

*Scéim Teanga
Chomhairle Cathrach na Gaillimhe*

2009-2012

*Galway City Council
Language Scheme*



Chapter 1

1.1 Background & Introduction

In January 2009, Galway City Council was requested by the Minister for Community, Rural and Gaeltacht Affairs to review the first Irish Language Scheme and to prepare a second Irish Language Scheme under the Official Languages Act 2003 (“the Act”). The Act provides for the preparation by public bodies of a statutory scheme detailing the services they will provide.

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

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

1.2 Review of Galway City Council’s First Language Scheme

Galway City Council’s first Irish Language Scheme under Section 11 of the Official Languages Act 2003 was confirmed by the Minister for Community, Rural and Gaeltacht Affairs in September 2006 outlining a commitment to ensure better availability and a higher standard of public services through Irish. The Scheme set out an ambitious series of measures to be implemented over a 3-year timetable.

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

Progress in implementing the scheme was reported to the Language Commissioner for the first time in September 2007 and the Language Commissioner gave valuable feedback.

Since the Scheme was approved in September 2006, significant progress has been made in the following areas:

- Bilingual publications and forms available online.
- Launch of a Customer Service Centre, which includes a Customer Service Desk & a Call Centre allowing for a targeted approach in delivering bilingual services.
- Public Counter & Telephone Communication Protocol developed

- Fully bilingual signs at Customer Service Desk.
- All refuse bills issued to customers bilingually
- City Newsletter produced bilingually and delivered to all households.
- New bilingual logo and brand identity developed and used on the Council 's materials and goods, stationery, and vehicles
- Continued support of Irish Language drama, sean nós dancing and singing classes.
- Continued support of Gailimh le Gaeilge
- Place names Committee continues to function
- Over 15 members of staff have achieved an accreditation under the European Certificate in Irish.

This second Irish language Scheme is predicated on all of the commitments in the first Scheme being implemented. In the event of commitments within that Scheme not having been fully implemented to date, this matter has been dealt with by the Office of An Coimisinéir Teanga. The objective of this second Scheme is to continue the delivery of these commitments and build on the progress achieved across the Council over the period of the first Scheme. It sets out a commitment on behalf of the Council and staff to develop the extent to which services are currently available through Irish and it identifies areas for future enhancement.

The new Scheme also builds on the principles of Quality Customer Service and will continue to ensure that persons who wish to conduct their business in Irish are facilitated.



1.3 Preparation of the Second Scheme

Galway City Council published a bilingual notice under Section 13 of the Act week ending 24th April 2009, in the Galway City Tribune and Foinse, inviting public submissions in relation to the preparation of the draft scheme under Section 11 from any interested parties. Twelve submissions were received, which are available for viewing on request to the Irish Language Officer, Galway City Council.

The Council carried out a number of surveys in order to assist in reviewing the First Irish Language Scheme and to inform the development of the second Irish Language Scheme.

While the Council has made good progress since the commencement of the First Irish Language Scheme in 2006, the Council remains short of Irish Language speaking staff with sufficient ability to deliver council services bilingually. However, Galway City Council has and will continue to meet this challenge by facilitating staff to attend Irish Language classes.

1.4 Proposed Commencement Date

This scheme has been confirmed by the Minister for Community, Rural & Gaeltacht Affairs. The scheme is commenced with effect from 23 December 2009 and will remain in force for a period of 3 years from this date or until a new scheme has been confirmed by the Minister pursuant to Section 15 of the Act, whichever is the earlier.

Chapter 2

2.1 Principal Activities of the City Council

Galway City Council is responsible for providing all local government services to the people of Galway City. The City's administrative offices are located at City Hall, College Road, Galway. The Council serves a population of 72,000. The Council employs around 450 staff. The Council's Corporate Strategy is set out in its Corporate Plan 2004 – 2009. The following key elements are to inform the structure of the Corporate Plan:

The City Council has a number of roles. Aside from its function as the vehicle for local democracy, and its associated representative role, it is a service provider, a regulator and a facilitator. It makes and implements public policy. The activities and functions of the City Council are normally described under the headings set out in the annual budget i.e.

- Housing and Building
- Roads, Transportation and Safety
- Water Supply and Sewerage
- Development Incentives and Control
- Environmental Protection
- Recreation and Amenity
- Agriculture, Health, Education and Welfare
- Miscellaneous Services.

Strategic Policy Committee (SPC) and Directorate headings help to describe the activities undertaken by the City Council.

