithe, na dúshláin éagsúla a bhain leis na gealltanais ábhartha a chur i gcrích. Mar shampla, is mó i bhfad an t-ualach oibre a bhainfeadh lena chinntíú go mbeadh an t-ábhar statach ar fad agus gach córas idirghníomhach ar fáil go dátheangach i gcomparáid le

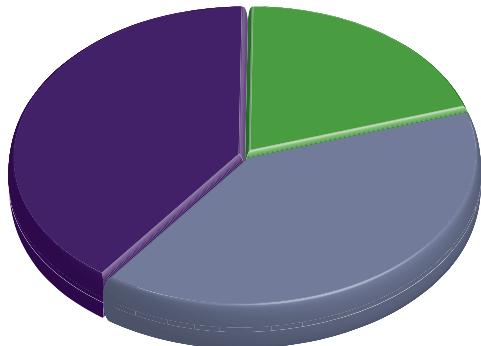
## Conclusions and main results

### 1. Level of compliance

This Office designed compliance criteria based on the responses of the local authorities and the Office's evaluation of the implementation of the commitments. The various challenges of implementing the relevant commitments were also considered as part of the grading process. For example, the workload associated with ensuring that all static material and interactive systems are made available bilingually greatly outweighs the challenge

dornán leathanach a chur ar fáil i nGaeilge. Bhí tionchar ag cúinsí mar iad seo ar an ngrád deiridh a bronnadh i ngach cás.

De réir thortháí an iniúchta ní raibh údarás áitiúil ar bith ag cloí go hiomlán leis na gealltanais a tugadh ina gcuid scéimeanna teanga i dtaca le suíomhanna gréasáin agus seirbhísí idirghníomhacha. Níor éirigh ach le 20% de na húdarásí áitiúla an dara grád is airde a bhaint amach, is é sin ag comhlíonadh fhormhór na ngealltanais a tugadh. D'fhág sé sin go raibh 80% acu nach raibh ach ag comhlíonadh méid áirithe de ghealltanais na scéime nó nach raibh ag comhlíonadh a ndualgas den chuid is mó.



Tugtar achoimre sa tábla thíos ar an ngrád iomlán a bhain na húdarás áitiúla éagsúla amach:

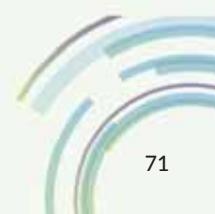
Údarás Áitiúil Local Authority	Líon gealltanais a scrúdaíodh Number of commitments examined	Grád Grade
Comhairle Cathrach agus Contae Luimnigh <i>Limerick City and County Council</i>	3	Neamh-chomhlíonadh den chuid is mó <i>Non-compliance for the most part</i>
Comhairle Cathrach agus Contae Phort Láirge <i>Waterford City and County Council</i>	5	Comhlíonadh méid áirithe <i>Compliance to a certain degree</i>
Comhairle Contae Laoise <i>Laois County Council</i>	5	Neamh-chomhlíonadh den chuid is mó <i>Non-compliance for the most part</i>
Comhairle Contae na Mí <i>Meath County Council</i>	2	Comhlíonadh méid áirithe <i>Compliance to a certain degree</i>
Comhairle Contae an Longfoirt <i>Longford County Council</i>	2	Comhlíonadh den chuid is mó <i>Compliance for the most part</i>
Comhairle Contae an Chabháin <i>Cavan County Council</i>	2	Neamh-chomhlíonadh den chuid is mó <i>Non-compliance for the most part</i>
Comhairle Contae Bhaile Átha Cliath Theas <i>South Dublin County Council</i>	10	Comhlíonadh méid áirithe <i>Compliance to a certain degree</i>
Comhairle Contae Chill Dara <i>Kildare County Council</i>	8	Neamh-chomhlíonadh den chuid is mó <i>Non-compliance for the most part</i>
Comhairle Contae Mhaigh Eo <i>Mayo County Council</i>	8	Comhlíonadh den chuid is mó <i>Compliance for the most part</i>
Comhairle Cathrach na Gaillimhe <i>Galway City Council</i>	5	Comhlíonadh méid áirithe <i>Compliance to a certain degree</i>

of committing to merely providing several pages in Irish. Factors such as this impacted the final grade awarded to the local authorities.

According to the results of the audit, none of the local authorities were found to be fully compliant with the commitments made in relation to websites and interactive services in their language schemes. The chart below indicates that only 20% of the local authorities achieved the second highest grade, that is, implementing for the most part what they had committed to. That meant that 80% were either complying to a certain degree with the scheme's commitments or were non-compliant with the requirements for the most part.

Comhlíonadh den chuid is mó <i>Compliance for the most part</i>	20%
Comhlíonadh méid áirithe <i>Compliance to a certain degree</i>	40%
Neamh-chomhlíonadh den chuid is mó <i>Non-compliance for the most part</i>	40%

The table below summarises the overall grade achieved by the individual local authorities.



## **2. Seirbhísí Idirghníomhacha**

Cuimsítear sna seirbhísí idirghníomhacha a chuireann údarás áitiúla ar fáil ar a gcuid suíomhanna gréasán réimse tábhachtach seirbhísí poiblí. Is follasach a thuiscint cad chuige a leagtar béis faoi leith orthu sna treoracha d'ullmhú scéimeanna teanga agus go molfaí go mbeadh aon chórás idirghníomhacha nua a chuirfí i bhfeidhm ar fáil sa dá theanga oifigiúla. I measc na seirbhísí ar líne is coitianta a chuireann údarás áitiúla ar fáil don phobal tá foirmeacha iarratais agus aiseolais, chomh maith le híocaíochtaí cánach agus fineálacha a ghlacadh.

Tá gealltanás tugtha ag gach údarás áitiúil i dtaobh seirbhísí idirghníomhacha a chur ar fáil i nGaeilge ach amháin Comhairle Cathrach agus Contae Luimnigh. I bhformhór na scéimeanna teanga tá sé ráite go dtabharfaí aon seirbhísí idirghníomhacha nua isteach go comhuaineach i nGaeilge agus i mBéarla. Tá sé geallta ag roinnt údarás áitiúla chomh maith go mbeadh córais reatha ar fáil i nGaeilge, tráth a mbeadh an méid sin indéanta.

Tagraíodh i gcuid mhaith scéimeanna teanga don ról lárnach atá ag an nGníomhaireacht Bainistíochta Rialtais Áitiúil i soláthar córas den chineál seo d'údarás áitiúil. Is léir go raibh agus go bhfuil cumas roinnt de na húdarás áitiúla córais idirghníomhacha a chur ar fáil i nGaeilge ag brath ar an gcóras a bheith ar fáil ón nGníomhaireacht. Bheadh sé ina bhuntáiste do na húdarás áitiúla cur chuige réamhghníomhach a ghlacadh i dtaobh na gcóras seo a éileamh d'fhonn a gcuid gealltanás reachtúil a chomhlíonadh. Áirítear a leithéid de ghealltanais i roinnt de na scéimeanna a scrúdaíodh ach is beag fianaise a bhí ar fáil go raibh aon iarratas den chineál sin déanta ar an nGníomhaireacht.

Rinneadh tástáil ar na córais idirghníomhacha a bhí i bhfeidhm ag na húdarás áitiúla ábhartha agus léirigh tortháí na dtástálacha sin go raibh leibhéal ard neamh-chomhlíonta ann. In ainneoin go bhfuil cuid mhaith córais idirghníomhacha atá forbartha ag an nGníomhaireacht ar fáil sa dá theanga oifigiúla, is léir go bhfuil go leor bearnaí i soláthar seirbhísí idirghníomhacha in earnáil na n-údarás áitiúil. Fiú sa chás go raibh leagan Gaeilge den chórás ar fáil, mar shampla an córas [www.deisighdoshráid.ie](http://www.deisighdoshráid.ie), arna sholáthar ag Comhairle Contae Bhaile Átha Cliath Theas, níor léir go raibh sé in úsáid ag na húdarás áitiúla eile.

## **3. Comóntacht na nGealltanás**

Scrúdaíodh comóntacht ghealltanais na scéimeanna éagsúla ó thaobh an chineál ábhair agus na foilseacháin a gealladh a chuirfí ar fáil ar an suíomh gréasán. Ba léir go raibh éagsúlachtaí suntasacha le brath idir gealltanais na scéimeanna éagsúla. Tá sé geallta, mar shampla, i roinnt cásanna go mbeadh suíomh ar leith tiomnaithe d'ábhar

## **2. Interactive Services**

The interactive services that local authorities provide on their websites make up an important range of public services. It is to be expected, therefore, that in the guidelines for preparing a language scheme, emphasis is placed on such services and specifically on ensuring that all new systems be available in both official languages. Application and feedback forms are amongst the most common online services local authorities provide to the public, as well as services collecting tax payments and fines.

Apart from Limerick City and County Council, every local authority examined gave a commitment in relation to providing interactive services in Irish. In the majority of schemes, it is stated that any new interactive services will be introduced simultaneously in Irish and in English. Some local authorities committed also to making current systems available in Irish, when possible to do so.

Many schemes referenced the central role of the Local Government Management Agency (LGMA) in the provision of systems such as these to local authorities. It is evident that the ability of many local authorities to provide interactive services in Irish was and continues to be reliant on the systems being made available by the LGMA. A proactive approach in requesting these systems in Irish would be beneficial to local authorities in fulfilling their statutory commitments. Such commitments were included in some of the schemes that were examined but there was little evidence to suggest that any request was made to the LGMA.

The interactive services that the local authorities had in place were tested and the results showed a high level of noncompliance. Even though many of the interactive systems developed by the LGMA are available in both official languages, it is evident that there are gaps in the provision of interactive services by local authorities. Even where the Irish version of a system was available, for example [deisighdoshráid.ie](http://deisighdoshráid.ie), provided by South Dublin County Council, it did not appear to be in use by the other local authorities.

## **3. Commonality of Commitments**

The commonality of the commitments contained in the various schemes, in relation to the type of material and publications to be provided on the website, was also examined. Considerable differences were observed in the commitments made in the various schemes. In some cases, commitments are made to create an individual site

Gaeilge agus go mbeadh nasc ar na leathanaigh Bhéarla ina dtreorófaí úsáideoirí chun an tsuímh Gaeilge. I gcodarsnacht leis sin, tá comhairle contae a fheidhmíonn a suíomh i mBéarla amháin, cé is moite de chéatadán íseal doiciméad atá ar fáil i nGaeilge. Níor tugadh aon ghealltanás i leith ábhar statach nó leathanaigh áirithe a chur ar fáil go dátheangach i scéim teanga na Comhairle sin. I gcás eile, gealltar go mbeidh leathanach Gaeilge faoi leith ar shuíomh idirlín na Comhairle, “*chun aird a tharraingt ar na seirbhísí agus ar na foirmeacha atá ar fáil trí mheán na Gaeilge*” agus deirtear go “*spreagfar an fhoireann chun tuilleadh Gaeilge a fhorbairt ar an suíomh*”. Gealltar sa chás sin go mbeidh ar a laghad cúig leathanach Gaeilge ar an suíomh.

## Ábhar

I gcás thromlach na scéimeanna teanga a scrúdaíodh, gealladh go gcuirfí roinnt leathanach de chuid an tsuímh gréasáin ar fáil i nGaeilge. Is minic a tagraíodh do chéatadán leathanach nó rannóga éagsúla a bheith ar fáil go dátheangach. Is í Comhairle Cathrach na Gaillimhe an t-aon údarás áitiúil a scrúdaíodh a thug gealltanás go bhfeidhmeofaí suíomh ionlán dátheangach. Bhí gealltanás tugtha ag Comhairle Contae Mhaigh Eo go mbeadh ar a laghad 95% d'ábhar statach an tsuímh ar fáil go dátheangach.

Cé gur gheall Comhairle Contae Laoise go mbeadh gach ábhar statach ar leathanach baile an tsuímh, maille le roinnt leathanaigh eile, ar fáil go dátheangach, léirigh tortháí an iniúchta go raibh córas measáináistriúcháin in úsáid. Níl a leithéid de chórás inghlactha beag ná mór mar chur chuige cuí le hábhar a sholáthar i nGaeilge.

