



ScéimTeanga

IRISH LANGUAGE SCHEME
2007-2010



Comhairle Contae Ros Comáin
Roscommon County Council

Clár Ábhar

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CAIBIDIL 1

Réamhrá agus Cúlra

Údaráis Áitiúla Ros Comáin a d'ullmhaigh an scéim seo faoi Alt 11 d'Acht na dTeangacha Oifigiúla 2003. Forálann Alt 11 do scéim reachtúil arna hullmhú ag comhlacht poiblí ag sonrú na seirbhísí a bheartaíonn an chomhlacht sin a chur ar fáil:

- trí mheán na Gaeilge,
- trí mheán an Bhéarla, agus
- trí mheáin na Gaeilge agus an Bhéarla araon.

Leagann an scéim seo amach na bearta atá le glacadh le cinntiú go gcuirfear na seirbhísí sin nach gcuirtear ar fáil trí mheán na Gaeilge ar fáil amhlaidh laistigh de chreat ama aontaithe.

1.1 Ábhar na Scéime Teanga

Chuidigh Grúpa Oibre inmheánach, arb é a bhí ann ionadaithe ó rannóga éagsúla d'Údaráis Áitiúla Ros Comáin, le dréachtú na scéime. Is ar an lucht bainistíochta sinsearach laistigh de Chomhairle Contae Ros Comáin a bheidh an fhreagracht as cur chun feidhme na scéime chomh maith le monatóireacht agus athbhreithniú na scéime a chinntiú.

Tá fairsinge na seirbhísí atá ar fáil trí Ghaeilge faoi láthair mar bhonn tosaigh ag an scéim agus is ar an mbonn sin a thógann sí.

1.2 Dáta Tosaithe na Scéime

Tá éifeacht leis an scéim ó 1 Deireadh Fomhair 2007 agus fanfaidh sí i bhfeidhm go ceann tréimhse 3 bliana ón dáta sin nó go dtí go ndeimhnítear scéim nua ag an Aire de bhun Alt 15 d'Acht na dTeangacha Oifigiúla, cibé acu is túsce.

1.3 Forléargas ar Údaráis Áitiúla Ros Comáin

Is é atá in Údaráis Áitiúla Ros Comáin, Comhairle Contae Ros Comáin, arb é an t-údarás áitiúil é atá freagrach as Contae Ros Comáin a riaradh, móide Comhairle Baile Mhainistir na Búille. Baineann an scéim seo leis an dá Chomhairle.

CHAPTER 1

Introduction and Background

This scheme was prepared under Section 11 of the Official Languages Act 2003 by Roscommon Local Authorities. Section 11 provides for the preparation by a public body of a statutory scheme specifying the services it proposes to provide:

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

This scheme sets out the measures to be adopted to ensure that any services that are not provided through the medium of Irish will be so provided within an agreed timeframe.

1.1 Content of the Language Scheme

An internal Working Group consisting of representatives from various sections of Roscommon Local Authorities assisted in drafting the scheme. Responsibility for ensuring implementation of the scheme as well as monitoring and reviewing the scheme will rest with senior management within Roscommon County Council.

The scheme builds on the extent to which services are currently available through Irish as a starting base.

1.2 Commencement Date of Scheme

The scheme is commenced with effect from the 1st of October 2007 and shall remain in force for a period of 3 years from this date or until a new scheme has been confirmed by the Minister pursuant to Section 15 of the Official Languages Act, whichever is earlier.

1.3 Overview of Roscommon Local Authorities

Roscommon Local Authorities consist of Roscommon County Council, which is the local authority responsible for administration of County of Roscommon, plus Boyle Town Council. This scheme applies to both Councils.

Is í Comhairle Contae Ros Comáin príomhaonad an Rialtais Láir sa chontae agus bunaíodh in 1899 í tar éis achtú an Local Government (Ireland) Act in 1898. Is é atá sa chomhairle thofa, 26 comhalta a dhéanann ionadaíocht thar ceann na dtoghcheantar seo a leanas:

- Áth Luain
- Bealach an Doirín
- Mainistir na Búille
- An Caisleán Riabhach
- Ros Comáin
- Béal na mBuillí

Is mar seo a leanas atá Ráiteas Misin Chomhairle Contae Ros Comáin:

Scothsheirbhísí inrochtana a sholáthar ar bhealach inbhuanaithe do mhuintir Ros Comáin i gcomhpháirtíocht leis an bpobal.

