

Revenue 

*Scheme 2005 - 2008 under Section 11
of the Official Languages Act 2003*



Scheme 2005 - 2008 under Section 11 of the Official Languages Act 2003

Contents

	Page
Chapter 1	
Introduction	3
Chapter 2	
Existing Language regime for the provision of general services	6
Chapter 3	
Existing Language regime for the provision of services by Division	7
Chapter 4	
Enhancement of Services	7
Chapter 5	
Enhancement of Services - Provision of bilingual service	8
Chapter 6	
Services in English	11
Chapter 7	
Monitoring & Review	11
Chapter 8	
Publicising the Revenue Scheme	11

Scheme 2005 - 2008 under Section 11 of the Official Languages Act 2003

Chapter 1

Introduction

On the 28th September 2004, the Chairman of the Revenue Commissioners was requested by the Minister for Community, Rural & Gaeltacht Affairs to prepare a draft Scheme under Section 11 of the Official Languages Act 2003 ("the Act"), and to present it to him for confirmation on or before 28th March 2005.

Section 11 of 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.

1.1 Preparation of Scheme

The Scheme was drawn up by Revenue having regard to the Guidelines prepared under Section 12 of the Act by the Dept. of Community, Rural & Gaeltacht Affairs and in particular that the provision of service in the Irish language should be based on the following:

- The underlying level of demand for specific services in the Irish language in the context of positive provision
- The resources, including human and financial resources, and the capacity of the public body concerned to develop or access the necessary language capability.

In accordance with Section 13(1)(a) of the Act, on 29th October 2004 Revenue published a notice of intention to prepare a draft Scheme. Bilingual advertisements inviting submissions were published in the national press and on the Revenue website, and notices in Irish were published in two Irish language publications. The same information was conveyed to Revenue staff via our Intranet. A limited response was received. (Some suggestions made in the submissions received were that there be a single Irish language unit in each Revenue Region, that all information on the Revenue website be available in Irish, that Lo-call numbers be made available to deal with Irish only tax affairs, that there be a bilingual greeting on telephone enquiry lines). Some of the suggestions made have been incorporated in this first Scheme.

In September 2004, a general customer survey was undertaken in three Districts (Dublin, Dundalk, Limerick) of callers to our 1890 PAYE telephone service and those surveyed were asked about their requirements for service in Irish. A total of 750 taxpayers were surveyed and of those, 3% said they would avail of a service through the Irish language if it were provided.

All Divisions of the organisation have been invited to contribute to the preparation of the Scheme, and stakeholders have also been consulted through the Partnership process.

1.2 Scheme Objectives

Revenue has heretofore, where possible, provided an "on demand" service in Irish to those of our customers who request it. This reflects our commitment to fostering voluntary compliance through the

delivery of quality customer services. We recognise that providing a service in the Irish language is part of that commitment, and preparation of this Scheme reflects our continuing resolve to respond to the changing demands of our diverse customer base. The Scheme builds on this existing service provision, identifies specific areas where enhanced Irish language service can be provided and puts in place new structures to ensure that this is achieved.

As an organisation, we are committed to the implementation of the provisions of the Official Languages legislation. This will be achieved incrementally, beginning with our first Scheme, and over subsequent Schemes, having regard to the level of demand and resource availability. The document translation, printing, staff training and software redevelopment which will have to be undertaken to fulfil our obligations under the Scheme can, for the most part, be met from existing administrative budget allocations.

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 service in Irish with the level of demand identified.

1.3 Overview of Revenue

1.3.1 Mandate & Mission

Mission Statement - To serve the community by fairly and efficiently collecting taxes and duties and implementing import and export controls

Our primary task is the collection of the taxes and duties that fund Government expenditure on social and other services for the benefit of the community as a whole. Our activities extend to:

- Collection and management of taxes and duties that account for over 93% of Exchequer Revenue
- Administering the custom's regime for the control of imports and exports, and collection of duties and levies on behalf of the EU
- Deterring, detecting and prosecuting evasion, smuggling and other breaches of Taxes and Customs legislation
- Working in co-operation with other State Agencies in the fight against drugs and in other cross departmental initiatives
- Carrying out agency work for other Departments, including the collection of Pay Related Social Insurance (PRSI) for the Department of Social and Family Affairs
- Giving policy advice in areas where Revenue has a responsibility and expertise.

1.3.2 Organisation Structure

Revenue has a staff complement of 6,500. Our headquarters are in Dublin Castle.