Go deimhin, in imscrúdú a rinne mé sa bhliain 2018 ar Chomhairle Contae Chorcaí i dtaca leis an ábhar seo, tháinig mé ar an bhfionnachtain seo a leanas:

*“Ní bhíonn an téacs sa Ghaeilge a tháirgtear trí chórás mheaisínáistriúcháin amháin inchurtha i gcomparáid le caighdeán an bhuntéacs i mBéarla. Go deimhin, d'fhéadfai masla a ghlacadh i gcás pobail teanga ar bith dá mbeifí ag súil go nglacfaí le haistriúcháin ar dhroch-chaighdeáin, mar a bhí le feiceáil ar shuíomh gréasáin na Comhairle. Is measa fós an scéal nuair a bhí an suíomh in úsáid chun gnó oifigiúil de chuid an Stáit a chur i gcrích.”*

Léiríonn an t-iniúchadh seo freisin an tábhacht a bhaineann leis na córais chuí a bheith in áit lena chinntíú go gcomhlíonfaí aon ghealltanás atá tugtha i scéim teanga. Níor léir go raibh aon pholasáí nó prótacal cinnte i bhfeidhm ag tromlach na n-údarás áitiúil a scrúdaíodh lena gcinnteofaí go ndéantar uasdátú agus athbhreithníú rialta ar an ábhar Gaeilge.

dedicated to Irish material and to direct users to this site via a link on the English pages. In contrast, one county council is operating a website in English only, apart from a small percentage of documents in Irish. No commitment was made in relation to providing static material or certain pages bilingually in the council's language scheme. Another local authority committed to create an Irish language page “*which will identify what services are available in Irish and also what forms can be completed through the medium of Irish*”, stating that “*staff will be encouraged to avail of the medium of the website to develop more Irish*”. It commits to provide at least five pages in Irish on its website.

## Content

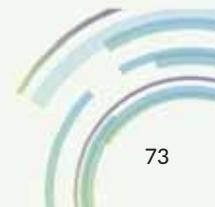
Most of the language schemes examined contained a commitment to provide certain pages on the website in Irish. Many schemes referred to a percentage of pages or various sections to be available bilingually. Galway City Council is the only local authority that committed to providing a fully bilingual website. Mayo County Council guaranteed that at least 95% of the static content would be available bilingually.

Although Laois County Council promised to make all the static material on the home page, along with a handful of other pages, available bilingually, the result of the audit showed that a machine translation system was being used. Such a system is by no means an acceptable approach to providing material in Irish.

Indeed, after pursuing a formal investigation into Cork County Council in 2018, I made the following findings:

*“The text in Irish which is produced by a machine translation system is not comparable with the standard of the original English text. In fact, it could be insulting to some language communities to be expected to accept translations of poor standard, as was to be seen on the Council's website. And it is a worse scenario still when the website is used to perform official functions of the State.”*

This audit highlights the importance of having appropriate arrangements in place to ensure that any commitment given in a language scheme is implemented. The majority of local authorities examined did not appear to have any policy or definitive protocol in place to ensure that the Irish material on its website was regularly updated and reviewed.



## Foilseacháin

Bhain níos mó comóntachta leis an méid a bhí geallta i dtaca le bunfhoilseacháin amhail foirmeacha iarratais nó doiciméid a thagann faoi réir alt 10 den Acht a chur ar fáil sa dá theanga oifigiúla. B'ábhar imní dom gur léirigh an t-iniúchadh go raibh lón suntasach de na húdaráis áitiúla a scrúdaíodh ag foilsíú a gcuid tuarascálacha bliantúla chomh maith le ráitis airgeadais agus doiciméid ina raibh tograí beartais phoiblí i mBéarla amháin. Sin in ainneoin an cheanglais reachtúil atá i bhfeidhm ó 2004 go bhfoilseofaí na doiciméid sin go comhuaineach sa dá theanga oifigiúla.

Léirítear sa tábla thíos go hachomair na gnéithe is suntasaí de na gealltanais ábhartha a bhí tugtha ag an húdaráis áitiúla:

## Publications

A greater degree of commonality was observed in the case of commitments relating to core publications such as application forms or documents that are covered by section 10 of the Act being made available in both official languages. It was of some concern to me, however, that it was found that a considerable number of the local authorities examined by this Office had published their annual reports, along with financial statements and documents containing public policy proposals, in English only. This was done despite the statutory requirement that they be published simultaneously in both official languages, which has been in effect since 2004.

The table below summarises the main elements of the relevant commitments provided by the local authorities.

## Gealltanais

Údarás Áitiúil <i>Local Authority</i>	Suíomh iomlán dátheangach <i>Fully bilingual website</i>	Ábhar statach dátheangach <i>Bilingual static content</i>	Leathnaigh eile <i>Other pages</i>	Foirmeacha iarratais ar fáil <i>Application forms available</i>	Foilseacháin alt 10 ar fáil <i>Section 10 publications available</i>
Comhairle Cathrach agus Contae Luimnigh <i>Limerick City and County Council</i>			•		
Comhairle Cathrach agus Contae Phort Láirge <i>Waterford City and County Council</i>		•		•	
Comhairle Contae Laoise <i>Laois County Council</i>			•	•	•
Comhairle Contae na Mí <i>Meath County Council</i>			•	•	
Comhairle Contae an Longfoirt <i>Longford County Council</i>			•		•
Comhairle Contae an Chabháin <i>Cavan County Council</i>			•	•	
Comhairle Contae Bhaile Átha Cliath Theas <i>South Dublin County Council</i>			•		
Comhairle Contae Chill Dara <i>Kildare County Council</i>			•	•	
Comhairle Contae Mhaigh Eo <i>Mayo County Council</i>		•		•	•
Comhairle Cathrach na Gaillimhe <i>Galway City Council</i>	•			•	•
<b>Iomlán   Total</b>	<b>1</b>	<b>2</b>	<b>7</b>	<b>7</b>	<b>4</b>

## Moltaí

Tar éis don Oifig seo an próiseas faireacháin a thabhairt chun críche, cuireadh na húdarás áitiúla ar fad ar an eolas maidir le torthaí an iniúchta agus tugadh deis dóibh aon aiseolas breise a mheas siad a bheith ábhartha a chur ar fáil. I gcás fhormhór na n-údarás, cuireadh freagra ar fáil ag glacadh leis na fionnachtana agus ag tabhairt le fios go gcuirfí na moltaí ábhartha i bhfeidhm. I measc na moltaí a rinneadh bhí:

- Go ndéanfaí athbhreithniú go ráithiúil ar an suíomh le chinntíú go bhfuil sé i gcomhréir le gealltanais na scéime;
- Go gcinnteofaí go bhfuil doiciméid lena mbaineann dualgais reachtúla, amhail Tuarascálacha Blantúla, Ráitis Airgeadais agus an dréacht-Phlean Forbartha Contae, á bhfoilsíú i nGaeilge go comhuaineach leis an leagan Béarla agus foilsithe ar an suíomh gréasáin, más ann go bhfoilsítear an leagan Béarla sa tslí chéanna;
- Go gcuirfí córas nó prótacal cinnte in áit i dtaca le doiciméid i nGaeilge a choinneáil cothrom le dáta ar an suíomh gréasáin agus go ndéanfaí foireann a thraenáil dá réir;
- Go lorgófaí go gníomhach leagan Gaeilge d'aon chóras idirghníomhach atá in úsáid nó á bheartú amach anseo;
- Go gcuirfear córas in áit chun a chinntíú go soláthrófar aistriúchán cruinn ar aon ábhar nua nó uasdáitithe a chuirtear leis an suíomh gréasáin go tráthúil.

Tá sé d'údarás ag an gCoimisinéir Teanga imscrúdú foirmiúil a dhéanamh ar a thionscnamh féin má thagann sé ar an tuairim go bhféadfadh sé go bhfuil forálacha an Acharta á sárú. D'fhéadfadh sé go ndéanfaí sin i gcás roinnt de na húdarás áitiúla a bhí i gceist leis an bpróiseas seo sa chás nach gcuirtear na moltaí a rinneadh de thoradh na n-iniúchtaí i bhfeidhm go cuí i dtréimhse réasúnta ama.

Tá roinnt samplaí tugtha in Agusín D de na suíomhanna gréasáin a scrúdaíodh.

## Recommendations

All of the local authorities were informed of the results of the audit and invited to provide any additional relevant feedback once the monitoring process was completed. Most of the local authorities accepted the findings and stated that the relevant recommendations would be put into effect. Among other recommendations, it was advised that:

- The website is reviewed on a quarterly basis to ensure that it is in accordance with the commitments in the language scheme;
- The documents which concern statutory requirements, such as Annual Reports, Financial Statements and the Draft County Development Plan, are made available in Irish, published simultaneously with the English version and published on the website, if the English version is so published;
- A system or definitive protocol is put in place in relation to keeping documents in Irish up to date on the website and that staff training is provided accordingly;
- Irish language versions of any current or proposed interactive systems are requested proactively;
- A system is put in place to ensure that an accurate translation of any new or updated material that is to be added to the website is promptly provided.

An Coimisinéir Teanga has the authority to initiate a formal investigation on his own initiative if he forms the opinion that provisions of the Act are being contravened. This may be done in the case of some of the local authorities that were examined as part of this audit, in the event that the recommendations made as a result of the audits are not adequately implemented after a reasonable amount of time.

Some examples are given in Appendix D of the websites examined.



# GEALLTANAIS GHAELTACHTA NA NÚDARÁS ÁTIÚIL

## Achoimre

Rinneadh iniúchadh ar ghealltanais scéime na n-údarás áitiúil i dtaca le cúrsaí Gaeltachta mar chuid de chlár iniúchta na bliana seo. Is ríleir a thábhachtaí is atá soláthar sheirbhísí na n-údarás áitiúil i Limistéir Pleanála Teanga. Imríonn infhaighteacht na seirbhísí sin trí Ghaeilge chomh maith le cumas na n-údarás déileáil leis an nGaeilge tionchar nach beag ar chuínsí teanga na gceantar. Scrúdaíodh na gealltanais atá tugtha ag dhá údarás áitiúla faoina dtagann limistéir fhairsinge Ghaoeltachta, is iad sin limistéar Ghaoeltachta na Gaillimhe (Comhairle Contae na Gaillimhe) agus limistéar Ghaoeltachta Thír Chonaill (Comhairle Contae Dhún na nGall).

Bronnadh an grád is airde de na critéir chomhlíonta ar Chomhairle Contae na Gaillimhe agus í ag comhlíonadh a cuid gealltanais ina n-iomláine. Léiríonn torthaí an iniúchta nach raibh Comhairle Contae Dhún na nGall ach ag comhlíonadh méid áirithe de na gealltanais a tugadh maidir leis an nGaelacht.

Go ginearálta, bíonn éagsúlachtaí suntasacha idir an méid a ghealltar i scéimeanna teanga na n-údarás áitiúil agus ní minic a fhaigheann na húdarás Ghaoeltachta aitheantas as an méid breise atá áirithe ina gcuid scéimeanna teanga ar mhaith le freastal ar riachtanais phobal na Ghaoeltachta.

Díriodh san iniúchadh seo go príomha ar chur i bhfeidhm na ngealltanais a bhain go sonrach leis an nGaelacht. Cuireadh san áireamh freisin gealltanais a bhain le suíomh gréasáin agus seirbhísí idirghníomhacha na n-údarás áitiúil ábhartha de bharr a lárná is atá siad i soláthar seirbhísí do phobal na Ghaoeltachta.

## An dualgas reachtúil

Sonraítear na dualgais bhereise atá ar chomhlachtaí poiblí a chuireann seirbhísí ar fáil i gceantair Ghaoeltachta in alt 13 d'Acht na dTeangacha Oifigiúla, 2003. Nuair atá dréachtscéim teanga á hullmhú ag na comhlachtaí poiblí sin ní mór dóibh a chinntí:

13. (2) (d) go bhfreastalófar ar na riachtanais áirithe Gaeilge a bhaineann le seirbhísí a sholáthar i limistéir Ghaoeltachta,
- (e) go mbeidh an Ghaeilge ina teanga oibre ina chuid oifigí sa Ghaoeltacht tráth nach déanaí ná cibé dáta a chinnfidh sé le toiliú an Aire.

Tugtar soiléiriú i dtaobh na "riachtanais áirithe Gaeilge" sna treoirlínte atá eisithe faoi alt 12 den Acht. Tugtar le fios sna treoirlínte nach mór don scéim teanga na bearta a ghlaicfar

## GHAELTACHT COMMITMENTS OF LOCAL AUTHORITIES

### Summary

An audit of local authorities' scheme commitments in relation to Gaeltacht matters was carried out as part of this year's audit programme. The importance of the provision of services by local authorities in Language Planning Areas is plain to see. The availability of those services through Irish, as well as the authorities' ability to deal with the Irish language, affects the linguistic circumstances of the areas. The commitments given by two local authorities with extensive Gaeltacht areas – the Galway Gaeltacht area (Galway County Council) and the Donegal Gaeltacht area (Donegal County Council) – were examined on that basis.

Galway County Council was awarded the highest grade of the compliance criteria, as it had fulfilled its commitments in full. The results of the audit show that Donegal County Council was fulfilling only to a certain degree the commitments given in relation to the Gaeltacht.

Generally, there are extensive differences in what is promised in local authorities' language schemes, and the Gaeltacht authorities seldom get recognition for the additions to their language schemes to serve the requirements of the Gaeltacht community.

This audit mainly focused on the implementation of commitments relating specifically to the Gaeltacht. Commitments relating to the relevant local authority's website and interactive services were also included, because these are so central in the provision of services to the Gaeltacht community.