Cuireann Comhairle Contae Ros Comáin éagsúlacht seirbhísí ar fáil, a mbíonn tionchar acu ar shaol laethúil daoine a chónaíonn sa chontae agus a thugann cuairt air. Ar na seirbhísí seo tá cinn riachtanacha ar nós saoráidí uisce agus séarachais a sholáthar, chomh maith le seirbhísí de chineál áineasa ar nós leabharlanna agus na healaíona. Déantar na príomhfheidhmeanna agus na príomhsheirbhísí a rangú in ocht nGrúpa Soláthair Sheirbhísí nó Ocht nGrúpa Clár:

- 1 Tithíocht & Tógáil
- 2 Iompar & Sábháilteacht Bhóithre
- 3 Seirbhísí Uisce
- 4 Pleanáil & Forbairt
- 5 Cosaint Chomhshaoil
- 6 Caithimh Aimsire & Taitneamhachtaí
- 7 Talmhaíocht, Oideachas, Sláinte & Cúram Leasa
- 8 Seirbhísí Éagsúla

Déantar na seirbhísí seo a sheachadadh tríd an struchtúr eagrachtúil a léirítear ar an gcéad leathanach eile:

Roscommon County Council is the primary unit of Local Government in the county and was established in 1899 following the enactment of the Local Government (Ireland) Act in 1898. The elected council consists of 26 members who represent the following electoral areas:

- Athlone
- Ballaghaderreen
- Boyle
- Castlerea
- Roscommon
- Strokestown

Roscommon County Council's mission statement is as follows:

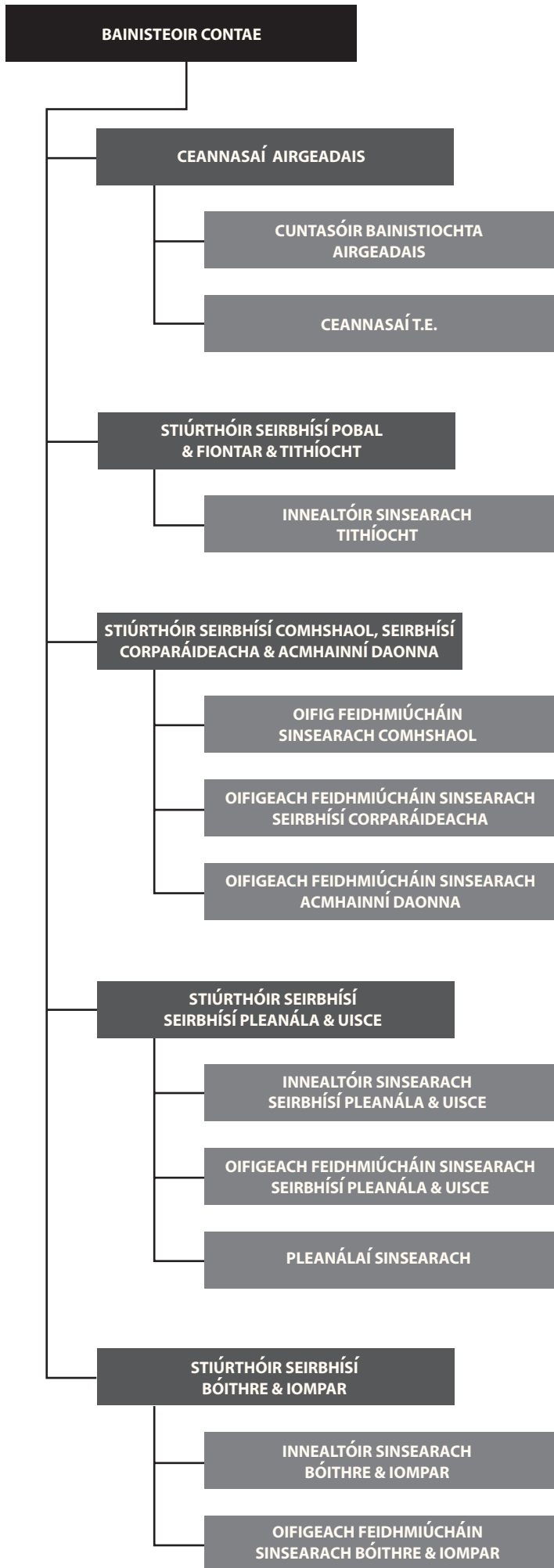
To provide quality accessible services in a sustainable manner for the people of Roscommon in partnership with the community.