Revenue Board

This comprises the Chairman, and 2 Commissioners.

There are a total of thirteen Business Units in Revenue, comprising four Regions and nine Divisions.

The four Regions are as follows:

Border Midlands West Region

(Counties Cavan, Donegal, Galway, Leitrim, Longford, Louth, Mayo, Monaghan, Offaly, Roscommon, Sligo and Westmeath).

Regional Office: **Galway**

Dublin Region

(Dublin City & County).

Regional Office: **Dublin**

East & South East Region

(Counties Carlow, Kildare, Kilkenny, Laois, Meath, Tipperary, Waterford, Wexford and Wicklow).

Regional Office: **Waterford**

South West

(Counties Clare, Cork, Kerry and Limerick).

Regional Office: **Cork**

With certain limited exceptions (e.g. cases dealt with by Large Cases Division) each of these regions deals with all of the tax and duty affairs of customers in the geographic locations they serve. In general, business customers have their tax and duty affairs dealt with in the Revenue District in which their business is managed and controlled, while PAYE customers are, for the most part, dealt with in the Revenue District dealing with the county in which they reside.

The Collector -General's Division

The Collector-General's Division has extensive contacts with members of the public and has primary responsibility for:

- Receipt and processing of tax payments
- Debt management for all major tax heads
- Tax Relief At Source (TRS) & Special Savings Incentive Accounts Scheme (SSIA).

Large Cases Division

Responsible for all of the taxes and duties of Ireland's largest corporate businesses and high wealth individuals.

Investigations & Prosecutions Division

Manages and advances all Revenue prosecutions in cases of tax and duty evasion, as well as special investigations of various kinds.

Revenue Legislation Services Divisions

Consists of four central Revenue Divisions whose work relates mainly to interpretation of tax, duty and excise legislation. These Divisions are:

Direct Taxes Policy and Legislation Division,
Direct Taxes Interpretation and International Division,
Indirect Taxes Division
Customs Division.

There are five National Office Divisions:

Strategic Planning Division

Supports the Revenue Board in setting corporate strategy and reviewing performance (includes the Accountant General's Office in Ennis, Co.Clare which has accounting responsibilities for all of Revenue's receipts and expenditure and also the Internal Audit Unit).

Operations Policy and Evaluation Division

Co-ordinates the development of operational policy, and evaluates the return from our customer service, audit and compliance programmes from an organisational perspective.

The **Human Resources Division** (which includes Training Branch), **Revenue Solicitor's Division**, and the **Information, Communications Technology and e-Business Division** (which includes ROS, the Revenue On-Line service) provide a wide range of specialist and corporate support services for the entire organisation.

In the Government decentralisation programme announced in December 2003, it is planned that certain units of Revenue will decentralise to Athy, Co. Kildare, Kildare Town, Kilrush, Co. Clare, Listowel, Co. Kerry and Newcastle West, Co. Limerick.

1.3.3 Customers & Clients

- Ministers, Ministers of State and other members of the Government
- Members of the Oireachtas
- Individual Taxpayers
- Business Taxpayers
- Business and Industry Representative groups
- Tax Practitioners
- Importers/Exporters
- Other Government Departments
- State Agencies
- Organisations of the European Union
- International Agencies.

1.3.4 Assessment of level of service already available through Irish

Revenue's customer service standards contain a commitment to provide a service where possible to those who wish to conduct their business through the medium of Irish.

Revenue's range of customer service standards apply generally to the commitments being given in this Scheme in relation to the delivery of service in the Irish language.

Service in the Irish language is provided to those customers who request it. Thus, if PAYE and Income Tax customers wish to have their affairs dealt with in Irish, they can elect to do so and subsequently, all services to them in relation to PAYE and Income Tax matters will be delivered through the medium of Irish. This is the basis on which service in Irish will continue to be provided.

As part of the ongoing evaluation of the Revenue Scheme, we will monitor the total number of taxpayers on our database who have elected to register for service in Irish.

Chapter 2

Existing language regime for the provision of general services

Counter Service/Phone calls

Customers who contact the organisation for service in Irish are at present facilitated on an informal basis.

Correspondence

Letters, e-mails & Faxes received in Irish are replied to in Irish.

Forms & Leaflets

Our most widely used Forms & Leaflets are available in paper format in Irish from our national dedicated 1890 number.

Website

There is a dedicated Irish language section on the Revenue website www.revenue.ie, containing information on Revenue services, corporate publications in Irish, as well as a wide range of Forms and Leaflets in downloadable format.