### The statutory obligation

The additional obligations on public bodies providing services in Gaeltacht areas are specified in section 13 of the Official Languages Act 2003. When a draft language scheme is being prepared by those public bodies, they must:

13. (2) (d) ensure that the particular Irish language requirements associated with the provision of services in Gaeltacht areas are met,
- (e) ensure that the Irish language becomes the working language in its offices in the Gaeltacht not later than such date as may be determined by it with the consent of the Minister.

Clarification is given in relation to the "particular Irish language requirements" in the guidelines published under section 12 of the Act. The guidelines advise that the

a leagan amach lena chinntiú – le himeacht ama, murab amhlaidh an scéal cheana féin – gurb í an Ghaeilge teanga nádúrtha **uathoibríoch** sheachadadh na seirbhísé sa Ghaeltacht. Áirítear ar na seirbhísí sin bróisiúir agus bileoga, foirmeacha iarratais, preasráitis, láithreáin ghréasáin, cruinnithe poiblí agus úsáid logainmneacha oifigiúla Gaeilge.

Sa chás nach í an Ghaeilge teanga oibre na n-oifigí sa Ghaeltacht, foráltear sna treoiríntí go mbeidh sé riachtanach pleanáil chuige sin in imeacht tréimhse ama agus na céimeanna éagsúla sa phróiseas a chur san áireamh sa scéim teanga. De réir na dtreoirlíntí, tá dualgas ar chomhlactaí poiblí féachaint le:

- Deiseanna don fhoireann reatha oiliuint a fháil ó thaobh a gcumais teanga;
- An cumas oibriú trí Ghaeilge a bheith mar riachtanas in aon chomórtas earcaíochta nó ardaithe céime chuig oifig Ghaeltachta tar éis dháta thosach feidhme na scéime;
- Deimhin a dhéanamh de gur i nGaeilge a bhíonn gach treoir, lámhleabhar agus gach ábhar acmhainne eile a eisítear chuig oifigí sa Ghaeltacht agus go n-eisítear iad ag an am céanna agus a eisítear iad i mBéalra chuig oifigí eile.

## An obair iniúchta

I mí Lúnasa 2019 eisíodh ceistneoir chuig na húdaráis áitiúla ábhartha ag lorg eolais faoi chur i bhfeidhm na míreanna éagsúla dá scéimeanna teanga faoi seach. Fuaireamar freagraí cuimsitheacha i dtaca leis na ceistneoirí sin agus cuireadh samplaí ar fáil dúinn freisin maidir le cur i bhfeidhm na ngealltanás éagsúil. Tar éis dúinn an t-ábhar ar fad a scrúdú, mar aon le roinnt tástálacha dár gcuid féin a dhéanamh, bhí roinnt eolas breise de dhíth orainn ó na Comhairí chun críche an iniúchta.

- Mar chéad chéim rinneadh freagraí na n-údarás áitiúil a bhreithniú.
- Mar dhara céim, cuireadh measúnú na hOifige ar chur i bhfeidhm na ngealltanás san áireamh.
- Mar thríú céim rinneadh rátáil ar gach gealltanás ábhartha a scrúdaíodh maidir lena leibhéal géilliúlachta.

## Príomhthorthaí

Bronnadh grád iomlán ar na húdaráis áitiúla i gcomhréir leis an leibhéal géilliúlachta a bhí bainte amach i leith na ngealltanás aonarach. Cuireadh macasamhail na slate tomhais a bhí in úsáid san iniúchadh ar shuíomhanna gréasáin na n-údarás áitiúil in áit chun críche an iniúchta seo.

scheme must set out the steps to be taken to ensure that – over time, where this is not already the case – Irish becomes the **default** language of service delivery in the Gaeltacht. Brochures and leaflets, application forms, press releases, websites, public meetings and the use of official Irish language placenames are included within those services.

Where the Irish language is not already the internal working language of such offices, it will be necessary to plan for it over a period of time and to include the various stages of the process in the language scheme. In accordance with the guidelines, the public body will need to consider the following:

- Opportunities for existing staff to train/upskill language competence.
- Ability to work through Irish as an essential requirement in any recruitment or promotion competition to a Gaeltacht office after the commencement date of the scheme.
- Need to ensure that instructions, manuals and other resource material are issued to offices in the Gaeltacht in the Irish language at the same time as they are issued in the English language to other offices.

## The audit work

In August 2019 a questionnaire was issued to the relevant local authorities requesting information in relation to the implementation of the various sections of their language schemes, respectively. We received comprehensive answers in relation to those questionnaires and we were also provided with samples in relation to the implementation of the various commitments. Having examined all the material, along with undertaking some testing of our own, we requested more information from the Councils in respect of the audit.

- As a first step, the local authorities' answers were examined.
- As a second step, the Office's assessment on the implementation of the commitments was included.
- As a third step, a rating was given to every relevant commitment examined in relation to its compliance level.

## Main outcomes

A full grade was awarded to the local authorities based on the level of compliance they achieved in relation to each commitment. A similar criterion to that used in the audit on local authorities' websites was utilised for the purpose of this audit.



Socraíodh go bhféadfadh údarás áitiúil ceann de chúig ghrád a bhaint amach i dtaca lena ghealltanais Ghaeltachta. D'éirigh le Comhairle Contae na Gaillimhe an grád is airde a bhaint amach tar éis di a léiriú don Oifig seo go raibh dul chun cinn suntasach agus iarracht leanúnach á déanamh chun a cuid gealltanais Ghaeltachta a chomhlíonadh ina n-ionláine.

Bhí dul chun cinn déanta chomh maith ag Comhairle Contae Dhún na nGall i dtaobh chur i bhfeidhm a cuid gealltanais. Ba léir chomh maith, áfach, nár cloíodh le réimsí tábhachtacha den soláthar seirbhísí trí Ghaeilge sa Ghaeltacht. Bronnadh an tríú grád is airde, is é sin comhlíonadh méid áirithe, ar an gComhairle dá réir sin.

Údarás Áitiúil Local Authority	Scéim teanga a scrúdaíodh (i bhfeidhm ó) Language scheme examined (in effect since)	Líní na ngealltanais a scrúdaíodh Number of commitments examined	Leibhéal géilliúlachta Level of compliance
Comhairle Contae Dhún na nGall Donegal County Council	An Ceathrú Scéim (2019) Fourth Scheme (2019)	10	Comhlíonadh méid áirithe Compliance to a certain degree
Comhairle Contae na Gaillimhe Galway County Council	An Dara Scéim (2014)* Second Scheme (2014)*	20	Comhlíonadh go hiomlán Full compliance

\* Dhaingnigh Comhairle Contae na Gaillimhe a tríú scéim teanga le linn an iniúchta, le héifeacht ón 9 Meán Fómhair 2019. Díríodh san iniúchadh seo ar an dara scéim dá bharr.

It was decided that a local authority could achieve one of five grades in relation to their Gaeltacht commitments. Galway County Council achieved the highest grade after it demonstrated to this Office that there was significant progress and an ongoing effort to fully comply with its Gaeltacht commitments.

Donegal County Council had also made progress in relation to the implementation of its commitments. It was also clear, however, that important aspects of the provision of services in Irish in the Gaeltacht were not being adhered to. The third highest grade – compliance to a certain degree – was therefore awarded to the Council.

Tugtar cuntas achomair thíos ar na príomhghealltanais a scrúdaíodh le linn an iniúchta, ar an gcaoi a raibh siad á gcomhlíonadh agus ar chuid de na moltaí a tugadh i ngach cás.

## Comhairle Contae Dhún na nGall

Baineann na gealltanais atá tugtha, sa cheathrú scéim teanga a d'aontaigh Comhairle Contae Dhún na nGall, go príomha le:

- ionaid seirbhísí a fheidhmíonn trí Ghaeilge,
- treoirphrionsabail maidir le seirbhísí Ghaeltachta,
- logainmneacha Gaeltachta, agus
- an Plean Forbartha Contae.

Scrúdaíodh na gealltanais maidir leis an suíomh gréasáin chomh maith.

## Teanga Oibre in Oifigí Gaeltachta

I gcás Chomhairle Contae Dhún na nGall, bhain an neamh-chomhlíonadh is suntasaí leis an nGaeilge a bheith ina teanga oibre in oifigí áirithe sa Ghaeltacht.

Tugtar cuntas i scéim teanga Chomhairle Contae Dhún na nGall ar na hoifigí, na rannóga agus na hionaid Ghaeltachta eagsúla a fheidhmíonn ar bhonn dátheangach nó trí



**Comhairle Contae  
Dhún na nGall**  
Donegal County Council

\* Galway County Council confirmed its third language scheme during this investigation, with effect from 9 September 2019; therefore, this investigation focussed on the second scheme.

A brief account is given below on the main commitments examined during the investigation, the manner in which they were complied with and of some of the recommendations given in each case.

## Donegal County Council

The commitments given in the fourth language scheme agreed to by Donegal County Council relate mainly to:

- service centres operating through Irish,
- guiding principles in relation to Gaeltacht services,
- Gaeltacht placenames, and
- the County Development Plan

The commitments in relation to the website were also examined.

## Working Language in Gaeltacht Offices

In the case of Donegal County Council, the most significant non-compliance related to Irish being a working language in certain offices in the Gaeltacht.

An account is given in Donegal County Council's language scheme in relation to the offices, the departments and the various Gaeltacht centres that function on a bilingual basis

Ghaeilge den chuid is mó. Ina measc, tá leabharlanna, ionad seirbhísí pobail agus stáisiún dóiteáin. Scrúdaíodh staid úsáid na Gaeilge sna hionaid sin.

Thug an Chomhairle le fios go raibh drochthionchar ag na srianta a cuireadh ar chórasaí earcaíochta le linn na gearchéime eacnamaíche ar chomhlíonadh na ngealltanais a bhain leis an réimse seo. I gcás Leabharlann Phobail an Chlocháin Léith, cuireadh in iúl go raibh an leabharlann in ann feidhmiú go príomha trí Ghaeilge go dtí gur imigh cainteoir Gaeilge ar scor tráth a raibh cosc ar earcaíocht go náisiúnta.

Moladh go dtóigfaí na céimeanna cuí lena chinntíú go bhfuil na hoifigi atá lonnaithe i gceantar Gaeltachta ag feidhmiú go hiomlán trí Ghaeilge a luithe agus is féidir agus idir an dá linn go gcinnteofar go bhfuil seirbhísí ar fáil i nGaeilge don phobal ar iarratas.

### Plean Forbartha Contae

Tá míreanna den Phlean Forbartha Contae nasctha le gealltanais na scéime teanga agus tháinig sé chun solais nár cuireadh coinníoll teanga i bhfeidhm ar fhorbairt roinnt aonaid tithíochta mar a éiltear sa Phlean Forbartha Contae. Maíodh gur de bharr botúin a tharla an méid seo ach admhaíodh freisin go raibh roinnt laigí sa chóras a bhí i bhfeidhm. Míníodh an cur chuige a bhí á ghlacadh chun dul i gneileac leis na laigí seo.

### Logainmneacha Gaeltachta

Tá gealltanais tugtha go gcuirfear úsáid na logainmneacha oifigiúla Gaeltachta "chun cinn". Cé go molann an Chomhairle do na rannóga ar fad na logainmneacha oifigiúla a úsáid, tugadh faoi deara go raibh úsáid an leagain neamhoifigiúil fairsing, i bpreasráitis go háirithe. Bhí Gortahork, Burtonport agus Malinbeg luithe i gceithre cinn ar a laghad de phreasráitis ar an suíomh. Comhairlíodh leas a bhaint as logainmneacha oifigiúla Gaeltachta i bpreasráitis de chuid na Comhairle.

### Suíomh Gréasáin & Seirbhísí Idirghníomhacha

In ainneoin nach mbaineann gealltanais atá tugtha maidir leis an suíomh gréasáin agus córais ar líne go heisiach leis an nGaeltacht, is áiseanna iad atá ar fáil do phobal labhartha na teanga. Cúis imní ar leith don iniúchadh ba ea an easpa dul chun cinn a bhí déanta ar an suíomh gréasáin agus ar na córais idirghníomhacha go háirithe i gcomhthéacs an fhaireacháin a rinneadh ar an ábhar anuraidh.

or through Irish for the most part. Libraries, a community services centre and a fire station are included. The status of the use of Irish in those centres was examined.

The Council stated that the constraints placed on recruitment during the economic recession had a detrimental effect on compliance with commitments in relation to this area. In the case of the Public Library in An Clochán Liath, for example, it was stated that the library could function through Irish, primarily, up until an Irish speaker retired, at a time when there was a national embargo on recruitment.

It was recommended in this case that the appropriate steps would be taken to ensure that the offices based in Gaeltacht areas are functioning fully through Irish as soon as possible, and in the meantime that it is ensured that services through Irish are available to the public on request.

### County Development Plan

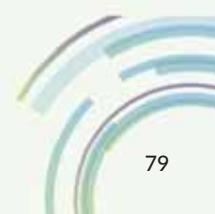
Elements of the County Development Plan are entwined with language scheme commitments. During the investigation it emerged that no language condition had been put in place regarding the development of some housing units, as is required by the County Development Plan. It was claimed that this occurred due to an error, but it was admitted that there were weaknesses in the system that was in place. Information was provided to this Office in relation to the approach being taken to tackle these weaknesses.