Roscommon County Council provides a variety of services, which impact the daily lives of those living and visiting the county. These vary from essential services such as the provision of water and sewerage facilities to those of a recreational nature such as libraries and the arts. The principal functions and services are classified into eight Service Delivery or Programme Groups:

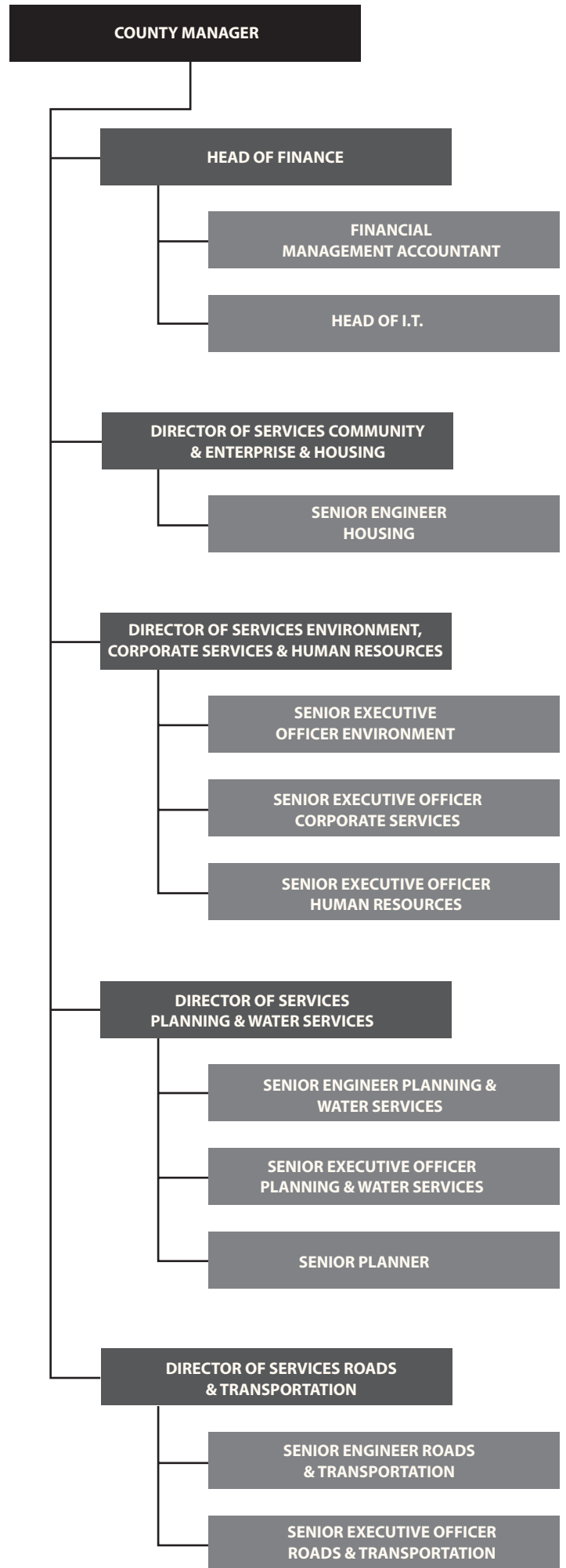
- 1 Housing & Building
- 2 Roads Transportation & Safety
- 3 Water Services
- 4 Planning & Development
- 5 Environmental Protection
- 6 Recreation & Amenity
- 7 Agriculture, Education, Health & Welfare
- 8 Miscellaneous Services

These services are delivered through the organisational structure shown on the following page:

COMHAIRLE CONTAE ROS COMÁIN



ROSCOMMON COUNTY COUNCIL



Feidhmíonn ceithre Choiste Polasaí Straitéise laistigh de Chomhairle Contae Ros Comáin agus bunaíodh iad d'fhonn ról grúpaí pobal agus comhairleoirí a fheabhsú i dtaca le rialachas an chontae.

Is iad seo mar a leanas na ceithre choiste:

- 1 *Coiste Tithíochta, Sóisialach, Cultúrtha & Pobail*
- 2 *Coiste Bóithre & Iompair & Bonneagair*
- 3 *Coiste Pleanála & Forbartha Eacnamúil*
- 4 *Coiste Seirbhísí Uisce & Comhshaoil*

Tacaíonn Stiúrthóir Seirbhísí le gach CPS. Téann obair gach CPS i bhfeidhm ar chúrsaí atá ceangailte le foirmlíú, forbairt, monatóireacht agus athbhreithniú a dhéanamh ar pholasaí, a bhaineann le feidhmeanna na Comhairle Contae. Cuireann Cathaoirleach gach CPS comhairle ar an gComhairle Contae maidir leis na cúrsaí seo.

