



Comhairle Cathrach na Gaillimhe
Galway City Council

Galway City Council

OFFICIAL LANGUAGES ACT 2003
LANGUAGE SCHEME
2019 - 2022

Contents

Chapter 1: Introduction and Background	3
1.1 Introduction	3
1.2 Preparation and Content of the Scheme	3
1.3 Commencement date of the Scheme	4
Chapter 2: Overview of Galway City Council	5
2.1 Mission and Objectives	8
2.2 Main Functions	9
2.3 Key Services	9
2.4 Customers and Clients	10
Chapter 3: Details of services currently being provided in English only, in Irish only or bilingually	11
Chapter 4: Enhancing the provision of Irish Language Services	12
Chapter 5: Enhancing the Provision of Irish Language Services in Gaeltacht Areas	30
Chapter 6: Improving Language Capability	31
6.1 Recruitment	31
6.2 Training and Development	31
6.3 Designated Irish Language Posts	35
Chapter 7: Monitoring and Review	36
Chapter 8: Publicising of Agreed Scheme	37

Chapter 1: Introduction and Background

1.1 Introduction

The Official Languages Act 2003 provides for the preparation by public bodies of a language scheme detailing the services which they will provide:

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

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

In accordance with section 14(3) of the Act, language schemes remain in force for a period of 3 years or until such time as a new scheme is confirmed by the Minister for Culture, Heritage and the Gaeltacht, whichever is the later.

1.2 Preparation and Content of the Scheme

In the preparation of this scheme, due regard has been given to the Guidelines issued by the Department of Culture Heritage and the Gaeltacht. In addition, there has been a comprehensive process of consultation with relevant stakeholders. During the preparation of this scheme, **Galway City Council** published a notice of intention to prepare a draft scheme under the *Official Languages Act 2003*. An Irish language advertisement was placed on the Irish language website *tuairisc.ie* in which **Galway City Council** invited members of the public and all relevant stakeholders to make submissions to the scheme. A bilingual notice was also placed on the Council's website. All submissions received were reviewed and taken into account as part of the process of preparing this language scheme.

Galway City Council is guided by the principle that the provision of Irish language services should be based on:

- the level of demand for specific services in the Irish language,
- the importance of a proactive approach to the provision of such services, and
- the resources, including human and financial resources, and the capacity of the body concerned to develop or access the necessary language capability.

This scheme complements the principles of Quality Customer Service and our Customer Charter. It has been formulated with the intention of ensuring that all relevant obligations under the Official Languages Act by **Galway City Council** will be fully addressed on an incremental basis, through this and future schemes.

Only applicable to public bodies with previous confirmed schemes

This Scheme is predicated on all of the commitments in any previous scheme having been implemented. In the event of commitments in earlier schemes not having been fully implemented to date, this matter will be the subject of discussion with the Office of An Coimisinéir Teanga.

The time and effort put in by all concerned in this process is acknowledged and appreciated.

1.3 Commencement date of the Scheme

This Scheme has been confirmed by the Minister for Culture, Heritage and the Gaeltacht. It commences with effect from 09/09/19 and shall remain in force for a period of 3 years or until a new scheme has been confirmed, whichever is the later.

Chapter 2: Overview of Galway City Council

Galway City

INTRODUCTION

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 - Connemara. Located on the shores of Galway Bay, within sight of the Atlantic Ocean, the city is surrounded by the phenomenal landscape of Connemara to the West and Lough Corrib to the north. The city is bisected by the river Corrib and the city centre is interwoven with canals, streams and millraces which have their origins in the commercial heritage of earlier centuries.

The permanent population of the city continues to grow. The 1986 census indicates there was a population of just over 47,000 living in Galway City. Over the period 2002 – 2006 alone, the population of Galway City increased by 10% with the 2006 census indicating a population of 72,414. The population of the city grew again from 75,529 in 2011 to 79,504 in 2016 and this is supplemented by upwards of 20,000 visitors and third-level students. This growth reflects not only a national and international trend of increased urbanisation but more specifically the attractiveness of Galway as a city to study in, to work in, to visit and to live in. It also reflects Galway's role as the primary city and service centre for the West Region.