### Gaeltacht Placenames

There is a commitment given that the use of official Gaeltacht placenames will be "promoted". Although the Council recommends the use of the official placenames to all departments, it was noted that the use of the non-official versions was prevalent, especially in press releases. Gortahork, Burtonport and Malinbeg were mentioned, for example, in at least four press releases on the site. It was advised that official Gaeltacht placenames should be used in the Council's press releases.

### Website & Interactive Services

Even though commitments given in relation to the website and online systems are not exclusive to the Gaeltacht, they are facilities available to the Irish speaking community. The lack of progress on the website and on the interactive systems was of particular concern to the investigation, especially in light of the audit which took place on the matter last year.



Léiríodh san iniúchadh go raibh bearnaí fós le sonrú sa leagan Gaeilge den suíomh. D'fhág seo gur ghá dul i muinín an leagain Bhéarla chun teacht ar eolas riachtanach. Nuair a cuireadh an méid seo ar a síle don Chomhairle i ndréacht-tuarascáil faireacháin, thug an Chomhairle faoi leasuithe a chur i bhfeidhm láithreach. Moladh tabhairt faoi iniúchadh iomlán ar an suíomh agus na leasuithe cuí a chur i bhfeidhm laistigh de shé mhí. Lena chois sin, iarradh ar an gComhairle tuairisc a chur faoi bhráid na hOifige seo ar an dul chun cinn i leith an tsuímh gréasáin.

## Comhairle Contae na Gaillimhe

Mar chuid lárnach den dara scéim teanga a d'aontaigh Comhairle Contae na Gaillimhe, déantar foráil do sholáthar réimse tábhachtach seirbhísí trí Ghaeilge sa Ghaeltacht. Baineann na gealltanais ab ábhar don iniúchadh go príomha le:

- comhfhareagras agus cruinnithe le pobal na Gaeltachta, agus
- úsáid na Gaeilge ar chomharthaíocht agus in oifigí Gaeltachta

Scrúdaíodh gealltanais a bhain leis an suíomh gréasáin agus seirbhísí idirghníomhacha freisin.

Ní miste a lua gur dhaingnigh an Chomhairle a tríú scéim teanga le linn an iniúchta. An t-aon leasú a rinneadh ar na gealltanais Ghaeltachta ná gur gealladh go n-eiseofar tvúiteanna a bhaineann le ceantair Ghaeltachta i nGaeilge amháin ach amháin nuair atá práinn ag baint leis an teachtaireacht agus nach féidir aistriúchán a sholáthar in am.

## Teanga Oibre in Oifigí Gaeltachta

Dearbhaíodh gurb í an Ghaeilge an teanga oibre in oifigí na Comhairle ar an gCeathrú Rua. Tugadh le fios go bhfuil triúr oifigeach ag obair san oifig agus go bhfuil Gaeilge líofa acu ar fad. Freagraítear glaonna teileafón ag úsáid beannachtaí i nGaeilge amháin agus is féidir leanúint leis an nglaoch sa teanga is rogha leis an gcuistaiméir dá éis.

## Comhfhareagras

Is i nGaeilge amháin nó go dátheangach a bhíonn aon chomhfhareagras ginearálta a thionscnaíonn an Chomhairle leis an bpobal i gceantar Gaeltachta. Cuireadh sampla ar fáil de litir dhátheangach i dtaca le clár na dtoghthóirí. Ina theannta sin, geallann an Chomhairle go gcuirtear míreanna na scéime teanga in iúl d'eagraíochtaí eile a bhíonn ag obair i gcompháirt léi. Tugadh fianaise d'fhógra i nGaeilge a scaip WEEE Ireland maidir le bailiúcháin earraí contúirteacha i gceantar Gaeltachta.

This investigation showed that gaps were still noticeable in the Irish version of the site. This meant that the English version had to be availed of to access necessary information. When this was advised to the Council in a draft monitoring report, the Council undertook amendments immediately. It was recommended that a full audit of the site should take place and that the appropriate amendments would be implemented within six months. The Council was also asked to provide a report to this Office in relation to the progress on the website.



Comhairle Chontae na Gaillimhe  
Galway County Council

## Galway County Council

Provision for a range of important services to be made available through Irish in the Gaeltacht is a central part of the second scheme agreed to by Galway County Council. The commitments that were subject to this investigation relate primarily to:

- correspondence and meetings with the Gaeltacht community, and
- the use of Irish on signage and in Gaeltacht offices

Commitments in relation to the website and interactive services were also examined.

It should be mentioned that the Council confirmed its third scheme during the investigation. The only amendment made to the Gaeltacht commitments was that it was promised that tweets would be issued in relation to Gaeltacht areas in Irish only, except when the message is urgent and a translation cannot be provided in time.

## Working Language in Gaeltacht Offices

Irish was confirmed as the working language of the Council's offices in An Cheathrú Rua. It was noted that three officers work in the office and they all have fluent Irish. Telephone calls are answered with Irish language greetings and the phone call may be continued in the customer's choice of language after that.

## Correspondence

Any general correspondence generated by the Council in a Gaeltacht area is in Irish only, or bilingual. A sample of a bilingual letter in relation to the electoral register was provided. In addition, the Council has committed that other organisations working in conjunction with it are informed of relevant sections of the language scheme. Proof was provided in this case of a notice in Irish, distributed by WEEE Ireland, in relation to dangerous goods collections in a Gaeltacht area.

## Cruinnithe

Dúradh go leanfar le haon chruinniú poiblí, a thionóltar ag an gComhairle nó thar a ceann sa Ghaeltacht, a stiúradh trí Ghaeilge. Tá an cás amhlaidh d'aon chruinniú ina ndéileáiltear le ceisteanna sonracha Gaeltachta. Dúradh go bhféadfaí aistriúchán comhuaineach a sholáthar, dá mba ghá.

Tá gealltanás tugtha freisin gur cainteoirí Gaeilge a bheidh sna hoifigigh a fhreastalaíonn ar chruinnithe le daoine aonair a bhfuil a fhios gurb í an Ghaeilge an teanga is rogha leo, ag tabhairt san áireamh go nglacann an Chomhairle go huathoibríoch leis gurb í an Ghaeilge an rogha theanga sa Ghaeltacht.

## Comharthaíocht

Tá ceithre gealltanás tugtha ag an gComhairle i dtaca le comharthaíocht sa Ghaeltacht. Gealladh go mbainfear earraíocht as siombailí a aithnítear go hidirnáisiúnta ar chomharthaí sa Ghaeltacht in ionad téacs i mBéalra. Tugadh sampla de chomhartha atá in airde ar an Trá Mhór in Indreabhán i dtaca le cathaoir rotha don trá.

Deimhníodh freisin go mbaineann coinníoll teanga le haon chead pleánála a dheonaíonn an Chomhairle i limistéar Gaeltachta, is é sin go mbeadh an chomharthaíocht bhuan ar fad i nGaeilge amháin agus go gcaithfear cruinneas an téacs a dhearbhú leis an gComhairle nó le saineolaí teanga cuí. Cuireadh fianaise ar fáil don Oifig seo go raibh na gealltanais i dtaca le comharthaíocht Ghæltachta á gcomhlíonadh, agus cuireadh samplaí ar fáil de choinníollacha pleánála i dtaca le comharthaíocht a cuireadh le cead pleánála.

## Suíomh Gréasáin & Seirbhísí Idirghníomhacha

Gealladh go mbeadh an Ghaeilge a bhíonn in úsáid i bhfoilseacháin de chuid na Comhairle inlité agus éasca le tuiscint, le haird ar chruinneas i dtaca le litriú caighdeánach agus gramadach. Bhí an suíomh gréasáin ag teacht leis an méid a gealladh.

## Conclúid

Leagadh dréacht den tuarascáil faireachán a bhí ullmhaithe faoi bhráid na gComhairlí, ag áireamh thorthaí an iniúchta agus tugadh deis dóibh aon aiseolas breise a mheas siad a bheadh ábhartha a chur ar fáil dúinn.

Thug Comhairle Contae na Gaillimhe le fios go ndéanfaí nóta de thorthaí agus de mholtáí an iniúchta.

Ghlac Comhairle Contae Dhún na nGall le measúnú na hOifige. Cuireadh in iúl don iniúchadh go raibh roinnt de na leasuithe ar an suíomh gréasáin déanta cheana féin agus cuireadh eolas breise ar fáil maidir leis an gcur chuige a bhí

## Meetings

It was stated that any public meetings convened by the Council or on its behalf in the Gaeltacht would continue to be held in Irish. It is the same case for any meeting dealing with specific Gaeltacht issues. It was stated that simultaneous translation could be provided if necessary.

There is also a commitment that the officials who attend meetings with a person of whom it is known that Irish is their chosen language, will be Irish speakers, factoring in that the Council automatically accepts that Irish is the language of choice in the Gaeltacht.

## Signage

The Council has given four commitments in relation to signage in the Gaeltacht. A commitment was given to use internationally recognised symbols on signs in the Gaeltacht instead of English text. An example was given of a sign which is erected at An Trá Mhór in Indreabhán in relation to a wheelchair for the beach.

It was also confirmed that a language condition pertains to any planning permission granted by the Council in a Gaeltacht area, that all permanent signage would be in Irish only and that the accuracy of the text must be confirmed by the Council or by an appropriate language expert. Evidence was provided to this Office that the commitments in relation to Gaeltacht signage were being complied with, and samples of planning conditions in respect of signage attached to planning permissions were provided.

## Website and Interactive Services

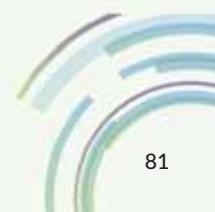
An undertaking was given that the Irish used in the Council's publications would be easy to understand, with attention to accuracy in relation to standard spelling and grammar. The website was in line with what was promised.

## Conclusion

A draft of the monitoring report which had been prepared, including the results of the audit, was forwarded to the Councils, and they were given the opportunity to provide us with any additional feedback they thought relevant.

Galway County Council advised that a note would be made of the results and recommendations of the audit.

Donegal County Council accepted the assessment of the Office. The audit was informed that some of the amendments had already been made to the website and extra information was made available in relation to the approach being taken to implement all the





á ghlacadh chun moltaí uile an iniúchta a chur i bhfeidhm. Thug Comhairle Contae Dhún na nGall le fios go ndíreodh an Chomhairle go príomha ar chur i bhfeidhm na moltaí a bhain leis an suíomh gréasáin agus an Ghaeilge mar theanga oibre san oifig ar an gClochán Liath.

I dtaobh an tsuímh gréasáin, chuir an Chomhairle in iúl go ndéanfaí athbhreithniú agus leasú air i gcaitheamh tréimhse sé mhí agus go gcuirfí tuarascáil i dtaobh na hoibre sin faoi mo bhráid roimh dheireadh mhí Mheán Fómhair. Gealladh freisin go mbeadh seirbhís trí Ghaeilge ar fáil don phobal in oifigí Gaeltachta na Comhairle ach í a iarraidh. Dúradh nach bhfuil sé indéanta sa ghearrthréimhse an Ghaeilge a bheith ina teanga oibre san oifig ar an gClochán Liath, in ainneoin an cheanglais reachtúil.

Tugadh mar chúis leis seo nach bhfuil an fhoireann iomlán inniúil sa Ghaeilge, mar go ndeachaigh roinnt den fhoireann a raibh Gaeilge líofa acu ar scor idir 2009 agus túis 2017, le linn an chúlaithe eacnamaíoch. B'éisgean don Chomhairle daoine a cheapadh ina n-áit ón lín ball foirne a bhí aici cheana féin, cuid acu nach raibh líofa sa Ghaeilge, de bharr na srianta a bhí i bhfeidhm i dtaobh cúrsaí earcaíochta ag an am.

recommendations of the audit. It was advised by Donegal County Council that the Council would focus primarily on the implementation of the recommendations that related to the website and to Irish as a working language in the office in An Clochán Liath.

In relation to the website, the Council stated that a review and amendments will take place over a six month period and that a report on that work will be sent to me before the end of September. A commitment was also given that an Irish language service would be made available to the public on request in the Council's Gaeltacht offices. It was stated that it is not possible in the short-term to have Irish as the working language in the office in An Clochán Liath, despite the statutory requirements.

The reason given for this is that not all of the staff are competent in Irish, due to the fact that a number of staff who were fluent in Irish retired between 2009 and early 2017, during the economic recession. The Council was obliged to appoint people in their place from its current complement, some of whom were not fluent in Irish, due to the restrictions which were in place in respect of recruitment at the time.

