

Suirbhéireacht Ordanáis Éireann

Scéim Teanga

2014 – 2017

Faoi Alt 11 d'Acht na dTeangacha Oifigiúla, 2003

Ordnance Survey Ireland

Language Scheme

2014 – 2017

Under Section 11 of the Official Languages Act, 2003

Background

This scheme was prepared under Section 11 of the Official Languages Act 2003 by Ordnance Survey Ireland. The Act provides for statutory rights in relation to the delivery of public services as per Article 8 of the Constitution.

Section 11 of the Act 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 provided throught the medium of the Irish language will be so provided within an agreed timeframe. The draft of the scheme is required to be prepared and presented to the Minister for Arts, Heritage and the Gaeltacht.

Advertising the preparation of the Draft Scheme

In terms of the specific approach to the development of this scheme, a notice was published in October 2013 under section 13 of the Official Languages Act 2003 inviting representations from interested parties. Six submissions were received and can be viewed on Ordnance Survey Ireland's website, www.osi.ie Ordnance Survey Ireland appreciates the time and effort devoted to this process by all concerned.

Introduction

A Steering Group, comprising senior management and a Working Group, comprising representatives from a range of relevant areas was established to ensure cross-functional input and to assist in the drafting of the Scheme. Ordnance Survey Ireland would like to thank all those who took the time to engage with this important process.

The Scheme has been developed taking into account the submissions received, the views and suggestions of the cross-functional Working Group, the current situation in the Organisation with

regard to Irish language service availability and capability, and an assessment of the demand for services through Irish over the lifetime of the Scheme.

Responsibility for monitoring and reviewing the scheme will rest with the Senior Management Team. Areas for future enhancement of services provided are identified in the body of the scheme. The scheme also includes a commitment to assess on an ongoing basis the level of demand for services through Irish and to ensure that Ordnance Survey Ireland continues to meet this demand in a planned, coherent and accessible way. Ordnance Survey Ireland will continue to gauge the level of demand for its services in the Irish Language by auditing the level of queries/requests. The order in which any particular services will be prioritised for provision in the Irish Language will be determined by the Senior Management Team with the agreement of the Minister for Arts, Heritage and the Gaeltacht.

Commencement date of the Scheme

This scheme has been confirmed by the Minister for Arts, Heritage and the Gaeltacht. The scheme is planned to commence with effect from **8 December 2014**. It will remain in force for a period of three years from this date or until a new scheme has been confirmed by the Minister pursuant to section 15 of the Official Languages Act, whichever is the later.

Overview of Ordnance Survey Ireland

Ordnance Survey Ireland is Ireland's National Mapping Agency and has been mapping Ireland in detail since 1824. We have a proud tradition of innovation in mapping techniques and we continue to build on that tradition today.

Ordnance Survey Ireland's products and services are widely used in all sectors of Irish society and our data supports the social, economic, legislative and administrative functions of the state in Ireland.

Ordnance Survey Ireland (OSi) was established as a body corporate on 4th March 2002 under the provisions of the Ordnance Survey Act, 2001.

OSi is governed by a board consisting of a Chairperson and 9 Board members. OSi operates under the ownership of the Minister for Communications, Energy and Natural Resources. The day-to-day management of OSi is the responsibility of the Chief Executive. It employs 245 staff, of which 165 are based in OSi Headquarters, Phoenix Park, Dublin 8 and 80 are employed in 6 Regional Offices.

Following recommendations in a critical review report, the Government is proceeding with a merger of Ordnance Survey Ireland, the Property Registration Authority and the Valuation Office. Ministerial approval has been given for *Tailte Éireann* as the name of the new organisation. When established, Tailte Éireann will be responsible for providing the authoritative national property registration system, national mapping and surveying infrastructure and State property valuation service. As such, it will be the primary source of property information and geo-spatial data in the State and will be a leader in the development and delivery of land information services.