Table 1: Population in 2011 and 2016 of western counties, Western Region and rest of state

	Population 2011	Population 2016	Actual Change (2011-2016) (No.)	Percentage Change (2011-2016) (%)
Clare	117,196	118,627	1,431	1.2%
Donegal	161,137	158,755	-2,382	-1.5%
Galway City	75,529	79,504	3,975	5.3%
Galway County	175,124	179,048	3,924	2.2%
Leitrim	31,798	31,972	174	0.6%
Mayo	130,638	130,425	-213	-0.2%
Roscommon	64,065	64,436	371	0.6%
Sligo	65,393	65,357	-36	-0.1%
Western Region	820,880	828,124	7,244	0.9%
State	4,588,252	4,757,976	169,724	3.7%
Rest of State	3,767,372	3,929,852	162,480	4.3%

1 Source: Central Statistics Office (CSO), Census 2016: Preliminary Results.

Through recent decades, employment in the city has increased with areas such as bio-technology, medical devices, and ITC services combining with strong public service, retail, health, education and commercial and hospitality sectors in providing work opportunities for the people of the region. The City's location on Galway Bay, at the mid-point of the Wild Atlantic Way and surrounded by the outstanding landscape and natural beauty of Connemara, Lough Corrib and the Burren, points to the pivotal role of tourism in the local economy, and highlights the imperative of further exploiting the potential of these wonderful assets in a sustainable way.

Galway is a young and vibrant city.

It is a learning city, with 38,000 pupils and students in primary, secondary, further and third level schools and colleges across the city. 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 International 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.

Galway City has recently self-declared as Ireland's first bilingual city (7th March 2016). 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 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 & An Caisleán Gearr.

Galway City Council

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 79,504. The Council employs around 450 staff. The Council's Corporate Strategy is set out in its Corporate Plan 2014 – 2019. 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

SPC 2 - Transportation and Infrastructure

SPC 3 - Economic Development and Planning

SPC 4 - Environment

SPC 5 - Recreation, Amenity and Culture

OPERATING ENVIRONMENT

Galway City Council is the local authority for Galway City. It provides a range of services, it regulates certain activities, and it also fulfils a representational role through the democratic process.

Internal Environment

The Council comprises the elected Councillors and the staff of the Council. Local Government law divides the functions of the City Council into those policy making functions reserved to Councillors known as “reserved functions”, and functions relating to administration and to policy implementation performed by the Chief Executive (or officials delegated by him) and known as “executive functions”. The Chief Executive must have regard to the policies made by the elected Council in making his decisions.

While policy making is the role of the elected Council, the five Strategic Policy Committees (S.P.Cs) of the Council consider policy development in areas aligned to Council services, and make recommendations on policy to the full Council for consideration and decision. The S.P.C. membership comprises elected Councillors and sectoral interests including the social partners, nominees of the Public Participation Network and other relevant interests at local level. The Chair of each SPC must be a Council member and the five Chairs, together with the Mayor, form the Corporate Policy Group (C.P.G).

The Council’s services are delivered through a number of functional Departments (e.g. Housing, Planning), which are supported and resourced by the Corporate Services, HR, ICT and Finance Departments. The principal point of contact between the citizens and the Council is the Customer Services Centre.

The Council develops and implements its own policies but it also has a significant role in implementing national policy, as outlined and communicated by Government or other State authorities. In this regard, the Council is required to take account of a wide range of strategies, plans, guidelines and circulars which outline how national policy is to be implemented at local level.

2.1 Mission and Objectives

“To work in partnership as Elected Members and Staff of Galway City Council in the development and enhancement of the City and to provide efficient services to the people we serve, and in so doing, to continue to make Galway an attractive, vibrant and proud city in which to live, work and visit.”

- Galway City Council Mission Statement

CORE VALUES

Our core values are derived from the principles of good local government and provide the basis for our objectives and actions as an organisation.

Democratic leadership

To represent all people of the city in an open and transparent fashion and to maintain and develop the City Council’s lead role in meeting the challenges facing the city as we strive for a better quality of life for the people we serve.