Leagann Plean Corparáideach 2005-2009 reatha Chomhairle Contae Ros Comáin amach na spriocanna, na straitéisí agus na tosaíochtaí don Chomhairle. Tháinig ann do spriocanna corparáideacha Chomhairle Contae Ros Comáin tar éis phróiseas leathan comhairliúcháin agus féachann siad do gach mórphlean agus mórstaidéar náisiúnta, réigiúnach agus áitiúil. Aithníodh na spriocanna a theastaíonn chun déileáil leis na saincheistanna a thagann as na próisis seo, mar seo a leanas:

- 1 A chur ar chumas daoine áitreabh inacmhainne ar chaighdeán maith a bheith acu.
- 2 Forbairt líonra iompair atá leormhaith a chinntiú.
- 3 Úsáid éifeachtach acmhainní a chur chun cinn agus an comhshaoil nádúrtha agus an timpeallacht tógtha a chosaint.
- 4 Soláthar uisce agus cóireáil dramhuisce a sholáthar nó éascú a dhéanamh ar a soláthar, chun freastal ar an éileamh atá ann anois agus go ceann i bhfad.
- 5 Forbairt Eacnamúil, Chultúrtha agus Sóisialta Chontae Ros Comáin a chinntiú trí chomhtháthú seirbhísí ag an leibhéal áitiúil.

Four Strategic Policy Committees operate within Roscommon County Council and were established in order to enhance the role of community groups and councillors in relation to the governance of the county.

The four committees are as follows:

- 1 *Housing, Social, Cultural & Community*
- 2 *Roads & Transportation & Infrastructure*
- 3 *Planning & Economic Development*
- 4 *Water Services & Environment*

A Director of Services supports each SPC. The work of each SPC impacts on matters connected with the formulation, development, monitoring and review of policy, which relates to the functions of the County Council. The Chairperson of each SPC advises the County Council on these matters.

Roscommon County Council's current Corporate Plan 2005-2009 sets out the objectives, strategies and priorities for the Council. The corporate objectives of Roscommon County Council came about following a wide consultation process and have regard to all major national, regional and local plans and studies. The objectives, which are needed to deal with the issues emerging from these processes, have been identified as follows:

- 1 Enable people to have available an affordable dwelling of good quality.
- 2 Ensure the development of an adequate transport network.
- 3 Promote the efficient use of resources and protect the natural and built environment.
- 4 Provide or facilitate the provision of a water supply and wastewater treatment to cater for present and foreseeable future demand.
- 5 Ensure Economic, Cultural and Social Development of County Roscommon through integration of services at local level.
- 6 Maintain and enhance Internal Capacity and Resources.

6 Cumas Inmheánach agus Acmhainní a chothabháil agus a fheabhsú.

1.4 Custaiméirí agus Cliant

Gach duine a chónaíonn agus a oibríonn i gContae Ros Comáin, nó a thugann cuairt ar an gContae, is suim leo seirbhísí Chomhairle Contae Ros Comáin, agus bíonn baint dhíreach nó indéreach acu leis an gComhairle am éigin. Is é daonra Chontae Ros Comáin go príomha atá i mbonn custaiméirí Chomhairle Contae Ros Comáin, ar 58,700 atá ann de réir Dhaonáireamh na bliana 2006. Seachas an teagmháil laethúil le custaiméirí aonair áfach, pléann Comhairle Contae Ros Comáin le bonn custaiméirí/cliant níos leithne, lena n-áirítear:

- *An tAire agus an Roinn Comhshaoil, Oidhreacht & Rialtais Áitiúil*
- *Ranna Rialtais agus Oifigí Airí eile*
- *Comhaltaí Tofa*
- *Structúir Bhord Forbartha Chontae Ros Comáin*
- *Grúpaí Pobail Áitiúla*
- *Fóraim Phobail*
- *Áisíneachtaí Stáit eile*
- *Comhpháirtithe Sóisialta*
- *Údaráis eile Áitiúla agus Réigiúnacha*
- *Eagraíochtaí de chuid an Aontais Eorpaigh*
- *Grúpaí LEADER agus CLÁR*
- *Soláthróirí Seirbhíse san Earnáil Phríobháideach*
- *Gnónna Príobháideacha Áitiúla*
- *Meáin Áitiúla agus Náisiúnta*
- *Scoileanna Áitiúla*

1.5 Measúnú ar fhairsinge seirbhísí atá ar fáil trí Ghaeilge cheana féin

Is é príomhchuspóir Acht na dTeangacha Oifigiúla 2003 teacht níos fearr a bheith ag daoine ar sheirbhísí poiblí trí Ghaeilge agus na seirbhísí sin a bheith ar chaighdeán níos airde.