# CÓRAIS RÍOMHAIREACHTA OIFIG NA gCOIMISINÉIRÍ IONCAIM

## Achoimre

Tá Oifig na gCoimisinéirí loncaim aitheanta ar cheann de na comhlacthaí poiblí a chuireann réimse leathan seirbhísí ar fáil i nGaeilge. Díríodh san iniúchadh seo go príomha ar ghealltanais a bhain le cumas chórais ríomhaireachta agus chórais idirghníomhacha na gCoimisinéirí loncaim glacadh leis an síneadh fada. Le tamall anuas bhí roinnt gearán á bhfáil ag m’Oifig maidir le deacrachtá leanúnacha a bhí ag custaiméirí agus iad ag úsáid téacs ina raibh síntí fada ar chórais éagsúla de chuid na gCoimisinéirí loncaim.

Ghlac na gearánaigh leis go raibh seirbhís chuimsitheach á cur ar fáil i nGaeilge ag Oifig na gCoimisinéirí loncaim ach b’ábhar frustrachais dóibh go raibh ag cliseadh ar an gcóras tar éis a nuashonraithe de bharr nach raibh ar a chumas glacadh leis an síneadh fada. Glacadh leis gur cuireadh an fabht ina cheart nuair a cuireadh an deacracht ar a síule do na Coimisinéirí loncaim ach ba léir go bhféadfadh go raibh fadhb chórásach sa chur chuige nuair a bhí an fhadhb seo ag teacht chun cinn ar bhonn rialta.

Sa lá atá inniu ann tá níos mó úsáide á bhaint as córais ríomhaireachta chun rochtain a fháil ar sheirbhísí. Tá an méid sin le brath go láidir i gcás na gCoimisinéirí loncaim agus seirbhísí breise á gcur ar fáil go leictreonach i gcomhréir le straitéis seirbhísí leictreonacha an Rialtais. Tá infhaighteacht na seirbhísí trí Ghaeilge agus ábaltaíocht an chórais déileáil leis an nGaeilge ríthábhachtach agus tá sin aitheanta ag na Coimisinéirí loncaim ina scéim teanga. Dhaingnigh an tAire an chéad scéim teanga le hOifig na gCoimisinéirí loncaim sa bhliain 2005 agus an dara scéim sa bhliain 2013.

Theastaigh uaim a scrúdú an raibh na córais ríomhaireachta ar fad in ann glacadh leis an síneadh fada, agus eolas a fháil ar an modh tástála a bhí in úsáid le cinntíú go bhfeidhmeodh an síneadh fada i ndiaidh gach nuashonraithe. Bheartaigh mé tabhairt faoin iniúchadh i dtrí chéim éagsúla:

1. Scrúdú a dhéanamh ar na gearáin a bhí faigte ag an Oifig seo ar an ábhar go dtí seo,
2. Freagra i scribhinn a lorg ar cheisteanna sonracha, agus
3. Táistíl fhisiciúil a dhéanamh ar an gcóras ar an bhfreagra sin a fháil, lena n-áirítear cruinniú agus plé le lucht tástála.

## COMPUTER SYSTEMS OF THE OFFICE OF THE REVENUE COMMISSIONERS

### Summary

The Office of the Revenue Commissioners is recognised as one of the public bodies that provided a wide range of services through the Irish language. This audit focused mainly on commitments concerning the ability of the computer systems and the interactive systems of the Revenue Commissioners to accept the acute accent or *síneadh fada*. For some time, my Office has been in receipt of complaints regarding the ongoing difficulties customers had in using text with *síntí fada* on various systems of the Revenue Commissioners.

The complainants accepted that the Office of the Revenue Commissioners is providing a comprehensive service in Irish, but it was a matter of frustration to them that the system was crashing after updating, as it could not deal with the *síneadh fada*. It was accepted that the fault was corrected each time, once pointed out to the Revenue Commissioners, but it appeared that there may have been a systemic error in the process, as this problem came to the fore regularly.

The use of computer systems to access services is increasing daily. That is clearly the case with the Revenue Commissioners, where there are more electronic services made available in line with the Government’s electronic services strategy. The availability of services through Irish and the ability of the system to deal with the Irish language is clearly of utmost importance, and that is recognised by the Revenue Commissioners in their language scheme. The Minister approved the Revenue Commissioners’ first language scheme in 2005 and the second scheme in 2013.

I needed to ascertain if all the computer systems were able to deal with the *síneadh fada*, and to gather information regarding the testing method in use to ensure the *síneadh fada* functions following every update. I decided to undertake the audit in three different stages:

1. An audit into the complaints on the subject received by the Office to date,
2. Seek a written answer to specific questions, and
3. Undertake a physical testing of the system on receipt of that answer, including a meeting and discussion with the testing group.



## Cuid 1 den Iniúchadh: Scrúdú a dhéanamh ar na gearáin a bhí faigte ag an Oifig seo ar an ábhar

Bhí roinnt gearán faigte le cúpla bliain anuas i dtaca le deacrachtáí a bhí ag an gcóras plé leis an síneadh fada. Thug gearánach amháin le fios gur tharla sé go tráthrialtá, nuair a rinneadh uasghrádú ar an gcóras, nach raibh sé in ann aon ainm le síneadh fada a chur isteach. I measc na samplaí a tugadh i rith na mblianta bhí (1) fadhb leis an síneadh fada a úsáid in aitheantas fostaíochta, agus (2) síneadh fada in ainm ar chuntas bainc.

## Cuid 2 den Iniúchadh: Freagra i scríbhinn a lorg ar cheisteanna sonracha

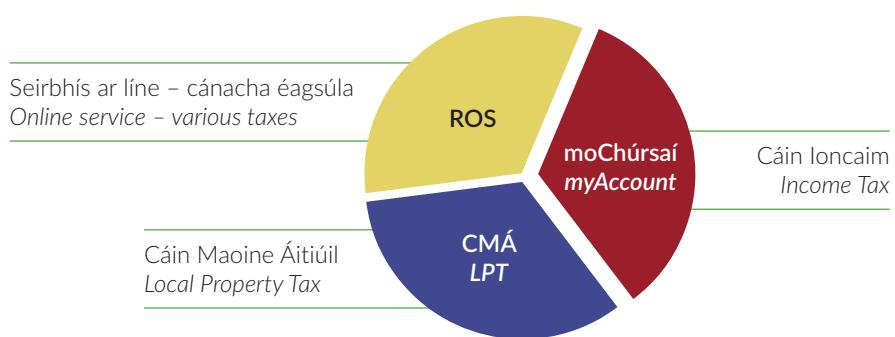
Tugadh le fios sa fhreagra a cuireadh ar fáil ar an gceistneoir a seoladh chuig na Coimisinéirí loncaim go bhfuil 3 phríomh-fheidhmchlár/phríomhchórás i bhfeidhm ag an oifig sin (ROS, moChúrsaí agus CMÁ). Tugadh miondealú ar na seirbhísí éagsúla uile atá ar fáil trí ROS – 106 seirbhís ina iomláine. Astu sin, tugadh le fios go raibh 6 cinn nach raibh ar fáil i nGaeilge – 2 cheann a bhaineann le faoiseamh úis a éileamh ar mhorgáiste ag an bhfoinse, agus 4 cinn a bhaineann le cúrsáid custam agus máil.

## Part 1 of the Audit: Examine the complaints on the matter received by the Office

A number of complaints were received over the past couple of years regarding the difficulties the system had in dealing with the *síneadh fada*. One complainant stated that it was a regular occurrence, when the system was upgraded, that he was not able to enter any name with a *síneadh fada*. The examples given over the years included (1) a difficulty using the *síneadh fada* in employment identity, and (2) a *síneadh fada* in a name on a bank account.

## Part 2 of the Audit: Written answer requested for specific questions

In the answer provided to the questionnaire sent to the Revenue Commissioners, it was advised that there are 3 main applications/systems operated by that office (ROS, myAccount and LPT). A breakdown on all the various services available through ROS was given – 106 services in total. Of those, it was advised that 6 were not available in Irish – 2 relating to claiming tax relief on a mortgage at source, and 4 relating to customs and excise.



Áitíodh go dtugann an próiseas trína ndéantar na seirbhísí a uasdátú go rialta deis saincheisteanna dá leithéid a réiteach nuair a shainainthítear iad agus cuireadh in iúl go bhfuil ball foirne atá ag obair go sonrach chun bearnaí a aimsiú sna leaganacha Gaeilge de ROS agus na seirbhísí a thabhairt cothrom le dáta dá réir.

## Cuid 3 den Iniúchadh: Tástáil fhisiciúil a dhéanamh ar an gcóras ar an bhfreagra sin a fháil, lena n-áirítear cruinniú agus plé le lucht tástála

Thug oifigeach de chuid m'Oifige cuairt ar Láirionad Tastálacha Teicniúla na gCoimisinéirí loncaim i mí Lúnasa 2019. Rinneadh plé leis an Rannóg Cothabhála agus Feabhsaithe, ina raibh 12 bhall foirne – beirt cheannairí agus deichniúr ball foirne eile. Is í an rannóg seo atá freagrach as aon obair nuashonraithe ar na córais ríomhaireachta éagsúla. Socraíodh na córais seo a leanas a scrúdú – córais faoinar cuimsíodh gnéithe éagsúla de thrí phríomhchórás ar líne na gCoimisinéirí loncaim:

It was maintained that the process to regularly update the services gives an opportunity to resolve such issues as they arise, and it was stated that a staff member was specifically working to locate the gaps in the Irish versions of ROS and to update the services.

## Part 3 of the Audit: Physical testing of the system on receipt of that answer, including a meeting and discussion with the testing group

An official from my Office visited the Central Technical Testing division of the Revenue Commissioners in August 2019. Discussions were held with the Maintenance and Enhancement section, with 12 members of staff – two controllers and ten staff. This is the section responsible for the upgrading work on the various computer systems. During the audit, it was decided to examine the following systems, which included different aspects of three main online systems of the Revenue Commissioners:

MoChúrsaí MyAccount	ROS	CMÁ LPT
Iarratas ar fhoirm P21 Application for form P21	Mír HTB HTB segment	Aisíoc DIRT DIRT rebate
	Form 61(A) – Aisíoc CBL ar threalamh leighis Form 61(A) – VAT rebate on medical equipment	
	Treoir Dhochair Debit instruction	

Tugadh le fios gurb é an Lárionad Tástálacha Teicniúla ionad barr feabhaíos tástálacha na gCoimisinéirí loncaim agus go bhfuil deimhniú ISO 29119 bainte amach aige. Cuireann sé saineolas agus rialachas ar fáil i leith gach gné de tháistíl fheidhmiúil agus neamhfheidhmiúil na gCoimisinéirí loncaim le haghaidh córais bogearraí a fhobráitear go hinmheánach agus ag tríú páirtithe. Dearbhaíodh le linn na cuairte go n-áirítear an riachtanas maidir leis an síneadh fada i gcéim an chritéir inghlacthachta den táistíl.

Iarradh soiléiriú i dtaca leis an té atá ag obair go leanúnach leis na bearnaí sa leagan Gaeilge de ROS a líonadh chun go bhféadfaí labhairt leis nó léi faoin obair a bhí idir lámha. Tugadh le fios go raibh duine ag obair ar an tionscadal sin ar chonradh 6 mhí ach go raibh deireadh tagtha leis an gconradh sin i rith an tsamhraidh. Ní ar na bearnaí ar an scáileán ná ar an nGaeilge mhíchruinn a bhí an obair seo dírithe ach ar an gcód ríomhairesachta.

Dúradh go bhfuil na scórtha mílte línte coid mar chúlra ag an gcóras ROS agus toisc gur forbraíodh é sula raibh dualgas reachtúil é a bheith curtha ar fáil go comhuaineach i nGaeilge go bhfuil bearnaí móra ó thaobh na Gaeilge de. Is gá dul trí na línte aonaracha coid ina gceann agus ina gceann chun na bearnaí seo a shainaithe. Taobh amuigh de sin, ní thagann na bearnaí chun solais ach nuair a dhéanann duine iarracht an córas a úsáid agus nach mbíonn an toradh cuí ar an mbeart a dhéanann siad. Dearbhaíodh nach bhfuil aon duine ag obair ar an tionscadal seo i láthair na huairé agus nach eol cathain a bheidh arís. Dúradh go gcuirfí fáilte roimh aon eolas maidir le heasnaimh nón míchruinneas ar na scáileán Ghaeilge chun é sin a chur ina cheart.

## Dréacht-tuairisc

Leagadh dréacht-tuairisc faireacháin faoi bhráid Oifig na gCoimisineirí loncaim le haon earráid nón míchruinneas a bhí áirithe inti a chur ar a síúle don iniúchadh. Dúirt na Coimisinéirí loncaim gur aithníodh dhá fhadhb maidir le síntí fada in 5 cinn de na 130 seirbhís a scrúdáodh agus thug siad an méid seo le fios ina leith:

1. **Cuntas Bhainc:** Leagtar síos sa phrótacl AE SEPA nach nglactar le síntí fada ina chuid sonraiochtaí. Ina theannta sin, ní fhéadann roinnt córas bainc glacadh le síntí fada ach an oiread. Mar chuid de na seirbhísí níos

It was advised that the Central Technical Testing Centre was the Revenue Commissioner's testing centre of excellence and that it has achieved the ISO 29119 certification. It provides expertise and governance for every aspect of the Revenue Commissioners functional and non-functional testing of software systems developed internally and by third parties. It was confirmed during the visit that the requirement for the *síneadh fada* is included in the acceptability criterion for the testing.