Corporate Governance

To sustain a commitment to openness, accountability and a high standard of corporate governance, the maintenance of high standards of conduct and integrity by Members and staff, thereby promoting a culture of trust.

Public Service to the Highest Standards

To deliver high quality public services to the people of the city through a committed, dedicated and innovative staff.

2.2 Main Functions

Galway City Council is the local authority for Galway City. It provides a range of services, it regulates certain activities, and it also fulfils a representational role through the democratic process.

2.3 Key Services

- Housing

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

- Traffic, Transport & Parking

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.

- Water

To collaborate with Irish Water in providing and maintaining, in a sustainable manner, a water supply system and a drainage collection/treatment system, capable of meeting the needs of all domestic, commercial and industrial consumers in the city.

- Planning

To have in place a system of physical planning capable of meeting sustainable economic, environmental and social development objectives for the city.

- Environment, Litter, Waste & Recycling

To protect, enhance and conserve the natural environment of our city, to develop a culture of no litter and no pollution and to promote sustainable use of our resources.

- Recreation and Leisure

To develop and promote the provision of high quality recreational, leisure and amenity facilities for all age groups and enhance the quality of life for our citizens and visitors alike.

- Economic and Community Development

To ensure that Galway has a strong economic base which will support a good quality of life for its citizens, and will drive the sustainable development of the region.

To enable all of our communities to achieve their potential, and to promote and facilitate equality of access and equality of opportunity across all communities.

- Community & Culture

To maximise the potential of arts and culture to enrich the lives of all who live in, work in, and visit the city.

- Business & Finance

To maximise resources available for infrastructural and service provision and ensure, the efficient and effective use of these resources, the achievement of a balanced budget and the highest standards of accountability and financial probity.

- Corporate Services

To provide an effective support service for the elected members and the organisation generally and to assist the members in fulfilling their democratic mandate.

To ensure the efficient delivery of the corporate services and supports required by the Council.

2.4 Customers and Clients

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

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.

Chapter 3: Details of services currently being provided in English only, in Irish only or bilingually

Details of individual services and schemes operated by the Department across its remit are available on the Department's Website at www.galwaycity.ie.

In the case of those sections where a service through Irish is not currently available, arrangements will be made to respond to requests for such a service. Service in Irish may be limited and cannot be guaranteed in the case of matters requiring specialist or technical knowledge.

Provision of Services (Please tick the relevant box)			
Name of Service	In English Only	In Irish only	Bilingually
Housing			√
Traffic, Transport & Parking			√
Water			√
Planning			√
Environment, Litter, Waste & Recycling			√
Recreation & Amenities			√
Economic & Community Development			√
Community & Culture			√
Business & Finance			√
Corporate Services			√
Human Resources			√
Service Provision in Gaeltacht areas			
Name of Service	In English Only	In Irish only	Bilingually
Galway City Council do not have any offices situated in Gaeltacht areas at present but if/when it does open an office in a Gaeltacht area, we will ensure that it provides a full service through Irish to members of the public in those Gaeltacht areas.			

Chapter 4: Enhancing the provision of Irish Language Services

The provisions shaded in grey in the table below are mandatory requirements under the Official Languages Act 2003.

Means of communication with the public		Commitment	
Recorded Oral Announcements		<p>The following recorded oral announcements will be in Irish or bilingual:</p> <p>(a) Recorded oral announcements provided on the telephone when the offices of the public body are closed;</p> <p>(b) Recorded oral announcements transmitted by a public address system;</p> <p>(c) Recorded oral announcements created and transmitted by means of a computerised messaging system or a computerised telephone answering system.</p> <p>This provision relates to 'recorded' announcements rather than 'live announcements'.</p> <p>Where a Placenames Order is in force, a public body is required to use the Irish language version of the placename specified in that Order in recorded oral announcements made by it or on its behalf.</p>	Mandatory
Written Communication	Letters and Electronic Mail	All written communication will be responded to in the official language in which it was received.	Mandatory
	Stationery	Headings of stationery, including notepaper, compliment slips, fax cover sheets, file covers and other folders, labels and envelopes are provided in Irish or bilingually.	Mandatory
Signage	Signage	All signage placed by Galway City Council or on its behalf must be in Irish or bilingually, in accordance with the regulations (S.I. No.391/2008).	Mandatory
Publications	Publications	Documents setting out public policy proposals, audited accounts or financial	Mandatory