1.4 Customers and Clients

Everybody who lives, works and visits County Roscommon has an interest in the services of Roscommon County Council and has a direct or indirect involvement with the Council at some stage. Roscommon County Council's customer base is primarily the population of County Roscommon, which according to the 2006 Census of population is 58,700. However, beyond the day-to-day contact with customers on an individual basis, Roscommon County Council also has dealings with a broader customer/client base, including:

- *The Minister & Dept. of the Environment, Heritage & Local Government*
- *Other Government Departments & Ministerial Offices*
- *Elected Members*
- *The Structures of Roscommon County Development Board*
- *Local Community Groups*
- *Community Fora*
- *Other State Agencies*
- *Social Partners*
- *Other Local & Regional Authorities*
- *Organisations of the European Union*
- *LEADER & CLÁR Groups*
- *Private Sector Service Providers*
- *Local Private Businesses*
- *Local & National Media*
- *Local Schools*

1.5 Assessment of the extent to which services are already available through Irish

The primary objective of the Official Languages Act 2003 is to ensure better availability and a higher standard of public services through Irish.

Seo mar a shonraíonn Fócas Custaiméara Phlean Corparáideach Chomhairle Contae Ros Comáin:

“Táimid tiomanta do chaighdeán maith seirbhísí a sholáthar don chustaiméir ar mhodh gairmiúil, éifeachtach, éifeachtúil agus do chinntiú go mbunaítear ár gcuid gníomhartha ar phrionsabal an dea-chúraim agus an chothromais don chustaiméir.”

Tá sé mar aidhm ag Comhairle Contae Ros Comáin seirbhís a sholáthar atá freagrúil do riachtanais an chustaiméara agus a chloínn le Prionsabail na Seirbhíse Ardchaighdeáin do Chustaiméirí:

- *Cúirtéis & Meas*
- *Eolas cruinn a sholáthar*
- *Comhairliúchán & Measúnú*
- *Gnáthaimh fhoirmeálta ghearáin & achomhairc*
- *Rochtain chuig Oifigí*
- *Roghanna maidir le seachadadh seirbhísí*
- *Comhionannas & Neamhchlaontacht*

Faoi na ceanteidil ‘Cúirtéis & Meas’, ‘Roghanna maidir le seachadadh seirbhísí’ agus ‘Comhionannas & Neamhchlaontacht’, tá Comhairle Contae Ros Comáin tiomanta dá soláthar seirbhíse dátheangach a fheabhsú ionas go gcuirtear riachtanais phobal na Gaeilge, mar chustaiméirí, san áireamh sa chaoi is go mbeidh siad in ann a gcuid gnó a dhéanamh trí Ghaeilge gan dua.

Tá Oifigeach Gaeilge fostaithe ag Comhairle Contae Ros Comáin a oibríonn trí mheán na Gaeilge agus dá dhroim sin a chuireann gach seirbhís ar fáil trí Ghaeilge, ach amháin sa chás go n-éilíonn an custaiméir/an cliant go sonrach go gcuirfí a leithéid de sheirbhís ar fáil dóibh sa Bhéarla.

Roscommon County Council’s Corporate Plan Customer Focus states that

“We are committed to providing good quality customer services in a professional, efficient, effective manner and to ensuring that our activities are based on the principle of good customer care and equity.”

Roscommon County Council aims to deliver a service that is responsive to its customer and adheres to the Principles of Quality Customer Service:

- *Courtesy & Respect*
- *Provision of accurate information*
- *Consultation & Evaluation*
- *Formal complaints & appeals procedures*
- *Access to Offices*
- *Choice in service delivery*
- *Equality & Impartiality*

Under the headings, ‘Courtesy & Respect’, ‘Choice in Service Delivery’, and ‘Equality & Impartiality’, Roscommon County Council is committed to enhancing their bilingual service provision so that the needs of the Irish language community, as customers, are taken into account so that they will be able to conduct their business through Irish without difficulty.

Roscommon County Council employs an Irish Language Officer who works through the Irish language and consequently provides all services through the medium of Irish, except where the customer/client specifically requests such a service be provided to them in the English language.