Our mission statement is:

Ordnance Survey Ireland's Mission is **excellence in providing quality mapping and spatial information services to meet society's needs.**

This Mission is achieved through the enactment by our people of the following organisational values:

- **Responsiveness** – the ability to anticipate, adapt and meet effectively the changing needs of our customers
- **Enterprise** – continuously developing the skills and expertise to interpret, shape and meet the needs of the market
- **Innovation** – the contribution of our people in continuously seeking improvements in how we develop our products and services
- **Efficiency** – productivity and effectiveness to ensure our viability in a competitive environment

- **Results** – the organisational performance to deliver on our commitments and achieve quality outcomes for our stakeholders.

**The functions of Ordnance Survey Ireland are outlined in the
OSi Act, 2001 as follows:**

- (1) The general function of O*Si* is to provide a national mapping service in the State. In this regard it shall operate in the public interest by creating and maintaining the definitive national mapping and related geographic records of the State.

- (2) O*Si*'s functions shall include all such tasks as are necessary to fulfil its general function including, but without prejudice to the foregoing, the following:
 - (a) to maintain and develop the underlying physical infrastructure which is needed to support mapping applications, including to maintain a national grid and the national geodetic and height frameworks and to link these to international systems,

 - (b) to create and maintain for the entire State mapping and related geographic databases which have national consistency of content, currency, style and manner including those areas which do not provide a commercial return on the activity,

 - (c) to provide mapping and related geographic information to the public and private sectors in support of social, economic, legislative, educational, security, business and administrative functions and requirements,

 - (d) to encourage and promote the benefits of the use of the national mapping and related databases and the development of products, services and markets to meet national and user needs,

 - (e) to advise the Government, a Minister of the Government, a body established by or under statute and other public sector organisations on matters relating to the policy and practice of survey, mapping and geographic information and on the development of national spatial data infrastructures,

- (f) to represent the State at international level on matters relating to mapping and geographic information,
- (g) to provide the necessary technical support to the Chief Boundary Surveyor in the performance of his or her duties in delimiting statutory boundaries and the delineation of such boundaries on maps,
- (h) to depict placenames and ancient features in the national mapping and related records and databases in the Irish language or in the English and Irish languages
- (i) to protect the Government copyright on OS*i* records, databases, products and published material including copyright on OS*i* records, databases, products and published material made prior to the establishment day.

In regard to paragraph (h) above, Article 34 of the Official Languages Act 2003 amended by substitution paragraph (h) of Section 4(2) of Ordnance Survey Act 2001.

Articles 31, 32 and 33 of the Official Languages Act 2003 refer to Placenames. Article 35 of the Official Languages Act 2003 repealed the Place-Names (Irish Forms) Act 1973.

Commitment to Service Delivery in Irish

Ordnance Survey Ireland is committed to providing services in Irish and/or bilingually to its customers. We will strive to provide an improved service through the medium of spoken Irish in our Reception and Customer Service. We will continue to assess the language competence of existing service and encourage further language training.

By the end of this scheme, the organisation will have improved service delivery to provide a service in Irish to the public, in so far as considered appropriate and feasible on technical queries.

During the course of the initial Scheme we will monitor the take-up of services, with a view to matching over time, the provision of services with the level of customer demand. The aim over the period of this scheme is to develop a quality service for customers who wish to conduct their business in Irish.

Services Currently Available Through Irish Only

- All written correspondence received in Irish is responded to in Irish.

Services Currently Available Through English Only

- Ordnance Survey Ireland websites and social media sites.

Services Currently Available Through Irish & English

- Marketing Communication.
- Publication of Annual Report.
- Letterheads and stationery incorporate bilingual name and details.
- Signage.
- Standard email services such as disclaimers are in both languages.

Areas for future enhancement in delivery of service in Irish Means of Communication

Telephone

Ordnance Survey Ireland will ensure that switchboard operators are fully briefed and trained to be able to direct callers in Irish to the appropriate location to receive service in Irish. Training will be provided to ensure that switchboard staff are able to give the name of the body in Irish, that they are familiar with basic greetings in Irish and that they can put members of the public in touch without delay, with the officer responsible for facilitating the service through Irish, where available.