		statements, annual reports and strategy statements will be published simultaneously in Irish and English.	
	Circulars/Mailshots	Where Galway City Council communicates in writing or by electronic mail with the general public or a class of the general public for the purpose of furnishing information to the public or the class, Galway City Council shall ensure that the communication is in the Irish language or in the English and Irish languages.	Mandatory
An Ghaeltacht	Gaeltacht Placenames	The official placenames of Gaeltacht areas will be used by Galway City Council in accordance with the legislation.	Mandatory

Galway City Council will also undertake the following lists of actions under each service.

Means of communication with the public		Commitment	Timeline By end Yr 1/ Yr 2 / Yr 3
Oral / Written Communication	Reception	Reception staff will be familiar with the basic greetings in Irish.	Currently in Place
		The names of the members of staff who are able to communicate in Irish will be advertised in the various sections of the offices in Galway City Council and at reception.	Currently in Place
		Seeking services in Irish at reception will not cause any undue delay. Arrangements are in place to put members of the public in touch speedily with the relevant official(s) responsible for providing the service required through Irish.	Currently in Place
		All callers to the Customer Service Desk will be directly informed on a proactive 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	Currently in Place

		<p>office's website. All callers to the Customer Service Desk and to public counters will continue to be greeted with a simple bilingual greeting.</p> <p>The choice of language of the customer will be established and he/she will be directed to the appropriate official. If the official is unavailable, the following options will be offered:</p> <ul style="list-style-type: none"> - calling back when an Irish speaker is available, - conducting business through another member of staff providing a translation service, or - continuing to conduct business in English. <p>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> <p>The Council will ensure that the necessary structures are in place so that all counter services will be available bilingually to assist with customers through either of the official languages.</p> <p>Public announcement systems used by or on behalf of the Council on its premises will continue to function bilingually.</p> <p>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> <p>Person specifications for public counter staff will in future contain an ability to communicate via Irish and English as a desirable skill.</p> <p>The Customer Service Desk will always have at least one member of staff available to</p>	<p>Currently in Place</p>
--	--	--	---

		<p>provide an Irish Language Service. This will be achieved through recruitment and/or training.</p> <p>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> <p>Customers will be greeted firstly in Irish and then in English.</p>	<p>Currently in Place</p> <p>By end of yr 1</p>
	Face to Face/Counter Service	<p>We will ensure that at least one member of staff is competent to deal effectively with members of the public through the medium of Irish.</p> <p>An up to date list of staff members who can provide a service through Irish will be made available.</p>	<p>Currently in Place</p> <p>Currently in Place</p>
	Switchboard	<p>All telephone customers will continue to be directly informed on a proactive 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.</p> <p>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 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.</p>	<p>Currently in Place</p> <p>Currently in Place</p>

		<p>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 as soon as possible, or continuing in English.</p>	<p>Currently in Place</p>
		<p>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.</p>	<p>Currently in Place</p>
		<p>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.</p>	<p>Currently in Place</p>
		<p>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.</p>	<p>Currently in Place</p>
		<p>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.</p>	<p>Currently in Place</p>
		<p>Person specifications for call centre staff will in future contain an ability to communicate via Irish and English as a desirable skill.</p>	<p>Currently in Place</p>
		<p>The Call Centre will always have at least one</p>	<p>Currently in</p>

	<p>member of staff available to provide an Irish Language Service. This will be achieved through recruitment and/or training.</p> <p>Switchboard staff will give the name of Galway City Council in Irish and English.</p> <p>Switchboard staff will be familiar with the basic greetings in Irish and will then be able to transfer the call to another member of staff who can speak Irish.</p> <p>Switchboard staff will be provided with an up to date list of staff members who can provide a service through Irish.</p> <p>Standard guidelines will be developed to deal with callers who wish to speak Irish and they will be distributed to the various sections of the office.</p> <p>The names of the members of staff who are able to communicate in Irish will be advertised in the various sections of the office and at reception.</p> <p>Suitable arrangements are in place so that switchboard staff can put members of the public in touch, without delay, with the office or officer responsible for offering the service required through Irish, where available.</p>	<p>Place</p> <p>Currently in Place</p>
	<p>Telephone communications with the public</p> <p>Staff will be provided with guidance on handling telephone calls from Irish speaking members of the general public. Customers will be greeted firstly in Irish and then in English.</p> <p>Bilingual staff will make customers aware that they are willing to conduct business in Irish, if required.</p> <p>Staff members will be made aware of colleagues who are available to provide a full service in Irish.</p>	<p>Currently in Place</p> <p>Currently in Place</p> <p>Currently in Place</p>