CAIBIDIL 2

Taighde ar Tugadh Faoi & Soláthar Seirbhíse Reatha ag Ranna

Sa chaibidil seo tá sonraí le fáil faoin taighde ar tugadh faoi don scéim seo agus achoimre ghearr ar na torthaí. Leagann sí amach ansin an seasamh i dtaca le soláthar seirbhíse/gníomhaíochtaí ag Ranna ar leith laistigh de Chomhairle Contae Ros Comáin.

2.1 Modheolaíocht agus Taighde ar Tugadh Faoi

Agus an Scéim seo á hullmhú, ghaibh Comhairle Contae Ros Comáin próiseas comhairliúcháin de láimh, a raibh na nithe seo a leanas i gceist leis:

(i) Aighneachtaí a lorg ón bpobal maidir le dréachtscéim a ullmhú

(ii) Iniúchadh inmheánach a stiúradh ar na seirbhísí a sholáthraítear/ar féidir a sholáthar trí Ghaeilge ag gach rannóg

(iii) Suirbhé foirne a stiúradh chun leibhéal agus líon foirne reatha a bhfuil scileanna cumarsáide Gaeilge acu a fháil amach, agus riachtanais na foirne ó thaobh scileanna a fheabhsú feasta

Trí aighneacht ar fad a fuair Comhairle Contae Ros Comáin ón phobal le linn an phróisis chomhairliúcháin. As eagraíochtaí agus institiúidí atá lonnaithe i mBaile Átha Cliath a tháinig na haighneachtaí seo.

Is iad na príomhchinntí a bhí ar an suirbhé foirne agus ar an iniúchadh inmheánach gur go fíorannamh a dhéantar iarratas i nGaeilge ach go bhfuil foireann Chomhairle Contae Ros Comáin toilteanach freastal ar sheisiúin oiliúna Gaeilge chun iad a ullmhú sa chás go ndéanfaí a leithéid d'iarratais.

2.2 Modhanna Cumarsáide leis an bPobal

Is trí Bhéarla don chuid is mó a bhíonn an chumarsáid leis an bpobal. I mBéarla amháin faoi láthair atá formhór de mhodhanna cumarsáide Chomhairle Contae Ros Comáin leis an bpobal i gcoitinne i dtaca le soláthar seirbhísí. Cuirtear méid áirithe de chumarsáid scríofa ar fáil go dátheangach, e.g. an Plean Corparáideach agus an Plean Oidhreachta.

CHAPTER 2

Research Undertaken & Current Service Provision by Sections

This chapter provides details of the research undertaken for this scheme and a brief summary of the results. It then sets out the position in relation to service provision/activities by individual Sections within Roscommon County Council.

2.1 Methodology & Research Undertaken

In the preparation of this Scheme, Roscommon County Council undertook a consultation process, which involved:

(i) Seeking submissions from the public on the preparation of a draft scheme

(ii) Conducting an internal audit of services provided/capable of being provided through Irish by each section

(iii) Conducting a survey of staff to ascertain current levels and numbers of staff with Irish language communication skills and the future upskilling needs of staff

Roscommon County Council received a total of three submissions from the public during the consultation process. These submissions came from organisations and institutions based in Dublin.

The main findings of the staff survey and the internal audit was that there is almost never a query in Irish but that staff of Roscommon County Council are willing to attend Irish language training to prepare them for such queries should they arise.

2.2 Means of Communication with the Public

Communication with the public is done mainly through English. Most of Roscommon County Council's methods of communication with the general public in terms of service provision are currently made available in English only. A certain amount of written communication is made available bilingually, e.g. the Corporate Plan and the Heritage Plan.

2.3 An Teanga Reatha Oibriúcháin i nGach Rannóg

Is é an Béarla an teanga oibre a úsáidtear i ngach rannóg de Chomhairle Contae Ros Comáin ach amháin in Oifig na Gaeilge.

2.4 An Rannóg a Oibríonn trí Ghaeilge

Leagann an méid seo a leanas feidhmeanna/gníomhaíochtaí na rannóige a oibríonn trí Ghaeilge amach agus a sholáthraíonn gach seirbhís trí mheán na Gaeilge.

2.4.1 Oifig Forbartha na Gaeilge

Is é ról an Oifigigh Fhorbartha Ghaeilge an Ghaeilge a fhorbairt agus a chur ar aghaidh laistigh den Chomhairle Contae agus ar fud an chontae.