SPC 1 - Housing Services: Provision of Local Authority Housing, Management of housing stock, Affordable housing, Voluntary housing schemes, Planning and provision of Traveller accommodation, Accommodation for Homeless people, Private rented dwellings, Tenant Participation and Estate Management, Housing loans and grants Anti Social Behaviour & Building Control

SPC 2 - Transportation and Infrastructure

Roads Improvement and Maintenance, Traffic Management, Integrated Transportation planning, Taxis and Hackneys, Pedestrianisation, Cycling facilities, Road Safety, Public Lighting, Parking, Water Supply Improvement and Maintenance, Drainage Improvement and Maintenance, Public Conveniences.

SPC 3 – Economic Development and Planning

Land Use – Forward Planning and Development Control, Action Area and Integrated Area Planning, Enterprise Development, Economic Development, Tourism Promotion and Development, Heritage and Conservation, Urban Renewal –Incentives

SPC 4 – Environment

Waste Management and Regulation, Pollution Control (Air, Water, and Noise), Litter Management, Street Cleaning
Derelict Sites, Local Agenda 21, Burial Grounds, Casual Trading/ Markets, Food Safety, Dog Control, Coastal Management, Galway Energy Agency, Fire protection

SPC 5 – Recreation, Amenity and Culture

Parks and playgrounds, Recreation centers, Playing fields, Cursaí Gaeilge, Amenity areas, The Arts Culture, Theatre, Museum, Libraries, Community Facilities, Community Development, Corporate Services and Community and Enterprise, Human Resources, Information and Communications Technology, General Services, City Development Board Strategy, Social Inclusion, Community and Voluntary Forum, Finance, Payments, Payroll, Expenditure and Income, Financial and Management Accounting, Value for Money Costing.

2.2 Customers of Galway City Council

Key Stakeholders

The City Council is the prime driver in the economic, social and cultural development of the City. With such a wide and important remit communicating the role, objectives and policies of an organisation is critical both internally and externally. The communications policy covers a wide and diverse range of target audiences such as;

- Residents of Galway City and potential residents
- People who work in the City
- Elected Members both National and Local.
- All Media
- Central Government
- Employees of the Council
- Other Local Government Bodies
- Community and Voluntary Organisations and Groups
- Galway Businesses
- State Agencies, Local Development Agencies and Social Partners.
- Minority Groups

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In addition, Galway City has a wide range of additional stakeholders including visitors, potential visitors and potential businesses. Galway City Council plays a key role in attracting and informing these stakeholders through working with partners and improving the marketing of Galway City.

2.3 Gaeltacht Areas within the City

There are five electoral divisions in Galway City in which Gaeltacht areas exist; Barna, Ballybrit, Castlegar, Knocknacarra and Menough. In 2006, there were 31,153 people who could speak the Irish Language in Galway City. In the 2006 census, a distinction was introduced to establish the daily use of the Irish Language within and outside the education system. The 2006 census reveals that 5,694 people speak Irish daily within education and 1,984 speak Irish daily outside the education system. At the end of 2007, there were a total of 6,566 students attending 27 primary schools located in Galway City. In 2007, there were 11 secondary schools in Galway City which served a student population of 5,256.

According to the 2002 Census, there are 6,008 people living in the Galway City Gaeltacht areas, and 1,518 of those speak Irish on a daily basis. Statistics from the Department of Community, Rural and Gaeltacht Affairs show that Gaeltacht areas within Knocknacarra are the strongest of those in the city, with the most families making applications and receiving grants under the ‘Irish Speaking Scheme’.

2.4 Galway City Overview

Galway City also known as City of the Tribes / Cathair na dTreabh is located in County Galway on the western seaboard and is the most western city in Ireland and Europe acting as a gateway to the largest Gaeltacht area in the country - Conemara.

In recent years Galway City has been expanding rapidly due to increased growth in medical technologies, ICT, light engineering industries and the expansion of service industries in the city. Over the period 2002 – 2006, the population of Galway City increased by 10% with the 2006 census indicating a population of 72,4141.

The City is the centre of education in the West and renowned for its variety of cultural and arts activities. It is also noted for its festivals, in particular the Galway Arts Festival and the Galway Races. Galway City Museum, situated behind the famous Spanish Arch houses exhibitions which explore aspects of the history and heritage of Galway City. The Irish Language has been an integral part of City life in Galway for many years with several social and cultural institutions such as Taibhdhearc na Gaillimhe, Aras na Gaeilge, Gaillimhe le Gaeilge and Arus na nGael, playing a lead role in the

¹ Source: Central Statistics Office

cultural promotion of the language in the city. A number of areas within the City are in the official Gaeltacht boundary such as Cnoc na Cathrach, Mionlach & Caisleán Gearr.