ROS - Revenue On-Line Service

There are a number of returns in Irish for monthly and annual filers.

Publications

Since 1 May 2004, major corporate publications are published bilingually.

Chapter 3

Existing language regime for the provision of services by Division

3.1: Provision of Services in Irish

Dublin Region - Aonad 8

Aonad 8 is a unit which handles a broad spectrum of telephone queries, processes returns, repayment claims etc. for PAYE and Income Tax customers through the medium of Irish; however, more complex cases may require additional input from other Revenue areas, provided through the medium of English. This is a dedicated Irish language unit which deals with taxpayers in the Dublin Region who have requested that their PAYE and Income Tax affairs be dealt with through Irish. Other than this unit, the rest of the Dublin region works in English.

For all cases registered as Irish cases, the Collector-General's Division provides output of forms and letters in Irish through the IT S (Integrated Taxation System).

3.2: Provision of Services in English

Other than the unit referred to above in the Dublin Region, all other Regions/Divisions provide service in English only, with the exception of the general services listed in Chapter 2.

Chapter 4

Enhancement of services

4.1: Provision of Services in Irish

We will provide enhanced services through the medium of the Irish language for PAYE and Income Tax customers (these represent over 90% of our customer base) in the (i) East & South East, (ii) the South West and (iii) BMW Regions. It is intended that these Regions will provide the same services as in the Dublin Region.

Each of these Regions will provide telephone access through our 1890 service, which will be able to handle a broad spectrum of telephone queries for PAYE and Income Tax customers. However, more complex cases may require additional input from other Revenue areas, provided through the medium of English.

In order to specifically cater for the needs of Revenue customers in Gaeltacht areas, enhanced services through Irish will be provided in the following locations:

Revenue BMW Region

- Letterkenny, Co. Donegal
- Castlebar, Co. Mayo
- Eyre Square, Galway.

Revenue South West Region

- Sullivan's Quay, Cork
- River House, Limerick
- Tralee, Co. Kerry.

East and South East Region

- Waterford.

Each of these locations will cater for personal callers through Irish in relation to PAYE and Income Tax issues during normal office opening hours.

The **Collector-General's Division** will establish a team for the provision of services in Irish to its customers.

4.1.1: Timeframe

Services operational by the end of the first Revenue Scheme (March 2008).

4.1.2: Resourcing of the new services

Staff

The three Regions in question (BMW, South West and East and South East) and the Collector-General's Division have undertaken a staff survey

- To assess the Irish language competence of staff generally
- Requesting volunteers to serve in the new areas.

It is envisaged that the staff complement can be resourced from within the organisation, and that targeted recruitment will not be necessary.

Financial

The new enhanced service in the Regions and in the Collector-General's Division will be resourced out of the existing Administrative Budget allocation for each of the respective Regions/Division.

Training

HRD (Training Branch) will arrange suitable training for the staff providing this service in the Regions/Collector-General's Division.

HRD (Training Branch) will source and provide training courses in the Irish language to a sufficient standard to enable staff to respond positively to the demands of our customers. Local Management will identify the specific business driven needs of their staff and will liaise with Training Branch in structuring courses, which will meet the demand of customers for service in Irish.

Chapter 5

Enhancement of Services- Provision of bilingual service

5.1: Forms and Leaflets

Our most commonly used Forms and Leaflets are made available separately in Irish and English either on the Revenue website, from our dedicated 1890 number or from any of our public offices.

Based on those which are most requested from our 1890 service, and based also on the most popular downloads from the Revenue website, we will expand the range of Forms and Leaflets in the Irish language as follows:

Forms & Leaflets	Details
P50	First claim for Tax Repayment during unemployment
IT 70	A Revenue Guide to Rental Income
IT 2	Taxation of Married Persons
IT 6	Medical Expenses Relief
IT 9	One Parent Family Allowance
IT 61	A Revenue Guide to Professional Services withholding tax (PSWT) for Accountable Persons and Specified Persons
IT 50	PAYE/PRSI for Small Employers. A Revenue Guide
IT 39	Gift/Inheritance Tax. A Guide to completing the Self Assessment Return (Form IT 38)

5.1.1: Timeframe

Full range as listed above available in paper format and also on the Revenue website by the end of the first Scheme.

5.1.2: Resources

This will not require any additional resources, as it can be accomplished within the existing resource allocations.