Oibríonn an tOifigeach Gaeilge trí mheán na Gaeilge agus dá dhroim sin cuireann gach seirbhís ar fáil trí mheán na Gaeilge, ach amháin sa chás go n-éilíonn an custaiméir / an cliant go sonrath go gcuirfí a leithéid de sheirbhís ar fáil dóibh sa Bhéarla.

2.5 Rannóga atá i riocht seirbhísí áirithe a sholáthar go dátheangach ag an gcúntar

San alt seo a leanas tugtar sonraí faoi na rannóga a bhfuil ar a gcumas faoi láthair seirbhísí áirithe a sholáthar go dátheangach. Tá líon na foirne atá inniúil agus toilteanach seirbhísí a chur ar fáil trí Ghaeilge teoranta áfach agus braitheann a leithéid de sheirbhís ar na daoine aonair seo a bheith i láthair agus a bheith ar fáil chuige sin, de bhreis ar na dualgais a shanntar dóibh de ghnáth. Bhí an obair a rinneadh trí mheán na Gaeilge go dtí seo neamhstruchtúrtha agus is go deonach a rinneadh í. Is mór an gar atá déanta ag na daoine seo go dtí seo.

Faoi láthair tá 9 rannóg (mar a aithnítear i míreanna 2.5.1 go dtí 2.5.8.3) laistigh d'Údarás Áitiúla Ros Comáin a chuireann seirbhísí áirithe ar fáil trí Ghaeilge cheana féin. Tá na rannóga seo aitheanta ag Údarás Áitiúla Ros Comáin mar na rannóga tosaíochta maidir le feabhas a chur ar scileanna na foirne san oiliúint teanga agus san fheasacht teanga le cinntiú go mbeidh seirbhís chuntair agus ghutháin iomlán dátheangach le fáil ó gach ceann den 9 rannóg seo faoi dheireadh na scéime reatha.

2.3 Current Operating Language of Each Section

English is the working language used in all sections of Roscommon County Council with the exception of Oifig na Gaeilge.

2.4 Section Working in Irish

The following sets out the functions/activities of the section that works through the Irish language and provides all services through the medium of Irish.

2.4.1 Oifig Forbartha na Gaeilge

The role of the Irish Language Development Officer is to develop and promote the Irish language within the County Council and throughout the county.

An tOifigeach Gaeilge (Irish Language Officer) works through the Irish language and consequently provides all services through the medium of Irish, except where the customer/client specifically requests such a service be provided to them in the English language.

2.5 Sections in a Position to offer a limited bilingual counter service Bilingually

The following section provides details of the sections that are currently in a position to provide certain services bilingually. There is however limited availability of staff who are competent and willing to provide services through Irish and such a service is dependent on these individuals being present and available to do so, in addition to their normal assigned duties. This work through the medium of Irish so far has been unstructured and voluntary. These individuals have been extremely accommodating to date.

There are currently 9 sections (as identified in pars 2.5.1 to 2.5.8.3) within Roscommon Local Authorities which already provide certain services bilingually. Roscommon Local Authorities have identified these sections as the priority for upskilling of staff in language training and language awareness so as to ensure that a fully bilingual counter and telephone service from each of these 9 sections will be available by the end of the current scheme.

2.5.1 An Roinn Pobail agus Fiontair

Tá an Roinn Pobail & Fiontair freagrach as tacú le Bord Forbartha an Chontae agus a chuid fochoistí, de bhreis ar dhualgais na Comhairle a chomhlíonadh faoi fheidhmeanna na turasóireachta, an chultúir, an fhiontair agus na feidhmeanna sóisialta agus pobail. Is í an phríomhsprioc chorparáideach a bhaineann le hábhar obair na roinne, 'Forbairt eacnamúil, chultúrtha agus shóisialta Chontae Ros Comáin a chinntiú trí chomhtháthú seirbhísí ag an leibhéal áitiúil'.

Tá an Rannóg Pobail agus Fiontair in ann déileáil le ceisteanna ginearálta eolais faoi láthair, idir cheisteanna ó bhéal agus cheisteanna scríofa, go dátheangach.