	Recorded Oral Announcements	N/A – No Recorded Oral Announcement system in operation on premises at present.	N/A
	Live announcements	N/A – No Live Announcement system in operation on premises at present.	N/A
	<u>Written Correspondence</u>	<p>The Council will continue to welcome correspondence in either Irish or English.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Correspondence ensuing from a meeting/telephone conversation where it has been established that the customer’s preferred language is Irish, will continue be in Irish, although the meeting/telephone conversation may not have been held through the medium of Irish.</p> <p>The Council will continue to initiate correspondence in Irish with those who are known to prefer it. This also applies to email correspondence.</p> <p>When a non Irish-speaking officer deals with 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.</p>	<p>Currently in Place</p>

		<p>In the day to day running of services, circulars and standard letters will continue to be issued to the public bilingually.</p> <p>A standard statement will continue to be included on the Council's headed paper, compliment slips, advertisements, Council's website etc. to say that correspondence is welcomed in Irish or English.</p> <p>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.</p> <p>The above principles will apply when corresponding electronically.</p>	<p>Currently in Place</p> <p>Currently in Place</p> <p>Currently in Place</p> <p>Currently in Place</p>
	Information Leaflets/ Brochures	<p>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.</p> <p>The preferred format will be both languages side by side with Irish on the left or on the right or Irish above and English below. Irish text shall appear first and will be as prominent, visible, legible, and no smaller than English text, and not abbreviated unless the English is also abbreviated.</p> <p>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.).</p> <p>In the case of brochures and information leaflets used or provided by the Council,</p>	<p>Currently in Place</p> <p>Currently in Place</p> <p>Currently in Place</p> <p>Currently in Place</p>

		<p>being issued by another body apart from the Council, bilingual forms will be actively requested.</p> <p>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.</p> <p>A bilingual or Irish version of the information leaflets and brochures most commonly used will be available (list to be specified).</p> <p>100% of information leaflets and brochures will be available in Irish or bilingually. The selection criteria will be based on public demand.</p>	<p>Currently in Place</p> <p>Currently in Place</p> <p>Currently in Place</p>
	Application Forms	<p>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>	<p>Currently in Place</p> <p>Currently in Place</p>

		<p>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). The same principle applies in Irish.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>There will be a bilingual or Irish version of the most commonly used application forms available (list to be specified).</p>	<p>Currently in Place</p>
	Other	<p>All publications, guidelines, etc. will be available bilingually or in Irish.</p> <p>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.</p> <p>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</p>	<p>Currently in Place</p> <p>Currently in Place</p> <p>Currently in Place</p>

		<p>available.</p> <p>Documents currently published bilingually by the Council and not covered by Section 10 of the Act will continue to be published bilingually.</p> <p>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.</p> <p>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.</p> <p>Irish used in publications will continue to be legible and easily understood, having regard to accuracy of standard spelling and grammar.</p>	<p>Currently in Place</p> <p>Currently in Place</p> <p>Currently in Place</p> <p>Currently in Place</p>
<p>Media</p>	<p>Press Releases</p>	<p>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.</p> <p>The Council will ensure that all press releases will continue to be issued bilingually. Where possible, these will be issued simultaneously. In certain situations, this may not be possible due to the urgent nature of some press releases.</p> <p>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.</p> <p>The Council currently provides a bilingual media contact for further information and</p>	<p>Currently in Place</p> <p>Currently in Place</p> <p>Currently in Place</p> <p>Currently in Place</p>