3. Current Services Available bilingually & proposed measures of the Second Scheme

- 1) Brochures & Information Leaflets*
- 2) Written Communication*
- 3) Application Forms*
- 4) Press Releases and Statements*
- 5) Publications*
- 6) Website, Online & IT Services*
- 7) Telephone Communications*
- 8) Counter Services*
- 9) Public Meetings / Meetings with the Public*
- 10) Consultation*
- 11) Corporate Image, Signage & General Measures*
- 12) New Policies & Initiatives*
- 13) Services delivered on behalf of the Council*
- 14) Grants & Sponsorship*
- 15) Publicising the agreed Scheme.*

Measures of the Scheme

1. Brochures/Information Leaflets

<i>Action</i>	<i>Target Date</i>
1.1 All new brochures and information leaflets produced by the Council will be bilingual (Irish and English) within the one document with both languages given equal status. Any existing brochures and information leaflets, which are not already bilingual, will be made bilingual within the one cover on renewal of publication.	Ongoing
1.2 The preferred format will be both languages side by side with Irish on the left and Irish on the right or Irish above and English below. <i>Irish text shall appear first and will be as prominent, visible, legible, no smaller than English text and not abbreviated unless the English is also abbreviated.</i>	Ongoing
1.3 Brochures or information leaflets may be in English only if related to an initiative specific to the English language. (e.g. English language drama/writers group etc.)	Ongoing
1.4 In the case of brochures and information leaflets used or provided by the Council, being issued by another body apart from the Council, bilingual forms will be actively requested.	Ongoing
1.5 Where brochures and information leaflets issuing from another body are produced separately they will be available and distributed together by post or over the counter, where the language preference has not been established.	Ongoing

2. Written Communication

<i>Action</i>	<i>Target Date</i>
2.1 The Council will continue to welcome correspondence in either Irish or English.	Ongoing
2.2 Correspondence received by the Council will continue to be acknowledged (where such is required) in the language of the original letter. When further correspondence is required it will continue in the same language.	Ongoing
2.3 Corresponding with the Council in Irish will not cause any undue delay. All correspondence will receive a reply within the target period set out in the Customer Care Plan.	Ongoing
2.4 All correspondence following a telephone or face-to-face conversation in Irish will be in Irish unless the member of the public has indicated otherwise.	Ongoing
2.5 Correspondence ensuing from a meeting/telephone conversation where it has been established that the customers preferred language is Irish, will continue be in Irish, although the meeting/telephone conversation may not have been held through the medium of Irish.	Ongoing
2.6 Where it is known that an individual, group, school, Gaelscoil or an organisation normally uses Irish or prefers to do so the Council will continue to initiate correspondence in that language.	Ongoing
2.7 When a non Irish-speaking officer deals in correspondence in Irish, he/ she will obtain the assistance of the Irish Language Officer, a	

translator or a competent colleague so that correspondence can be answered in Irish.	
2.8 In the day to day running of services, circulars and standard letters will continue to be issued to the public bilingually	Ongoing
2.9 A standard statement will continue to be included on the Council's headed paper, compliment slip, advertisements, website etc. to say that correspondence is welcomed in Irish or English.	Ongoing
2.10 A database and register of individuals, groups, schools, Gaelscoileanna and organisations that it is known prefer to carry out communications in Irish will continue to be further developed, either in the form of contact lists for the use of individual officers or wider references for the use of service Units.	Ongoing
2.11 The above principles will apply when corresponding electronically.	Ongoing
2.12 All staff will record the number of transactions / requests for service in Irish via written correspondence in a systematic manner in order to assess and monitor demand on an ongoing basis.	

3. Application Forms

<i>Action</i>	<i>Target Date</i>
<p>3.1 All new application forms and associated explanatory material published by the Council will continue to be available in Irish and in English within the one document. It is the policy of the Council to ensure that all application forms and associated documentation are and will continue to be made available simultaneously in both official languages on our website. Any existing application forms and associated explanatory material, which are not already bilingual, will be made bilingual within the one cover on renewal of publication.</p> <p>Where application forms and information leaflets are provided as separate Irish and English language versions, the Council will ensure that equal prominence is given to both versions at all public locations and that the Irish language version will be as readily accessible as the English language version. Customers will proactively be made aware of the availability of a separate Irish version by way of a suitable statement on the English version of the document and by any other means that the Council deems appropriate.</p>	Ongoing
3.2 Application forms may be in 'English only' if related to an initiative specific to the English language (e.g. English language drama/writers group etc.)	Ongoing
3.3 In the case of application forms used or provided by the Council, being issued by another body apart from the Council, Irish only and bilingual forms will be actively requested.	Ongoing
3.4 Where application forms issuing from another body are produced separately, forms will be equally available and distributed together by post or over the counter, where the language preference has not been established. The Council will request to produce the information on one document.	Ongoing
3.5 The Council will make every effort to ensure that the Irish used in forms is legible and easily understood while having regard to accuracy of standard spelling and grammar.	Ongoing