Clarification was requested regarding the person who was working to fill the gaps in the Irish version of ROS, so that this matter could be discussed with them. Revenue advised that a person had been working on that project on a 6-month contract, but that contract had ended during the summer. Furthermore, Revenue advised that the work involved was not focused on the on-screen gaps or on inaccurate Irish, but solely on the computer code.

Revenue stated that there are thousands of lines of code as a background to the ROS system, and as it was developed before the statutory obligation to provide it simultaneously in Irish, there are large gaps in the Irish version. It is necessary to go through each single line of code, one by one, to identify these gaps. Aside from that, the gaps cannot be identified until someone attempts to use the system and does not achieve the required result. It was confirmed that nobody is working on this project at present and that it is not known when there will be. It was stated that any information will be welcomed regarding omissions or inaccuracies on the Irish screens, and that Revenue will amend on receipt of this information.

## Draft report

A draft monitoring report was issued to the Revenue Commissioners, to advise the audit of any error or inaccuracy. In their answer to that draft-report, the Revenue Commissioners said they noted that two problems had been identified in relation to síntí fada in 5 of the 130 services examined, and they said the following:

1. **Bank Accounts:** EU SEPA Protocol states it does not accept síntí fada in its specifications. Some bank systems are unable to accept síntí fada either. As part of the older systems of





sine atá ag na Coimisinéirí loncaim, tá bailíochtú ar an scáileán, rud a chuireann cosc ar inghlacthacht le síntí fada. I gcásanna eile, tá síntí fada ann agus baintear amach iad sa chúlra chun cloí le prótacail SEPA. Is é seo ár gcur chuige caighdeánach dár bhforbairtí nua agus déanfar ais-suiteáil orthu de réir na seirbhísí níos sine mar chuid den timthriall cothabhála.

Is cur chuige il-oriúnach i leith teangacha é seo, agus léiríonn sé an dul chun cinn leanúnach atá á dhéanamh ag éiceachóras ríomhaireachta na gCoimisinéirí loncaim, a bhfuil seirbhísí leagáide mar chuid diobh agus a forbraíodh le bailliochtú ionsuite iontu a chuireann cosc ar shíntí fada a chur isteach.

2. **Seoltáí ríomhphoist:** I gcás amháin, níor ghlac ár gcóras le síneadh fada sa réimse seoladh ríomhphoist. Forbraíodh an tseirbhís seo roinnt blianta ó shin agus ag an am sin, bhí srian códála ginearálta i bhfeidhm ar shíntí fada a bheith san áireamh i seoltáí ríomhphoist, mar gheall ar phrótacail ríomhphoist ag an am. Glacann na Coimisinéirí loncaim leis an moladh atá á dhéanamh agus cuirfidh nuashonrú san FDS chun an riachtanas seo a leagan síos.”

Dúirt na Coimisinéirí loncaim go bhfuil siad sásta tríd is tríd go bhfuil próisis láidre i bhfeidhm le cinntíú go nglacann a gcórais le síntí fada agus go ndéantar tástáil chuimsitheach ar na córais maidir leis an riachtanas seo nuair atá athruithe bogearra á ndéanamh. Fáiltím roimh na gníomhartha atá á nglacadh ag na Coimisinéirí loncaim leis na réimsí seo a réiteach. Ba chóir a shoiléiriú chomh maith, dar ndóigh, gur líon teoranta córas a scrúdaíodh, ar bhonn samplach, mar chuid den iniúchadh.

Thug na Coimisinéirí loncaim roinnt soiléirithe chomh maith maidir le roinnt fadhbanna mí-aistriúcháin a tháinig chun cinn le linn an phróisis iniúchta. Seo a leanas an méid a bhí le rá acu ar an ábhar seo:

“Fuarthas ceithre shampla de mhí-aistriúcháin. Tá cur chuige dea-chleachtais i bhfeidhm ag na Coimisinéirí loncaim chun téacs a aistriú go Gaeilge dá seirbhísí ar líne. Tá ionad barr feabhas aistriúcháin ag na Coimisinéirí loncaim i nGaillimh agus tá an rogha againn chomh maith aistriúcháin a sheachfhoinsíú chuig soláthraithe seirbhíse aistriúcháin más gá. Leanfaidh na Coimisinéirí loncaim ar aghaidh aon bhotúin aistriúcháin a shainainítear a cheartú, agus táthar den tuairim go bhfuil sé léirithe go bhfuil an cur chuige atá i bhfeidhm faoi láthair praiticiúil agus an-rathúil i dtaobh aistriúcháin sásúla a chur ar fáil i bhformhór na gcásanna.”

Aithníonn an Oifig seo an tábhacht a bhaineann leis an t-ionad barr feabhas aistriúcháin atá lonnaithe i nGaillimh. Bheadh sé fóinteach clár pleánalite a bheith ann chun athbhreithniú a dhéanamh ar an téacs i nGaeilge ar na córais ríomhaireachta.

the Revenue Commissioners, there is validation on the screen, which restricts the acceptance of síntí fada. In other cases, síntí fada are permitted and these are removed in the background to adhere to SEPA protocols. This is our standard approach for our new developments and they will be retrofitted, as part of the maintenance cycle.

This is a multi-purpose approach in relation to languages, and it shows the continued progression of the Revenue Commissioner's computer ecosystem, which in part contains legacy services, and was developed with validation built-in which restricts the input of síntí fada.

2. **Email addresses:** In one case, our system did not accept the síneadh fada in an email address. This service was developed a number of years ago and at that time, there was a general coding restriction in place on the inclusion of síntí fada in email addresses, because of email protocols at the time. The Revenue Commissioners accept the proposal being made and an amendment will be made to the FDS to include this necessity.”

The Revenue Commissioners said that they are satisfied, overall, that strong processes are in place to ensure their systems accept síntí fada and that a comprehensive test on the systems is done in relation to this obligation when software changes are being made. I welcome the actions being taken by the Revenue Commissioners in resolving these areas. It should also be clarified, of course, that a limited number of systems were examined, on a sample basis, as part of the audit.

The Revenue Commissioners gave some clarification also in relation to some problems with inaccurate translations that were identified during the audit process, and had the following to say on the matter:

“Four samples of inaccurate translations were identified. The Revenue Commissioners have a best practice approach in place to translate text to Irish for their online services. The Revenue Commissioners have a translation centre of excellence in Galway, and we also have the option of outsourcing translations to translation service providers, if required. The Revenue Commissioners will continue to amend any translation errors identified, and they are of the opinion that it is evident that the approach in place at the moment in respect of providing satisfactory translations is practical and successful in the majority of cases”.

This Office recognises the importance of the translation centre of excellence, based in Galway. It would be beneficial for a planned programme to be in place to review the Irish language text in the computer systems.

Thug na Coimisinéirí loncaim le fios do m'Ofig go gcinntíonn siad go dtagann an t-aistriúchán sonraithe Gaeilge sna doiciméid dearaidh leis an táirge deiridh, ar an scáileán agus san aschur fisiceach araon. Thug siad le fios chomh maith nach bhfuil an saineolas ag aon bhall fairne i Lárionad Tástálacha Teicniúla na gCoimisinéirí chun astriúchán Gaeilge a mheasúnú. Tuigtear dúinn ón méid seo go bhfuil socruthe i bhfeidhm lena gcinntítear go mbíonn aon fhorbairt nua cruinn ó thaobh na Gaeilge de.

Dearbhaíodh go gcuireann na Coimisinéirí loncaim os cionn 130 seirbhís ar líne ar fáil agus gur bailfodh os cionn €70 billiún trí na seirbhísí sin in 2019. Dúirt na Coimisinéirí loncaim go bhfuil siad tiomanta go hiomlán do sheirbhís a chur ar fáil do chustaiméirí ar mian leo a ngnó a dhéanamh trí Ghaeilge. Cuireadh in iúl go gcuireann na Coimisinéirí loncaim na seirbhísí sin ar fáil do thuairim agus 3,800 custaiméir a roghnaigh a ngnó a dhéanamh trí Ghaeilge.

Dearbhaíodh chomh maith go ndéantar gach seirbhís nua a fhorbairt chun an fheidhmiúlacht riachtanach a chur ar fáil le gur féidir gnó a dhéanamh trí Ghaeilge, go bhfuil próisis tástála na gCoimisinéirí loncaim deimhnithe go caighdeán ISO29119 agus go n-áirítear sna próisis sin roinnt seiceálacha sonracha lena chinntí go nglactar leis an nGaeilge agus le síntí fada.

Ba léir gur cuireadh feabhsúcháin i gcrích de thoradh na ngearáin a rinneadh go dtí seo agus fáiltítm roimh an gcur chuige sin.

## Príomhthorthaí / Fionnachtana

Tá réimse leathan seirbhísí ar líne curtha ar fáil i nGaeilge ag Oifig na gCoimisinéirí loncaim, agus tá rochtain anois ar fhormhór na seirbhísí a chuirtear ar fáil don duine aonair i nGaeilge. Tá roinnt feabhsúchán curtha in áit sa chóras tástála chomh maith, in iarracht teacht roimh aon deacrachartaí a d'fhéadfadh eascairt, go háirithe i gcás tástáil don síneadh fada agus tionchar nuashonruithe ar úsáid an tsínidh fhada. Teastaíonn céim bhreise sa chóras tástála lena chinntí go n-áirítear an síneadh fada mar is cuí ag céim na tástála.

Tríd is tríd, ba léir go bhfuil rochtain ar réimse leathan seirbhísí i nGaeilge agus go bhfuil na seirbhísí sin ag feidhmiú mar is cóir agus ábalta déileáil leis an síneadh fada, den chuid is mó. Mar sin féin, bhí roinnt bearnaí sna córais. Bhain siad sin leis na nithe seo a leanas:

- fadhbanna le húsáid an tsínidh fhada ar ainm ar chuntas bainc agus i seoladh ríomhphoist,
- mí-aistriúcháin,
- líon na gcarachтар a cheadaítear in ainm, agus
- aischur i mBéarla ar ionchur Gaeilge.

The Revenue Commissioners advised my Office that they ensure that the Irish translations specified in the design documents are in accordance with the final product, on the screen and also in the physical output. They also advised that there is no member of staff in Revenue's Central Technical Testing division with the expertise to assess Irish translations. It is our understanding that arrangements are in place to ensure that any new developments are accurate in relation to the Irish language.

It was confirmed that the Revenue Commissioners provide more than 130 services online, and that in excess of €70 billion was collected by means of these services in 2019. The Revenue Commissioners stated they are fully committed to providing a service to those who wish to conduct their business through Irish. The Revenue Commissioners stated that they provide these services to approximately 3,800 customers who choose to conduct their business through Irish.

It was also confirmed that every new service is developed to provide the required functionality so business may be conducted through Irish, that the Revenue Commissioner's testing processes are validated to ISO29119 standard and that some specific checks are factored into these processes ensuring the Irish language and síntí fada are accepted.

It was clear from the audit that improvements were implemented as a result of the complaints made to date and I welcome that approach.

## Main outcomes / Findings

The Office of the Revenue Commissioners has provided a wide range of online services in Irish, and there is access now to an Irish version of the majority of services provided for individuals. Some improvements have also been put in place in the testing system, in an effort to pre-empt any difficulties that could arise, especially in testing for the síneadh fada and the impact of updating on the use of the síneadh fada. An extra step is required in the testing system to ensure the síneadh fada is included, as appropriate, at the testing stage.

Overall, it was clear that there is access to a wide range of services in Irish and that those services are operating as they should, and capable of dealing with the síneadh fada, for the most part. Nevertheless, there were some gaps in the systems. These related to

- difficulties in using the síneadh fada in a name on a bank account and in an email address,
- inaccurate translations,
- the number of characters permitted in a name, and
- output in English as a result of input in Irish.





Ní mór díriú ar an obair a bhaineann leis na míchruinnis agus bearnaí sna scáileán Ghaeilge a leigheas. Pléadh roinnt mionleasuithe a d'fhéadfá a chur leis an tástáil, agus áiríodh iad sin sna moltaí a rinneadh.

## Príomh-mholtaí

Áirítear ar phríomh-mholtaí an iniúchta:

- go gcuirfí céim bħreise leis an tsonraíocht dearaidh feidhme, atá mar bhunchloch sa phróiseas uasdáitithe, lena chinntiú go ndéantar an síneadh fada a áireamh mar chuid den bhundearadh ó thús,
- go gcuirfí le lón na gcarachtar a cheadaítear d'ainmneacha ar an gcóras agus go gceartófaí na botúin a tháinig chun solais le linn an iniúchta,
- go ngabhfai i ngleic go cuí leis na bearnaí atá sa leagan Gaeilge atá fós sa chód ríomhaireachta a úsáidtear in 'ROS'.