		<p>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.</p> <p>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.</p> <p>Where the Irish language media request a written response to a media enquiry, the response will be in Irish.</p> <p>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.</p> <p>At least 25% of text on permanent display material, such as pop up banners which will be used on several occasions will be bilingual.</p> <p>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.</p> <p>The Council will ensure that any events the council plans to promote the Irish language will be promoted through the Irish language Media.</p> <p>100% of press releases will be issued bilingually. The objective should be to issue this material simultaneously.</p> <p>All press releases pertaining to the Gaeltacht or Irish language issues will be issued simultaneously in Irish or bilingually.</p>	<p>Currently in Place</p>
--	--	--	--

	Social Media	All information posted on any of the social media platforms pertaining to the Gaeltacht or Irish language issues will be issued simultaneously in Irish or bilingually.	By end Yr 1
	Media Spokespersons	An Irish speaking spokesperson/s will be available for interviews with the Irish language media.	Currently in Place
	Speeches	Speeches generally tend to have an Irish language greeting at the beginning and traditionally end with an Irish language blessing. Galway City Council staff are always encouraged to utilise as much of the Irish language as possible in speeches.	Currently in Place Currently in Place
Information Technology	Email	Galway City Council staff are always encouraged to utilise as much of the Irish language as possible in emails even if that is limited to greetings and expressions of good will at the end of text. There will be a statement on every member of staff's email account welcoming the use of the Irish language. Standard email messages from all members of staff such as automatic "currently out of office" replies, will be bilingual.	Currently in Place By end of Yr 1 By end of Yr 1
	Websites	There will be a navigational link from a page in the English version of the website www.galwaycity.ie to the relevant page in the Irish version. An Irish Portal 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. Forms, Information leaflets, documents and publications published bilingually are available on the website and this will	Currently in Place Currently in Place

		<p>continue as new material becomes available. Responsibility for keeping bilingual forms, leaflets etc updated will rest with the relevant section. These updates will be made simultaneously.</p> <p>Language compatibility requirements will be included when introducing new internal ICT systems and upgrading existing ICT systems. Given the major technical and resource issues this is an issue to be tackled in the long term.</p>	Currently in Place
	Computer Systems	<p>All current computer systems will be Irish language compatible.</p> <p>Any new computer system being installed will be fully capable of handling the Irish language.</p> <p>Any new printing facilities will be fully capable of handling the Irish language.</p> <p>The public body will continue to actively use technology to improve the provision of bilingual services.</p>	<p>Currently in Place</p> <p>Currently in Place</p> <p>Currently in Place</p> <p>Currently in Place</p>
	Interactive Services	<p>Interactive Services are bilingual where possible i.e. All new interactive machines in the city museum are bilingual (Irish & English) including the 3D virtual tour.</p>	Currently in Place
Gaeltacht	Meetings	<p>At present, Galway City Council staff do not occupy any buildings/offices or operate any public service in any designated Gaeltacht area or indeed in any other area outside of the city buildings on College Road, however, every member of staff that deals with Gaeltacht issues or with people from the Gaeltacht will be competent in Irish.</p> <p>A system will be put in place to ensure that correspondence with members of the Gaeltacht community will be in Irish only, if they so require.</p>	<p>Currently in Place</p> <p>Currently in Place</p>

		<p>Where required, meetings held in the Gaeltacht will be conducted in Irish with simultaneous translation to English provided, as appropriate.</p> <p>Contributions in Irish or English will be welcome at public meetings in the Gaeltacht organised by or on behalf of Galway City Council.</p> <p>Meetings organised by Galway City Council that deal with Irish language issues will be held in Irish or bilingually, as appropriate.</p>	<p>Currently in Place</p> <p>Currently in Place</p> <p>Currently in Place</p>
	Placenames	<p>The official placenames of Gaeltacht areas will be used by Galway City Council in accordance with the legislation.</p> <p>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, in consultation with the Placenames commission if required and having consideration for the existing placenames, history and local heritage of the area.</p> <p>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.</p>	<p>Currently in Place</p> <p>Currently in Place</p> <p>Currently in Place</p>
Services	Services	<p>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.</p>	Currently in Place
		<p>Where services involve contact with the public, agents or contractors will continue to</p>	Currently in Place