4. Press Releases and Statements

Action	Target Date
4.1 The council has taken the Irish language into account when developing its Communications Strategy and will continue to do so when reviewing the Communications Strategy.	Ongoing
4.2 The Council will ensure that all press releases will continue to be issued bilingually.	Ongoing
4.3 The Council will continue to ensure that an adequate number of Irish speaking spokespersons, of sufficient authority, will be available for media interviews on any Council issues when the need arises.	Ongoing
4.4 The Council currently provides a bilingual media contact for further information and will continue ensure that where contact names for further information are given on press releases/statements that an officer will be available to provide that information in Irish or English.	Ongoing
4.5 Where the Irish Language Media request an interview, a knowledgeable, media trained Irish speaking interviewee will be provided where possible. It would not be appropriate to provide an Irish speaker with little knowledge of the subject matter.	Ongoing
4.6 Where the Irish Language media request a written response to a media enquiry, every effort will be made to provide the response in Irish.	From Commencement of Scheme
4.7 When the Council conducts an advertising or promotional campaign through the print, broadcast or electronic media it will ensure that the Irish Language will be represented on material produced.	Ongoing
4.8 At least 10% of text on permanent display material, such as pop up banners which will be used on several occasions will be bilingual.	From Commencement of Scheme
4.9 External Organisations displaying exhibitions or banners within Council buildings or in the ownership of the Council will be encouraged to provide bilingual displays when requesting the display space.	From Commencement of Scheme
4.10 The Council's Communications people will ensure that any events the council plans to promote the Irish Language will be promoted through the Irish Language Media.	From Commencement of Scheme

5. Publications

Action	Target Date
5.1 All of the Council's bilingual publications will be within the same cover in accordance with best practice except where this is not possible because of the size or nature of the document. All of the Council's bilingual publications will be made available on www.galwaycity.ie and the public will be encouraged to avail of the service by downloading the relevant publications.	From Commencement of Scheme
5.2 Where a publication is to be produced bilingually, it will continue to be assumed that the document is not ready for publication unless both language versions are available.	Ongoing
5.3 Documents currently published bilingually by the Council and not covered by Section 10 of the Act will continue to be published bilingually.	Ongoing
5.4 Documents of a technical nature will continue to be published in 'English only', except where there is a wide interest to the public or the document is of local significance in which case a bilingual version or an Irish summary will be made available.	Ongoing
5.5 Other strategic documents of specific interest and or technical in nature will not be required to be produced bilingually. A summary version or an executive summary will be made available bilingually.	
5.5 Irish used in publications will continue to be legible and easily understood, having regard to accuracy of standard spelling and grammar.	Ongoing

6. Website, Online & IT Services

<i>Action</i>	<i>Target Date</i>
6.1 The ICT Section has ensured that the Council's website facilitates bilingual content. The Home pages of each section are and will continue to be available bilingually. The next 2 layers of web pages within each section will be available bilingually and responsibility for providing bilingual content will rest with the relevant section.	Within the lifetime of this Scheme
The Council will ensure that the static content on any new websites developed by it or on its behalf is made available bilingually. As you are aware, this issue is a priority for the Minister in the context of agreeing second schemes and accordingly some specific commitment needs to be included in the scheme.)	Ongoing
6.2 Forms, Information leaflets, documents and publications published bilingually are available on the website and this will continue as new material becomes available. Responsibility for keeping bilingual forms, leaflets etc updated will rest with the relevant section.	Ongoing.
6.2 A generic email address has been established for queries in the Irish Language and will continue to be promoted.	
6.4 A 'Gaeilge' section of the Intranet has been established and will continue to be developed with support and resources for staff - the body of a letter, greetings in Irish, dictionaries, common phrases, Telephone & Public Counter Communications Protocol, List of Accredited Translators, Desk Top Cards	Ongoing
6.5 An Irish page has been established on the website www.galwaycity.ie and this will continue to be developed offering news, guidance, sponsorship and links for Irish Language users.	
6.6 Any new interactive services, which allow the public to make applications or receive benefits online, will be actively requested from the service provider and the Local Government Computer Services Board and will be introduced simultaneously in both languages subject to availability from the service provider and the Local Government Computer Services Board.	From the Commencement of the Scheme
6.7 Existing interactive services will be made available bilingually subject to availability from the service provider and the Local Government Computer Services Board.	
6.8 Language compatibility requirements will be included when introducing new internal IT systems and upgrading existing IT systems. Given the major technical and resource issues this is an issue to be tackled in the long term.	Ongoing

7. Telephone Communication

<i>Action</i>	<i>Target Date</i>
7.1 All telephone customers will continue to be directly informed on a pro-active basis of the option of dealing with the Council through Irish, for example: customers calling Galway City Council are greeted bilingually and have the option of proceeding with the call in English or Irish.	Ongoing
7.2 A Customer Service Centre was established in February 2009 and all customer service representatives in addition to receptionists and switchboard operators give Council/section name bilingually and have knowledge of basic greetings in Irish and suitable arrangements are in	Ongoing throughout the Scheme.