5.2: Revenue Website

Our website has an existing comprehensive section in Irish. We will commission a further development of the website to offer a bilingual mirror site with Irish navigation to Irish documents where they exist and to English ones until they are translated.

Any publication of major corporate importance produced bilingually will automatically be made available on our website in both Irish and English, as will specified Forms, Leaflets and Guides.

5.2.1: Timeframe

To be accomplished by the end of the first Revenue Scheme.

5.2.2: Resources

This can be achieved within existing resource allocations.

5.3: ROS - Revenue On-Line Service

The ROS facility has a number of existing services in Irish. We will gradually extend the services connected to these forms and develop all new PAYE services in both Irish and English.

5.3.1: Timeframe

To be achieved by the end of the first Revenue Scheme.

5.3.2: Resources

This can be achieved within existing resource allocations.

5.4: Interactive Services

Interactive services provided on the Revenue website and by the Revenue On-Line Service will be upgraded to a bilingual service by the end of 2010.

5.5: Public Interface

Telephones

- We will ensure switchboard operators are fully briefed to be able to direct callers to receive service in Irish.

Public Offices

- We will provide a service in our four regions to PAYE and IT personal callers who wish to conduct their business in Irish
- The Collector-General's Division will provide a service to personal callers who wish to conduct their business in Irish

The following are the locations at which this service will be provided:

Dublin: CRIO, Cathedral St., Dublin 1.

East & South East: Waterford.

BMW: Letterkenny, Castlebar, Galway.

South West: Cork, Tralee, Limerick.

Collector-General's: Sarsfield House, Limerick.

We will ensure that reception staff at these locations are able to direct customers to where they can receive a service in Irish

5.5.1: Timeframe

Enhanced services to be in place by the end of the first Revenue Scheme.

5.5.2: Resources

No additional resource allocation is required.

5.6: Training - General

We will introduce an "Irish Language Awareness" module into our Induction and Customer Service Training.

5.6.1: Timeframe

Module will be incorporated into training programmes from beginning of 2006.

5.6.2: Resources

No resource allocation issues arise.

5.7: Press Releases:

20% of all Press Releases will be produced bilingually.

5.7.1: *Timeframe*

To be achieved by the end of the first Revenue Scheme. The percentage of press releases will be reviewed thereafter in the light of experience and available resources.

5.8: The official Placenames of Gaeltacht areas as declared by the Minister in the Placenames (Ceantair Ghaeltachta) Order 2005 will be used by Revenue as the default for corporate purposes, including in legislative, corporate and statistical publications.

Chapter 6

Services in English

All existing services available in Irish at the commencement of the scheme will continue to be so provided. Other than these services, and the enhancement to services in Irish and bilingually, all other services will, for the duration of the first scheme, be provided in English.

Liaison Officers for the implementation of the Official Languages Act have been appointed in all Divisions of Revenue. Specifically in relation to those services which, during the lifetime of the first Scheme will continue to be provided in English, the Liaison Officers will monitor demand for service in this regard in the Irish language. This will be co-ordinated with the central feedback and analysis of demand set out in the following Chapter, and the data will be used to inform staff training and IT requirements for the prioritisation of service enhancements for inclusion in the second Revenue Scheme beginning in 2008. Particular attention will be given during the lifetime of this Scheme to developing staff competence in the language, with a view, over time, to being in a position to meet demand for an Irish language service across the full range of our services, subject to sufficient staff having developed the necessary Irish language competency.

Chapter 7

Monitoring & Review

At central level, the primary responsibility for the ongoing monitoring of the Scheme will rest with the Customer Service Policy Unit of OPED (Operations Policy & Evaluation Division). Monitoring will be carried out by local management and will include tracking the take up of services in Irish from the commencement date of the first Scheme. This feedback will be provided to OPED via the Customer Service Principal Officer Network.

Midway through our initial Scheme, OPED will carry out an interim review of the Scheme's operation.

As part of Revenue's ongoing interaction with taxpayers on customer service issues, we will specifically focus on service in Irish. We will modify our Irish and bilingual services and prioritise targets for the 2nd Scheme based on the feedback received.

Chapter 8

Publicising the Revenue Scheme

The contents of the Scheme will be communicated to our customers and the general public via the Revenue website.

We wish to thank the team of Revenue Liaison Officers who co-ordinated the preparation of the Scheme for their Regions/Divisions. We wish also to express our gratitude to the Partnership Intensive Group on Customer Service for their contribution.