Public Counter Staff

In our first scheme we intend to prioritise the provision of services at the public counter. Customers who wish to conduct their business in Irish will be referred to offices where such service can be facilitated. For certain queries the officer will take details of the query and revert to the enquirer with a reply. Ordnance Survey Ireland do not have any offices in Gaeltacht areas. Ordnance Survey Ireland's products are also sold by third parties which are not part of Scheme.

Website & Internet Services

At present, there is very little Irish language content available on Ordnance Survey Ireland website.

Over the course of the Scheme Ordnance Survey Ireland will increase the static content particularly in regard to policy documents. This commitment does not apply to static content requiring software changes. This would have significant impact in terms of financial investment and staff resources.

Currently, due to the structure of the website for the provision of products and services on-line and the complexity of systems developed, together with third party software providers, Ordnance Survey Ireland are unable to provide this service in Irish.

A dedicated email address for queries in Irish will be published on our website at eolas@osi.ie

Publications

In accordance with Section 10 of the Official Languages Act 2003 all major reports published by *OSi* such as annual reports shall be published bilingually, with the exception of commercial promotional publications.

Annual reports are currently published simultaneously through the *OSi* website in Irish and English.

Press Releases

Having regard to the nature of our Press Releases, *OSi* will ensure that our non commercial Press Releases will be issued in both Irish and English.

Upon request by local and/or national media other press releases shall be made available in Irish.

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

Provision of Services

Section 4(2) of the Ordnance Survey Ireland Act 2001 (as amended by Section 34 of the Official Languages Act 2003) provides for the depiction of placenames and ancient features in the national mapping and related records and databases in the Irish Language or in the English and Irish Language. The Placenames Branch is responsible for the research and provision of the correct Irish language forms of placenames, which are subsequently validated by the Placenames Committee.

Digital Mapping Data

On the completion of the re-engineering of Ordnance Survey Ireland's digital mapping database, the mapping database will have the capability to manage text in both Irish and English on its digital mapping.

Paper Map products

Ordnance Survey Ireland has produced an Irish language version of an all Ireland map.

All newly produced *OSi* large-scale mapping of Gaeltacht areas only contain Placenames and Ancient Features in the Irish language. All new *OSi* small-scale mapping products will now be produced showing only Irish language text in Gaeltacht areas.

Regarding the Irish translation of Placenames and Ancient Features shown on OSi mapping outside of Gaeltacht areas, OSi is dependant on the Placenames Branch to publish the authoritative Irish translation by means of a published Placenames Orders. As of July 2014, nine Placenames Orders have been published which have been implemented by OSi. In preparation for the implementation of the remaining Placenames Orders yet to be published, OSi has developed new technical database systems to ensure their timely implementation on national mapping products.

Improving Ordnance Survey Ireland's Irish Language Capability

Training

Through a tailored programme of training for all employees who deal with customer service and sales, we will endeavour to increase the knowledge and awareness of the Irish language.

In addition we will:

- Include information on our language policy as part of our induction training and customer service training.
- Facilitate employees attending Irish language courses through refund of fee courses.
- Provide and advise employees of the range of Irish Language courses available.
- Provide a list of Irish Team members who can offer support to our reception, sales and customer services areas.
- Carry out regular assessments of Irish language courses provided to employees to ascertain if they meet the needs of Ordnance Survey Ireland effectively.
- Encourage and facilitate networking opportunities for conversational Irish groups.
- Provide a Helpdesk for email queries through Irish.
- Provide links to translation websites e.g. <http://www.focloir.ie/>, <http://www.acmhainn.ie/>.
- Keep under review the number of employees with proficiency in Irish and identify measures to address any deficiencies.

Monitoring and Revision

Compliance with the Official Languages Act 2003 and the commitments of the Scheme will be monitored by the Senior Management Team. They will keep the effective operation of the scheme under review, while ongoing monitoring of services provision and the level of demand for services through Irish will be carried out by the Manager with responsibility for Customer Service, assisted by the Irish Language Team.

Publicising of Agreed Scheme

The contents of this Scheme will be communicated to the general public by the following means:

- Website
- Circulation to staff, appropriate agencies and Public Bodies

Other means to publicise the scheme may also be used.

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

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