place so that they can put members of the public in touch, without delay, with whatever office or officer is responsible for offering the service required through Irish. Not all services are fully available bilingually and training and/or recruitment will continue until this can be achieved. Non-Irish speaking operators will explain the situation courteously and will offer to transfer the caller to an Irish speaker.	
7.3 If the/an Irish speaker able to deal with the call is not available, the person receiving the call explains the situation courteously and takes the caller's name, number and details of the query and ensures that an Irish speaker from the Council returns the call. This will continue to be done only if it can be ensured that calls will be returned as early as possible within one working day. Otherwise the caller will be offered the choice of being called back in Irish or continuing in English.	Ongoing
7.4 If the Irish speaker able to deal with a specialised specific enquiry is not available the caller is given the choice of being called back in Irish or continuing the conversation in English.	Ongoing
7.5 The Customer Service Centre answers all calls from the general public and the automatic phone answering systems is fully bilingual and directs callers electronically (through touch tone options) to where Irish services are available. These services have been widely publicised through the establishment of the Customer Service Centre.	Ongoing
7.6 A directory of Irish speakers willing to deal with Irish Language calls within the Council is available to staff on switchboard duties and this directory will continue to be developed as Irish Language Skills improve or through recruitment.	Ongoing
7.7 Answer-phone systems, of Irish speaking staff, will continue to have a bilingual recorded message inviting the caller to leave a message in either language.	Ongoing
7.8 Person specifications for call centre staff will in future contain an ability to communicate via Irish and English as a desirable skill	From the Commencement of the Scheme
7.9 The Call Centre will always have at least one member of staff available to provide an Irish Language Service. This will be achieved through recruitment and / or training.	From the Commencement of the Scheme

8. Counter Services

<i>Action</i>	<i>Target Date</i>
<p>8.1 All callers to the Customer Service Desk will be directly informed on a pro-active basis of the option of dealing with the office through Irish, for example by the display of notices at reception areas indicating what Irish language services are available and also listing the Irish language services that are available in a prominent location on the office's website.</p> <p>All callers to the Customer Service Desk and to public counters will continue to be greeted with a simple bilingual greeting.</p>	From Commencement of the Scheme
<p>8.2 The choice of language of the customer will continue to be established. If the/an Irish speaker able to deal with the caller is not available, the person dealing with the customer will explain the situation courteously in English and inform the customer of his options to either wait while an Irish speaker is found to deal with the query, write down his details and get an Irish speaker to call him/her at a later date or else continue the conversation in English.</p>	Ongoing
<p>8.3 Any correspondence, consequent to a counter transaction where the customer's language preference is determined to be Irish will continue to be in Irish even if the transaction may have transpired in English.</p>	Ongoing
<p>8.4 A customer service is and will continue to be provided by the Customer Service Desk and a Call Centre. This incorporates the bilingual counter services from reception desk / oifig fáilte and includes the traffic reception area which were committed to in the first scheme. In addition, over the next two schemes, the Council will ensure that structures are in place so that all counter services will be available bilingually and competent to deal with fluent Irish speakers. By the end of the second scheme, two of the following additional counter services will be available bilingually: Community & Enterprise, Cash Desk, Housing, Planning & Environment. Signs indicating the availability of these services in Irish will be placed at the relevant counters.</p>	From commencement of the scheme End of third scheme (9 years – January 2015)
<p>8.5 Public announcement systems used by or on behalf of the Council on its premises will continue to function bilingually.</p>	Ongoing
<p>8.6 Staff will continue to readily accept any customer's details in Irish and there will be no compulsion or coercion for the customer to change their details to English at any time.</p>	Ongoing
<p>8.7 Person specifications for public counter staff will in future contain an ability to communicate via Irish and English as a desirable skill.</p>	From Commencement of the Scheme
<p>8.8 The Customer Service Desk will always have at least one member of staff available to provide an Irish Language Service. This will be achieved through recruitment and / or training.</p>	From Jan 2011
<p>8.9 Customer Service Desk Staff with bilingual skills will be encouraged to wear a badge clearly identifying (bilingually) their name and level of language ability.</p>	From Jan 2012