Attention should be concentrated on the work required to fix the inaccuracies and fill the gaps on the Irish-language screens. Some minor amendments were discussed during the audit which could be added to the testing, and these were included in the recommendations made.

## Main recommendations

The main recommendations of the audit included:

- that an extra step be put in place for the Functional Design Specification (FDS), which is the cornerstone of the updating process, to ensure that testing the *síneadh fada* is included as part of the primary design from the outset,
- that the amount of characters permitted for names in the system is increased and that the errors that were identified during the audit are amended,
- that the gaps still in the Irish version in the computing code in use by 'ROS' are appropriately addressed.

## AGUISÍN A | APPENDIX A

### Comharthaíocht ag Suíomhanna Oidhreachta | Signage at Heritage Sites

#### Carraig Phádraig | Rock of Cashel



#### Caisleán Chill Chainnigh | Kilkenny Castle



## Caisleán Dhún Garbhán | Dungarvan Castle



## Crannlann & Páirc Chuimhneacháin JFK | JFK Memorial Park & Arboretum



## Teach Cogaidh an Ghorta Mhór 1848 | Famine Warhouse 1848



Cluin Mhic Nóis | Clonmacnoise



Ionad Cuirteoirí Bhrú na Bóinne | Brú na Bóinne Visitor Centre



## Ionad Cuairteoirí Chath na Bóinne | Battle of the Boyne Visitor Centre



## Ionad Cuairteoirí Ghleann Dá Loch | Glendalough Visitor Centre



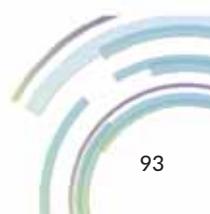
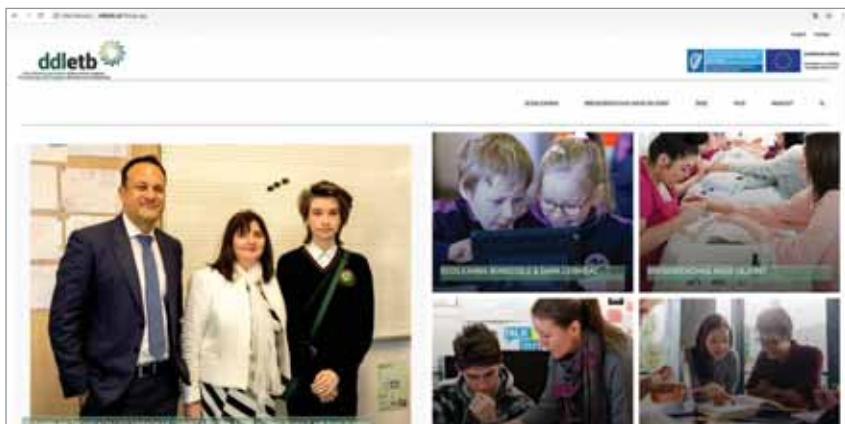
## Teamhair | Hill of Tara



## AGUISÍN B | APPENDIX B

### Boird Oideachais agus Oiliúna | Education and Training Boards

Bord Oideachais agus Oiliúna Átha Cliath agus Dhún Laoghaire  
Dublin and Dún Laoghaire Education and Training Board



## Bord Oideachais agus Oiliúna Chill Dara agus Chill Mhantáin | Kildare and Wicklow Education and Training Board

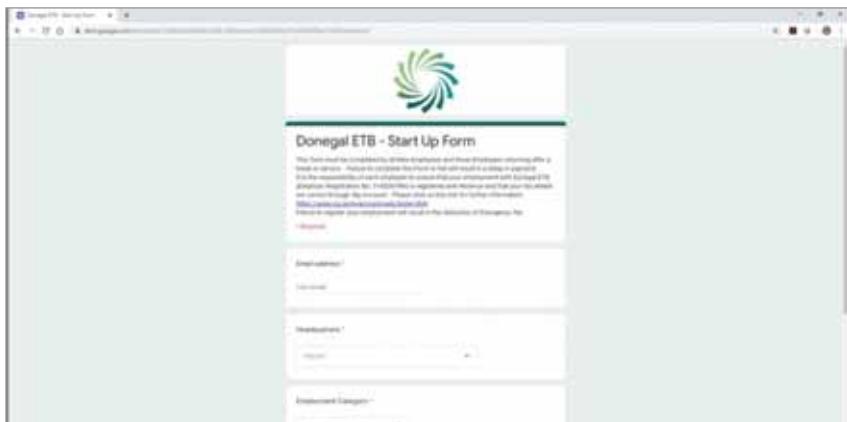
The screenshot shows the homepage of the Kildare and Wicklow Education and Training Board (Kwetb) website. The top navigation bar includes links for 'Gaeilge', 'Log In', 'Registration', 'Search', 'Contact Us', 'Feedback', 'Report a Problem', and 'Logout'. Below the navigation is a large green banner with the text 'Maoiniú' and 'Cúpla focal nua agus níos mó ar fud an tsíniú'. To the right of the banner is a sidebar menu with sections for 'Education & Training', 'Employment', 'Healthcare', 'Community & Volunteering', 'Child Abuse', 'Teagasc', and 'Services'. Below the sidebar are several service links: 'EUROPEN LEARN', 'Kwetb Internet Library', 'App Learning', and 'Do you want a University National'.

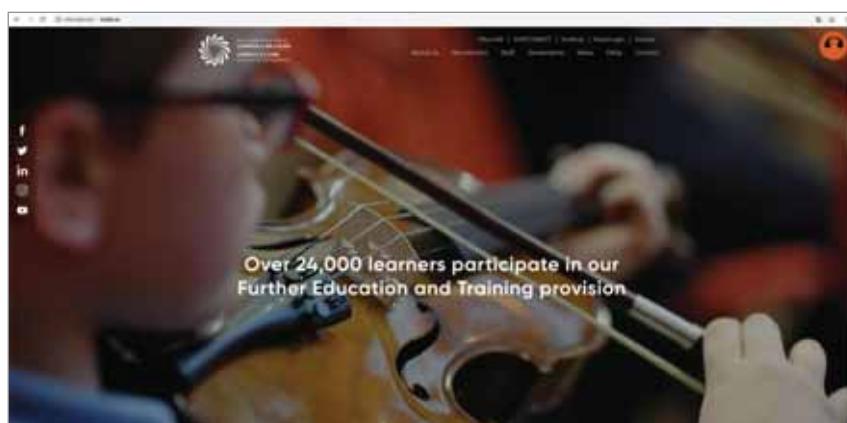
The screenshot shows a search results page on the Kwetb website. The search term 'Leathanach Gan Aimsíodh' has been entered into the search bar. The results list includes 'Leathanach Gan Aimsíodh' (with a link to 'http://www.kwetb.ie/leathanach-gan-aimsiodh'), 'Kwetb Internet Library', 'App Learning', and 'Do you want a University National'.

The screenshot shows a profile page for Michael J. Curran, President of the Kildare and Wicklow Education and Training Board. The page features a large photo of Michael J. Curran, his name, title, and contact information. It also includes a sidebar menu with sections for 'Education & Training', 'Employment', 'Healthcare', 'Community & Volunteering', 'Child Abuse', 'Teagasc', and 'Services'.

The screenshot shows the 'Adult Guidance and Information Service' page on the Kwetb website. The page includes a brief introduction, a list of services provided by the service, and a sidebar menu with sections for 'Education & Training', 'Employment', 'Healthcare', 'Community & Volunteering', 'Child Abuse', 'Teagasc', and 'Services'. Below the sidebar are service links: 'Kwetb Internet Library', 'App Learning', and 'Do you want a University National'.

## Bord Oideachais agus Oiliúna Dhún na nGall | Donegal Education and Training Board





**Fáilte**

Welcome to the website of Limerick and Clare Education and Training Board. It is the state education and training authority for the Limerick and Clare region in Ireland. This authority provides a range of services to the community, including further education and training, adult learning, youth work, and community development.

In this regard, it promotes first by facilitating the work of our schools, our libraries and communities in developing its citizens, business, community and enterprise needs; the authority contributes to the social and economic prosperity of the region, in fulfilling its general commitment to creating an intelligent society in Clare and Limerick.

George O'Donnell  
George.O'Donnell@lctb.ie

## AGUISÍN C | APPENDIX C

### Comharthaíocht ag Institiúidí Tríú Leibhéal | Signage at Third Level Institutions

Ollscoil na hÉireann, Gaillimh | National University of Ireland, Galway



Coláiste na hOllscoile, Corcaigh | University College Cork



An Coláiste Ollscoile, Baile Átha Cliath | University College Dublin



Ollscoil na hÉireann, Má Nuad | National University of Ireland, Maynooth



## AGUISÍN D | APPENDIX D

### Suíomhanna Gréasáin na nÚdarás Áitiúil | Local Authority Websites

#### Comhairle Cathrach agus Contae Luimnigh | Limerick City and County Council



# Comhairle Cathrach agus Contae Phort Láirge | Waterford City and County Council

The screenshot shows the main navigation bar with links for Fire Safety, Local Plan, Library, and MapAlert. Below the navigation are four service cards: Fire Safety (with a photo of a building), Local Plan (with a photo of a cityscape), Library (with a photo of books), and MapAlert (with a photo of a smartphone displaying a map).

This screenshot displays the 'Rannóg Comhshaoil' (Community Plan) section. It includes a summary of the plan's objectives, a list of key actions, and a 'Community Plan' button.

**Rannóg Comhshaoil**

Bláin Rannóg Comhshaoil freagairt as ríomhaí meathúin rúsdal, ina measc:

- Bhreacan - Comhshaoil ar meastas cosúil agus smacht an bhásca, ar dhompháid measmholtachais agus ar feadh each roimh eachláis.
- Freastach - Tá sé ar an stíl agus agus freastach chomhfhéachail a chuir chomháit i meastas ar aon trách agus agus aon trách.
- Chomháit - Chomháit ar h-ainm guradhacháin báistíre agus ordúchais ar an tráthnóna agus ar imreoirí.

Tá úsáid ag an Rannóg Nua ceannairí de chuid an Rannóga agus aon trách go thíos agus in éineacht Phort Láirge.

**Rachumann ar Eolas ar Chomhshaoil**

Tá an Rannóg Nua ceannairí de chuid an Rannóga agus an Rannóga (Léarsc 2007 - 2014) agus (Léarsc 2015 de 2014) ón mbunús seo idir 18 Meán Fómhair 2014. Is é an Rannóg Nua ceannairí de chuid an Rannóga (Léarsc 2007 - 2014) agus (Léarsc 2015 de 2014) ón mbunús seo idir 18 Meán Fómhair 2014. Tá an Rannóg Nua ceannairí de chuid an Rannóga (Léarsc 2007 - 2014) agus (Léarsc 2015 de 2014) ón mbunús seo idir 18 Meán Fómhair 2014.

**Gníomhaigh Ríomhthaithe**

Táimid ag leanúint ag obairí móraí a thairiú ar an eolais inar gheall ar an Spóideála Forbacháil Dúinneach (Bíobairach) agus Ríomhthaithe Gníomhaigh.

[Teagmháil leis an Rannóg Comhshaoil](#)

The screenshot shows the 'Online Payments' section with links for Traffic Fines, Rent, Utility Bills, and other services.

**Online Payments**

Home | Online Payments

[TRAFFIC FINES](#) [RENT](#) [UTILITY BILLS](#) [HEATING LOANS](#) [FIRE CHARGES](#)

[RENT ACCOMMODATION SCHEME](#) [MOTOR TAX](#) [PROPERTY TAX](#) [ELECTRICITY](#)

The screenshot shows the 'Do Chomhairleoirf' (Councilor Information) section. It includes a list of Councillors and their contact details.

**Do Chomhairleoirf**

Síleáil | Do Chomhairleoirf | Chomhairleoirf

Bogchealgadh Comhairle Cathrach & Contae Phort Láirge 22 Ionádaí, a roghnaighidh tar éis Toghcháin Áitiúil 2014.

Tá 37 Teachtaí ag Cathair agus ag Contae Phort Láirge ann, ag úsáidte ag Comhairleoirí i gCogadharsaí fírinne an oibhreacha.