		<p>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.</p> <p>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 to the requirements of the scheme.</p> <p>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 compliance as possible in the circumstances will be sought.</p> <p>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.</p> <p>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.</p>	<p>Currently in Place</p> <p>Currently in Place</p> <p>Currently in Place</p> <p>Currently in Place</p>
<p>New Policies and Initiatives</p>	<p>New Policies & Initiatives</p>	<p>New policies and initiatives will be consistent with the Scheme and will not undermine it.</p> <p>New policies and initiatives will promote the cultural and linguistic heritage of the City.</p> <p>New policies and initiatives will promote and facilitate the use of Irish wherever possible.</p> <p>Staff and consultants involved in policy</p>	<p>Currently in Place</p> <p>Currently in Place</p> <p>Currently in Place</p> <p>Currently in</p>

		<p>formulation will be informed of the Scheme and of the organisation's obligations under the Official Languages Act 2003.</p> <p>Existing policies will be reviewed and altered if deemed necessary to be in line with the provisions of this Scheme.</p> <p>A policy has been implemented to make staff aware of obligations under the Language Scheme, when uploading static material to Galway City Council website. A reminder will appear to staff when uploading material to make them aware of obligations, and full audit trail will be logged with the software.</p> <p>In the absence of Irish language print media, a temporary policy has been implemented to update article 11.6 of Galway City Council 2nd Language Scheme, which states: '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'. Bilingual versions of the same notice will be published in the current local contracted newspaper (subject to conditions).</p> <p>A Temporary Traffic Signage Guide has been implemented to regulate use of Irish on traffic signage erected on a temporary basis. This will apply to both external contractors and GCC sections that erect temporary signage.</p>	<p>Place</p> <p>Currently in Place</p>
<p>Grants & Sponsorship</p>	<p>Grants & Sponsorship</p>	<p>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.</p> <p>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</p>	<p>Currently in Place</p> <p>Currently in Place</p>

		<p>or partnerships will be urged to operate in accordance with this scheme.</p> <p>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.</p>	<p>Currently in Place</p>
--	--	---	----------------------------------

Chapter 5: Enhancing the Provision of Irish Language Services in Gaeltacht Areas

Enhancing the provision of Irish language services in Gaeltacht areas and ensuring that Irish becomes the working language in offices located in Gaeltacht areas by a certain date.

Commitments in Gaeltacht Areas

Description of services in Gaeltacht areas	Commitment	Timeline By end Yr 1/ Yr 2 / Yr 3
N/A	Galway City Council do not have any offices situated in Gaeltacht areas at present but if/when it does open an office in a Gaeltacht area, we will ensure that it provides a full service through Irish to members of the public in those Gaeltacht areas.	
Irish as the working language in Gaeltacht offices		
Commitment		Timeline By end Yr 1/ Yr 2 / Yr 3
Galway City Council do not have any offices situated in Gaeltacht areas at present but if/when it does open an office in a Gaeltacht area, we will ensure that it provides a full service through Irish to members of the public in those Gaeltacht areas.		

Chapter 6: Improving Language Capability

6.1 Recruitment

The recruitment of staff with the appropriate level of competence in the Irish language in each area of work of Galway City Council will be the primary means of optimising the availability of services through Irish. Our recruitment policy, which is subject to the framework of agreed national recruitment procedures, will have regard to the need to improve Irish language capability on an incremental basis.

All new staff will be provided with an induction pack containing a copy of our agreed scheme in order to ensure that they are made aware of our commitments under the legislation.

6.2 Training and Development

Galway City Council, is committed to making available opportunities for staff to attend appropriately accredited Irish language training courses, as resources permit. All staff will be advised of facilities/opportunities to improve their competency in Irish.