9. Public Meetings/Meetings with the public

<i>Action</i>	<i>Target Date</i>
9.1 Contributions in Irish or English will continue to be welcome at meetings with the public, organised by or on behalf of the Council.	–
9.2 Upon organising a meeting, in the office, home or outside the office the choice language of the client will continue to be established and should that choice language be Irish, the Council will continue to ensure that a bilingual officer meets with the client for the purposes of providing a bilingual service.	Ongoing
9.3 If previous dealings with the client have been through Irish it will be assumed that the language of the meeting and any consequent contact will continue to be through Irish.	Ongoing
9.4 If the meeting occurs without adequate time to arrange for a bilingual officer to meet with the client the situation will continue to be explained courteously and the client will be given a choice of: 1) arranging a further appointment with an Irish speaking officer, 2) holding the discussion in English.	Ongoing
9.5 An interpretative service will continue to be available for members of the public to use their preferred language, Irish or English, at public meetings where the language preference is known.	Ongoing
9.6 Staff making presentations at public meetings will be encouraged to prepare part of the presentation in Irish.	From Commencement of the Scheme
9.7 The language preference of those attending a public meeting, whether in English or Irish will be sought in advance by inviting them to declare their language preference in the notice of the meeting.	From Commencement of the Scheme
9.8 If a meeting is organised by the local authority dealing with Irish Language issues that meeting will continue to be held in Irish with interpretative services available.	Ongoing
9.9 When the Council arranges meetings with organisations that normally work in Irish, the meeting will continue to take place in Irish.	Ongoing
9.10 All public meetings organised by the Council will have translation facilities available.	End of Second Scheme
9.11 The Council will make arrangements to organise work teams so as to include, or have availability of, an Irish-speaking employee at public meetings where the language preference is known in advance.	From Commencement of the Scheme

11. Corporate Image, Signage, General Measures

<i>Action</i>	<i>Target Date</i>
11.1 The Council's official bilingual name will continue as Comhairle Cathrach na Gaillimhe / Galway City Council.	Ongoing
11.2 The Council has adopted a fully bilingual corporate identity and will continue to promote this.	Ongoing
11.3 The Council will continue to fully facilitate any area within the City that would by public consensus wish to have signage in their area in Irish only.	Ongoing
11.4 A policy promoting and encouraging bilingual signage in the City from the private and public sector will be developed in line with our discussions with An Roinn Gnóthai Pobail, Tuaithe agus Gaeltachta regarding 'Gaillimh - Príomhchathair Dátheangach na hÉireann'.	Within the lifetime of the Second Scheme
11.5 Any new residential developments will continue to be named in Irish. The Council's placenames committee will have the responsibility of vetting and selecting such names according to its terms of reference, consultation with the placenames commission if required and having consideration for the existing placenames, history and local heritage of the area.	Ongoing
11.6 Where the Council publishes public notices in the print media, it will ensure that an Irish language version will continue to be published in the Irish language print media	Ongoing
11.7 Adoption of Irish names for new streets, roads, features will be promoted and appropriate consultation will be conducted in order to define the name of the street, road etc. This will be the responsibility of the Council's placenames committee.	Ongoing
11.8 An t-Ordú Logainmneacha (Ceantair Ghaeltachta) 2004 will be used by the Council for official purposes.	Ongoing
11.9 Where there is a need for change / correction of errors in relation to place names and street names, this will take place in the course of maintenance and improvements works.	Ongoing

12. Services delivered on behalf of the Council

<i>Action</i>	<i>Target Date</i>
12.1 Standard procedures for dealing with third parties delivering services to the public in conjunction with or on behalf of the Council will make provision to ensure that account is taken of this Scheme and its requirements, and the Official Languages Act 2003 and any regulations made under that Act.	From Commencement of the Scheme
12.2 Where services involve contact with the public, agents or contractors will continue to be asked to state how those services will be delivered bilingually. This will be achieved by including relevant details of the Scheme's requirements in the tendering documents, contract agreements and conditions and where appropriate, asking for statements on how these services will be delivered.	Ongoing
12.3 In letting any new contract for the delivery of services, the relevant Director of Services will be responsible for ensuring that the agency or company that undertakes the work on the Council's behalf conforms with the requirements of the scheme.	Ongoing
12.4 There may be contracts or arrangements of short duration and for a specific task where it is not practicable to require full compliance with the scheme in which case as full a compliance as possible in the circumstances will be sought.	From Commencement of the Scheme
12.5 Guidance on the procedures to be followed will be available to staff involved in the preparation of contracts and this will include preparing a standard clause to be added to contracts and tender documents.	From Commencement of the Scheme

12.6 When working in partnership with other organisations the Council will continue to inform all parties of the Language Scheme and ensure that the measures contained are implemented. Wherever possible the Council will encourage, promote and strengthen the use the Irish Language.	Ongoing
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13. Grants & Sponsorship