**Councillors**

- Liam Ó Catháin (Fianna Fáil)
- Declan Ó Catháin (Fianna Fáil)
- Padraig Ó Catháin (Fianna Fáil)
- Diarmuid Ó Catháin (Fianna Fáil)
- John Ó Catháin (Fianna Fáil)

**Dom Comhairle / Local Halls**

- Deirdre Doherty (Fianna Fáil)
- Dermot Ó Catháin (Fianna Fáil)
- James Ó Catháin (Fianna Fáil)
- Pat Ó Catháin (Fianna Fáil)
- Seán Ó Catháin (Fianna Fáil)

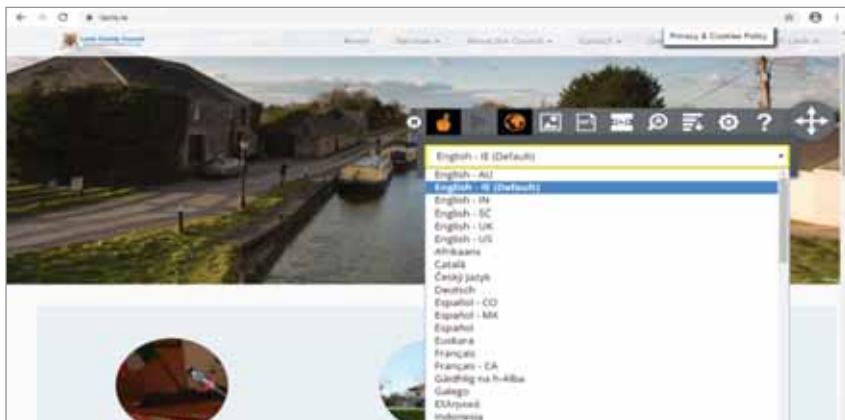
**Maine Chomhairleoir**

- Comhairleoiriachas
- Údarás Cathrach
- Cathair Sean Ó Catháin (Fianna Fáil)
- Deirdre Doherty (Fianna Fáil)
- James Ó Catháin (Fianna Fáil)
- Pat Ó Catháin (Fianna Fáil)

**Contact Your Councillor**

[Need to speak to your local Councillor?](#)  
You can contact them here.

## Comhairle Contae Laoise | Laois County Council



Laois County Council

[Laois County Council](#)

Language selector

The most common languages spoken in Ireland are English, Irish, and Ulster-Scots. You can change the language of this website by selecting a different language from the dropdown menu.

1. Click the language selector to see all available languages.

2. Select your preferred language.

Popular Links

- Home
- Services
- About Us
- Contact Us
- Search

Translation (Language)

Useful Information

Laois County Council

- Local Government
- Local Services
- Offices
- Events
- Press Centre
- Community
- Business
- Environment
- Transport
- Planning
- Healthcare
- Leisure
- Education
- Arts
- Community
- Business
- Environment
- Transport
- Planning
- Healthcare
- Leisure
- Education
- Arts

Local Office

Headquarters & Local Offices: Available on [Local Office Locations](#)

Local Office Locations

Local Office Locations

Contact Us

Local Office Locations

Local Office Locations

Laois County Council

[Laois County Council](#)

Language selector

Language selector

Departments

Department

- All
- Local Government
- Local Services
- Offices
- Events
- Press Centre
- Community
- Business
- Environment
- Transport
- Planning
- Healthcare
- Leisure
- Education
- Arts

Popular Links

Home Services About Us Contact Us Search

Translation (Language)

Useful Information

Laois County Council

- Local Government
- Local Services
- Offices
- Events
- Press Centre
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- Business
- Environment
- Transport
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- Arts

Local Office

Headquarters & Local Offices: Available on [Local Office Locations](#)

Local Office Locations

Contact Us

Local Office Locations

Local Office Locations

Laois County Council

[Laois County Council](#)

Language selector

Language selector

Environment Awareness

Environment Awareness

Our Environment Awareness Officer, who liaises with schools and community groups throughout the county, coordinates the following activities:

Environmental Awareness Week: An annual week-long programme of environmental education and awareness activities for schools across the county.

Environmental Awareness Week: An annual week-long programme of environmental education and awareness activities for schools across the county.

Local Office Locations

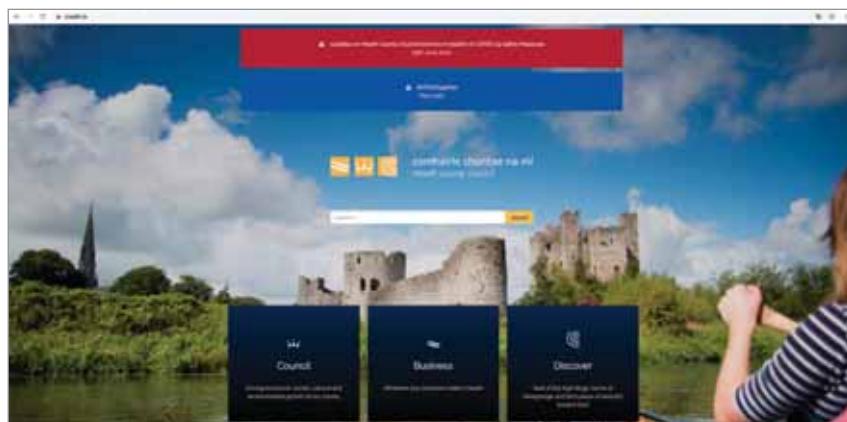
Local Office Locations

Contact Us

Local Office Locations

Local Office Locations

## Comhairle Contae na Mí | Meath County Council



A screenshot of the Meath County Council website homepage. The header includes a search bar and navigation links. Below the header, there are two main sections: 'Councillor Information' and 'Administrator Resources'. A 'Council Services' section follows, featuring icons for 'Planning &amp; Building', 'Planning', 'Planning Appeals', 'Local Services', 'Customer Services', and 'Finance and Budget'. Each service has a brief description underneath.

A screenshot of the Meath County Council website's 'Business' page. The header is identical to the homepage. The main content area is titled 'Business' and contains sections for 'Local Enterprise', 'Information for Business', and 'Conferences and Corporate'. On the left, there is a 'Rebuilding Ireland' logo with a brief description of the scheme. On the right, there is information about 'Economic Development'.

A screenshot of the Meath County Council website's 'Heritage' page. The header is identical to the homepage. The main content area is titled 'Heritage' and features the 'BOYNE VALLEY' logo with its name in green and white. There is also some descriptive text and links related to heritage services.

## Comhairle Contae an Longfoirt | Longford County Council



## Comhairle Contae an Chabháin | Cavan County Council

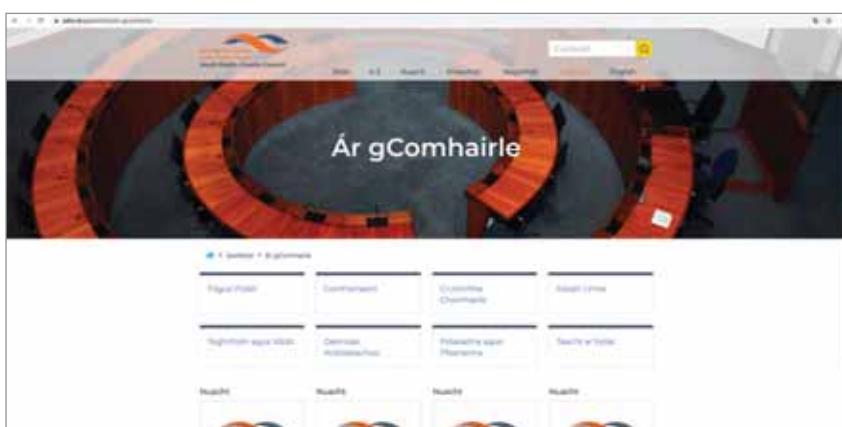
The screenshot shows the Cavan County Council website. A prominent yellow banner on the left side of the main content area is titled "Covid-19 Restart Grant". It features a circular arrow icon and the text "Help with the cost of reopening your business following Covid-19 closure". Below this, a button labeled "COVID-19 RESTART GRANT" is visible. To the right of the banner, there are several small images related to the grant, such as a building and a landscape. The overall layout includes a navigation bar at the top and a "Social" link at the bottom right.

This screenshot displays a section of the Cavan County Council website under the heading "An Chomhairle Isim Agaithe". The page lists various community services and activities, such as "An Chomhairle Isim", "An Chomhairle Fóir", "An Chomhairle Áitiúil", and "An Chomhairle Áitiúil". Below these, there is a section titled "An Tioncharach Áitiúil" which includes links to "Tábhachtach agus agaitheamh", "Gaeilge agus Eolas", "Seosach agus Tábhachtach", "Seosach agus Tábhachtach", "Seosach agus Tábhachtach", and "Seosach agus Tábhachtach". At the bottom of the page, there is a "Tábhachtach agus agaitheamh" link.

This screenshot shows the "Formeas agaithe" section of the Cavan County Council website. It features a large form titled "Láthair agus agaitheamh don chomhairle agus an agaitheamh" with fields for "Name", "Email", and "Telephone". On the left side of the form, there is a sidebar with a list of services, including "An Chomhairle Isim", "An Chomhairle Fóir", "An Chomhairle Áitiúil", "An Tioncharach Áitiúil", and "Seosach agus Tábhachtach".

The screenshot shows the "Environmental management" section of the Cavan County Council website. It features a central graphic of a globe surrounded by green and blue shapes. Below this, there are four boxes: "Labour hiring" (information about labour hiring), "Food management" (information about food management), "Agriculture" (information about agriculture), and "Rate Reduction Registration" (information about rate reduction registration). The top navigation bar is visible at the very top of the page.

## Comhairle Contae Bhaile Átha Cliath Theas | South Dublin County Council



## Comhairle Contae Chill Dara | Kildare County Council



## Comhairle Contae Mhaigh Eo | Mayo County Council

The screenshot shows the Mayo County Council website's homepage. The main navigation bar includes 'Bhailte', 'Súilteoir', 'Údar Chomhshóisialta', 'Rugadh', 'Aingeadar', 'Phosadt', and 'Eolais'. Below the navigation is a large banner image of a coastal landscape. The 'Dúnmharcaíocht' section features three cards: 'Cairn Cheoilte Poiblíseach' (with a water drop icon), 'Uisce Eireann' (with a water tap icon), and 'Cácais Meathúla' (with a dog icon). To the right, there is a sidebar with 'Teangeolaí', 'Údar', and 'Comhordaithe' sections, along with contact information for the Environment Department.

This screenshot shows the 'Seirbhisi' (Services) section of the website. It includes a sidebar with links like 'Dúnmharcaíocht', 'Dúnmharcaíocht', 'Dúnmharcaíocht', 'Aingeadar', 'Phosadt', and 'Eolais'. The main content area features a large image of a forest in autumn. The 'Seirbhisi' section has two columns: 'Seirbhisi Chomhairle Contae Mhaigh Eo' (listing services such as planning, waste management, and recycling) and 'Seirbhisi ar líne' (listing online services like Motor Tax, Water Meter Readings, and Business Rates).

This screenshot shows another view of the 'Seirbhisi' (Services) section. The sidebar includes 'Dúnmharcaíocht', 'Fórmhuireadh in Phríomhchúiseach Mhaigh Eo', 'Údar', 'Gníomhaíochtaí', 'Phosadt', 'Meathúlaí', 'Báistí Teangeolaí', 'Báistí Teangeolaí', and 'Mhúinteoir Mhaigh Eo'. The main content area features a large image of mountains. The 'Seirbhisi' section lists services like Motor Tax, Water Meter Readings, and Business Rates.

This screenshot shows the 'PRRM' (Public Relations and Marketing) section. The sidebar includes 'Láistíodh Anseo', 'Súilteoirí', 'Údar Chomhshóisialta', 'Rugadh', 'Aingeadar', 'Phosadt', and 'Eolais'. The main content area features a large image of a building. The 'PRRM' section lists 'Láistíodh Anseo', 'Súilteoirí', 'Údar Chomhshóisialta', 'PRRM', and 'Cáid Cártaíseach PRRM'. Logos for the Local Government Information Unit, The Justice Connect Project, Mayo County Council, and the Local Government Association of Ireland are at the bottom.

## Comhairle Cathrach na Gaillimhe | Galway City Council

The image consists of four separate screenshots of the Galway City Council website, each demonstrating a different service or search function:

- Screenshot 1:** Shows a search interface with a large search bar at the top and a sidebar on the left containing links like "Search Services", "Search Locations", and "Search People".
- Screenshot 2:** Shows a search results page titled "PINEALACHA PAIRCEALA" (Local Services). It displays a list of services such as "An Chomhairle agus an Comhairle Cathrach", "An Chomhairle Cathrach", "An Chomhairle Cathrach", and "An Chomhairle Cathrach". Below the list is a section titled "Cíardáil agus Cíardáil" (Information and Information) with a link to "Cíardáil agus Cíardáil".
- Screenshot 3:** Shows a search results page titled "UISCE" (Water). It displays a list of services related to water, including "An Chomhairle Cathrach", "An Chomhairle Cathrach", "An Chomhairle Cathrach", and "An Chomhairle Cathrach". Below the list is a section titled "Cíardáil agus Cíardáil" (Information and Information) with a link to "Cíardáil agus Cíardáil".
- Screenshot 4:** Shows a search results page titled "locacocht Web" (Web Location). It displays a list of services related to web location, including "An Chomhairle Cathrach", "An Chomhairle Cathrach", "An Chomhairle Cathrach", and "An Chomhairle Cathrach". Below the list is a section titled "Cíardáil agus Cíardáil" (Information and Information) with a link to "Cíardáil agus Cíardáil".





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