		Commitment	Timeline By end Yr 1/ Yr 2 / Yr 3
Improving Irish Language Capability	Recruitment	Linguistic ability will continue to be one of a number of skills considered in staff appointments.	Ongoing
		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.	Ongoing
		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 to a high standard will be considered an additional skill.	Ongoing
		Oral and written bilingual skills for a post will be specified in the job specification and in the advertisement.	Ongoing

	<p>All new members of staff will be given an introduction to the Irish Language Scheme and its implications for the way they execute their job as part of their induction training. They will be advised of the various support mechanisms in place in facilitating the use of Irish as part of their duties.</p>	Ongoing
	<p>Data on bilingual skills of new employees will be captured via new starter forms and on documentation completed by managers.</p>	Ongoing
	<p>Where Irish is considered desirable for a particular post the recruitment advertisement will be fully bilingual.</p>	Ongoing
	<p>Where it has not been possible to appoint an individual with the requisite language competency to a post requiring Irish Language Skills, the candidate appointed will be required to accept as a condition of appointment the acquisition of an acceptable level of fluency in the Irish language in terms of meeting the requirements of the post.</p>	Ongoing
	<p>To encourage applicants with Irish Language skills, a partnership will be developed with educational/training institutes to facilitate initiatives such as work experience opportunities and participation in career fairs.</p>	Ongoing
	<p>To assist the recruitment of Irish speakers, HR will be encouraged to consider carefully where posts are advertised. Consideration should be given to advertising in the Irish Language Media.</p>	Ongoing
	<p>All of the above will be in line with national recruitment policies and relevant employment legislation.</p>	Ongoing

		<p>staff as outlined and agreed in personal and team development plans and also contained in Directorate Training Plans.</p> <p>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.</p>	Ongoing
	<p>Participation in language promotion activities /Provision of resources</p>	<p>Staff will be aware of the concept of the proactive agreement - proactively offering services in Irish to the public.</p> <p>Staff will be encouraged to participate in cultural language activities.</p>	<p>Ongoing</p> <p>Ongoing</p>

6.3 Designated Irish Language Posts

The posts listed below have been designated as having an Irish language competency requirement. It is the intention that holders of these posts will have achieved specified accredited standards in the Irish language, commensurate with the responsibilities of the post. When designating these posts, particular consideration has been given to posts located in Gaeltacht areas and to posts located outside Gaeltacht areas but whose customer base consists largely of Gaeltacht and/or Irish language speaking communities.

Title of Post	Location	Gaeltacht/Irish speaking community served	Indication of standard of Irish required (choose from basic, intermediate or advanced)
Staff Officer with responsibilities for the Irish Language	Corporate Services	Any Irish speakers who wish to do business with Galway City Council including those from the Gaeltacht areas.	Advanced
Clerical Officer	Reception: Counter services/ Face to face, switchboard	As above	Intermediate and Advanced.

Chapter 7: Monitoring and Review

The implementation of the scheme will be monitored and reviewed on a regular basis by the Staff Officer with responsibilities for the Irish Language. The contact person for the scheme (in the interim) will be the acting Staff Officer with responsibilities for the Irish Language - John Mullin and the contact person thereafter will be the permanent Staff Officer with responsibilities for the Irish Language - Ailish Bhreathnach.

A formal system for monitoring requests for services through Irish will be available and recorded in our Annual Report.

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.

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'. The Senior Executive Officer in the Corporate Services Department will chair the Cross Departmental Implementation Group (CDIG).

Members of the 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 advise departments and to encourage them to mainstream the Irish Language into new policies and initiatives. Every member of the Council's staff will be responsible for acting in accordance with the requirements of this scheme. Complaints concerning the implementation of the Scheme will be investigated through the complaints procedure set out in the Customer Service Action Plan.

Chapter 8: Publicising of Agreed Scheme

This scheme will be publicised both internally and externally, through a press release initially. A bilingual version of the scheme will be made available on our website and circulated to all staff and appropriate agencies. Other means to publicise the scheme may also be used.

In addition, we will take every opportunity in our day to day interaction with customers to promote and publicise the services we provide in Irish through the following means:

- directly informing customers on a proactive basis of the option of conducting business with us through Irish, for example, by the display of notices at reception areas indicating the Irish language services that are available;
- prominently listing these services on our website;
- signifying on selected guidelines, leaflets and application forms that these documents are also available in Irish, unless presented bilingually;
- giving equal prominence to Irish and English language materials.

A copy of the agreed scheme will be forwarded to the Office of An Coimisinéir Teanga.