<i>Action</i>	<i>Target Date</i>
13.1 The Council will encourage organisations, bodies or individuals that do not represent a public body, which receive financial sponsorship from this Council to provide bilingual or Irish medium services to the public	From Commencement of the Scheme
13.2 Similarly, in the case of organisations, bodies or individuals that do not represent a public body and with which the Council co-operate or in the case of any partnership between the Council and any organisation, such projects or partnerships will be urged to operate in accordance with this scheme.	From Commencement of the Scheme
13.3 Application Forms for funding and grants will include a section for the applicant to indicate how the Irish Language will be used and promoted in activities, public events, publications etc.	From Commencement of the Scheme

Training

Action
(i) Members of staff are and will be encouraged to attend appropriate courses aimed at facilitating their use of Irish with the public at work, according to the requirements of their job
(ii) Staff will be encouraged to apply for the Gaeleagras Scholarship.
(iii) Training Priority will be given to officers in those areas of service delivery where there is regular contact with the Irish speaking public or where there is an identified shortfall of Irish speaking staff as outlined and agreed in personal and team development plans and also contained in Directorate Training Plans.
(iv) All staff members who complete Irish Language training at the expense of the Council do so with the understanding that they will in turn provide an Irish Language Service in behalf of the Council when requested
(v) Galway City Council will continue to provide Irish Language supports for staff on an ongoing basis through the Irish Language Officer - phrases, terminology, letters, forms and advertisements. Officers who are learning Irish are encouraged to use it at every opportunity without being deterred by lack of confidence or practice.
(vi) Language Awareness Training sessions will be provided subject to budget.
(vii) Specialist Language Training will be provided for the Customer Service Team and staff dealing directly with the public at public counters and or public telephones subject to budget.
(viii) A Practical Guide for Managers will be developed on general good practice in implementing bilingual policies as well as for consistency with the Scheme.
(ix) All staff inductions will include bringing the requirements and implications of the Irish Language Scheme to the individual's attention.
(x) The Council will support staff who are learning Irish, methods of support could include arranging for staff to attend lunchtime conversation groups

- (xi) The Council will establish an annual acknowledgement system for staff that have undertaken to act as an Irish contact point or who have undertaken a training course or attended an Irish Language Scholarship.

Staffing

Action	
(i)	In deciding on the Irish language skill requirements of posts the Council will continue to consider <ul style="list-style-type: none"> • Job specific skills • Skills required by the wider team, • Cultural, environmental and linguistic factors linked to the nature of the language skills of the post and the public/area it serves
(ii)	4.2% of staff surveyed described their level of Irish as ‘fluent’ & 64% of staff surveyed described their level of Irish as ‘Cúpla Focal’
(iii)	The Council will identify in an objective manner the posts where an ability to speak Irish is an essential skill and those where it is desirable
(iv)	Once Irish Language posts are identified, the council will decide how to meet its staffing requirement. This may involve recruiting and or training.
(v)	In order to identify posts where Irish is considered essential and others where Irish is deemed desirable the Council continues to examine its services and their relationship with the public including the nature of the post and the frequency of contact with the Irish speaking public. These requirements will continue to be included in recruitment advertisements and job descriptions
(vi)	This examination will continue to <ul style="list-style-type: none"> o deliver an analysis of the level of linguistic competence required in each Department to ensure that those wishing to do their business with the Council through the medium of Irish can do so; o provide the basis for appropriate training & up skilling programmes for staff.
(vii)	The Council’s aim is to increase the number of staff who are able to provide services through the medium of Irish throughout the lifetime of this scheme and in this regard, the Council will actively encourage employees to develop Irish Language Skills in order to facilitate the effective implementation and operation of this Scheme.

Recruitment

Action	
(i)	Linguistic ability will continue to be one of a number of skills considered in staff appointments
(ii)	Where bilingual communication skills through the medium of Irish and English are considered essential or desirable for any post, this will be specified in the job specification and in the advertisement when recruiting to that post

(iii)	In a situation where two candidates for a post for which the ability to communicate bilingually is desirable have equal essential qualifications and experience, the ability to communicate through the medium of Irish and English will be considered an additional skill
(iv)	Oral and written bilingual skills for a post will be specified in the job specification and in the advertisement
(v)	All new members of staff will be given an introduction to the Irish Language Scheme and it's implications for the way they execute their job as part of their induction training
(vi)	Data on bilingual skills of new employees will be captured via new starter forms and on documentation completed by managers.
(vii)	Where Irish is considered desirable for a particular post the recruitment advertisement will be fully bilingual
(viii)	Where it has not been possible to appoint an individual to a post requiring Irish Language Skills, a non Irish-speaking candidate that may be appointed, he/she will be required to accept as a condition of appointment to develop an acceptable level of fluency in the Irish language in terms of meeting the requirements of the post.
(ix)	To encourage applicants with Irish Language skills, a partnership will be developed with NUI Galway and GMIT through methods such as work experience opportunities and participating in jobs fairs.
(x)	To assist the recruitment of Irish speakers, HR will be encouraged to consider carefully where posts are advertised. Consideration should be given to advertising on the Irish Language Press and digital media.
(xi)	All of the above will be in line with national recruitment policies and relevant employment legislation

Implementation & Monitoring

Implementation

Monitoring

Publicising

Implementation

Action	
(i)	The City Manager and all Directors will be responsible for ensuring that every officer and every department within the Council acts in accordance with the requirements of this Scheme.
(ii)	A Senior Officer within each directorate/section will be formally appointed to take managerial responsibility for implementation within a Directorate/section, this group will be formally referred to as the 'Cross Departmental Implementation Group'
(iii)	The Senior Executive Officer in the Corporate Services Department will chair the Cross Departmental Implementation Group.
(iv)	The Senior Executive Officer in Corporate Services will coordinate the corporate implementation of the Scheme for the organisation as a whole and will evaluate the Council's performance in delivering the requirements of the Scheme and to report on these matters to the Management Team and if required to the Language Commissioner also.
(v)	Members of the Cross Departmental Implementation Group (CDIG) will be responsible for implementing the scheme within their own sections and for reporting on progress on implementation annually.
(vi)	Members of the Cross Departmental Implementation Group (CDIG) will ensure that all staff within their respective sections are aware of the requirements of the scheme, will promote the implementation of the Language Scheme and will seek opportunities to advice departments and to encourage them to mainstream the Irish Language into new policies and initiatives.
(vii)	Members of the Cross Departmental Implementation Group (CDIG) will be required to prepare an Action Plan for their respective Directorates and to include this task in their own annual personal (PDP) and team development plans (TDP's) which will detail the actions required to ensure implementation of the requirements of the Scheme, together with target dates which correspond to the target dates set out in this scheme.
(viii)	Every member of the Council's staff will be responsible for acting in accordance with the requirements of this scheme.
(ix)	Complaints concerning the implementation of the Scheme will be investigated through the complaints procedure set out in the Customer Service Action Plan.

Monitoring

Action
(i) Members of the Cross Departmental Implementation Group, chaired by the SEO of Corporate Services will take managerial responsibility for monitoring implementation within a Directorate/section.
(ii) The implementation of the scheme will be subject to regular review by the Management Team
(iii) Members of the Cross Departmental Implementation Group will prepare a monitoring report on how well their respective sections are meeting the commitments in the scheme.
(iv) The monitoring reports for each section will monitor how well it is meeting its commitments under the scheme and will contain feedback under the following headings. ACTION PLAN – How is the organisation forward planning in relation to the Scheme’s Action Plan – is the organisation meeting the targets set out in the action plan for implementation in the scheme. INTERNAL MONITORING: - Awareness of individual staff and the organisation corporately of its requirements under the scheme Supporting the Scheme – are there sufficient arrangements in place to facilitate the implementation of the scheme on a day-to-day basis? EXTERNAL MONITORING: Details on how 3rd party contractors are implementing the scheme? Need //Demand for bilingual services – staff to keep a record of requests. Complaints – a complaints mechanism will be developed by managers within sections taking account of the nature and incidence of complaints. A comment card will be developed by sections to allow the public to suggest improvements.

Publicising of the agreed scheme

<i>Action</i>	<i>Target Date</i>
The Scheme will be published and distributed widely – media, elected officials, libraries, Town Hall Theatre, Leisureland, Galway City Museum, neighbouring Councils.	
The Scheme will be publicised in the local media.	
The Scheme will be publicised internally at staff seminars and via email and will be made available for all staff on the Intranet.	
The Scheme will be published on the Council’s website www.galwaycity.ie and a press release will be issued once it has been approved by the Dept. Community, Rural & Gaeltacht Affairs.	
The Scheme will be referenced in other Council publications such as the City Development Plan, Customer Care Plan etc.	
The information publicising the scheme will include a description of the purpose and scope of the scheme and when and where members of the public may have access to the scheme including details on the extent to which members of the public can deal with the Council in Irish.	
<p>The Council will take every opportunity in its day-to-day interactions with customers to promote and publicise the services it provides through Irish, including by:</p> <ul style="list-style-type: none"> - Directly informing customers on a pro-active basis of the option of dealing with the Council through Irish, for example, by the display of notices at reception areas indicating the Irish language services that are available and also by prominently listing these on the Council's website; - Including footnotes on selected guidelines, leaflets, and applications forms explaining that these documents are also available in Irish (in cases where bilingual printed material is not produced under a single cover); and - Including notes in publications and advertisements that the Council provides services through Irish and, accordingly, welcomes customers who wish to deal with it in Irish, according to the commitments in its agreed Scheme. 	

A copy of this Scheme has been forwarded to An Coimisinéir Teanga’s office.

The English language version is the original text of this scheme.