2.5.3 An Roinn Seirbhísí Corparáideacha

Cuireann Seirbhísí Corparáideacha seirbhís rúnaireachta ar fáil le haghaidh cruinnithe de Chomhairle Contae Ros Comáin agus a cuid Coistí. Déantar cúrsaí oiliúna, áirithintí comhdhála agus íocaíochtaí do na Comhaltaí Tofa a phróiseáil sa rannóg seo. I measc na seirbhísí eile a chuirtear ar fáil tá Deontais Ardoideachais, Clár na Vótóirí, Cóiríocht Oifige, Foilseacháin, Fógraíocht, Oifigeach Tréidliachta, Láithreacha Tréigthe, Sláinte agus Sábháilteacht agus Saoráil Faisnéise.

Tá an Rannóg Seirbhísí Corparáideacha in ann déileáil le ceisteanna ginearálta eolais faoi láthair, idir cheisteanna ó bhéal agus cheisteanna scríofa, go dátheangach.

2.5.4 Deasc Seirbhíse do Chustaiméirí

Is í ár nDeasc Seirbhíse do Chustaiméirí an chéad phointe teagmhála a bhíonn ag cuairteoirí go dtí an ceanncheathrú againn.

Tá an Deasc Seirbhíse do Chustaiméirí in ann déileáil le ceisteanna ginearálta eolais faoi láthair, idir cheisteanna ó bhéal agus cheisteanna scríofa, go dátheangach.

2.5.5 Cánachas Gluaisteán

Déileálann Oifig Mhótarchánach Chomhairle Contae Ros Comáin le Cánachas Gluaisteán & Ceadúnú Tiománaithe do Chontae Ros Comáin.

2.5.1 Community & Enterprise Department

The Community & Enterprise Section has responsibility for supporting the County Development Board and its sub-committees, in addition to fulfilling the Council's obligations under the tourism, culture, enterprise, social and community functions. The main corporate objective relevant to the work of the department is 'To ensure economic, cultural and social development of County Roscommon through integration of services at local level'.

The Community and Enterprise Section is currently in a position to deal with general information queries, both oral and written, bilingually.

2.5.3 Corporate Services Department

Corporate Services provide a secretariat service for meetings of Roscommon County Council and its Committees. Training, conference bookings and payments for the Elected Members are processed in this section. Other services provided include Higher Education Grants, Register of Electors, Office Accommodation, Publications, Advertising, Veterinary Officer, Derelict Sites, Health and Safety, Advertising, and Freedom of Information.

The Corporate Services Section is currently in a position to deal with general information queries, both oral and written, bilingually.

2.5.4 Customer Service Desk

Our Customer Service Desk is the first point of contact for visitors to our headquarters.

The Customer Service Desk is currently in a position to deal with general queries bilingually

2.5.5 Motor Taxation

Roscommon County Council's Motor Taxation Office handles Motor Taxation & Driver Licensing for County Roscommon.

The Motor Tax Office is currently in a position to deal with general queries bilingually.

Tá an Oifig Mhótarchánach in ann déileáil le ceisteanna ginearálta eolais faoi láthair, idir cheisteanna ó bhéal agus cheisteanna scríofa, go dátheangach.

2.5.6 An Roinn Acmhainní Daonna

Is é cuspóir foriomlán na Roinne Acmhainní Daonna leanúint de bheith ag mealladh agus ag coinneáil foireann inniúil a bhfuil na cáilíochtaí agus an taithí riachtanach acu chun seirbhís éifeachtúil, éifeachtach a sholáthar. Tá an Roinn Acmhainní Daonna freagrach go príomha as comhaltaí foirne a earcú, a choinneáil agus a úsáid, as oiliúint agus forbairt na foirne, leas na foirne, polasaithe comhionannais agus polasaithe a thacaíonn le teaghlaigh, as an aoisliúntas agus caidreamh tionsclaíoch/foirne.

Tá an Roinn Acmhainní Daonna in ann déileáil le ceisteanna ginearálta eolais faoi láthair go dátheangach.

2.5.7 Seirbhísí Leabharlainne

Soláthraíonn an tSeirbhís Leabharlainne Poiblí do Ros Comáin do na riachtanais chultúrtha, oideachais, chaithimh aimsire, fhaisnéise, fhoghlama agus staidéir atá ag daoine de gach aois. Feidhmítear an tseirbhís trí sheacht láthair brainse bon-neagair agus freastalaíonn Seirbhís Leabharlainne na Scoileanna ar 96 scoil.

Tá Seirbhísí Leabharlainne Ros Comáin in ann déileáil le ceisteanna ginearálta eolais agus freastal do chuirteanna scoileanna go dátheangach.

2.5.8 An Roinn Iompair agus Sábháilteachta Bóithre

2.5.8.1 Oifig Limistéar Mhainistir na Búille

Tá sé oifig limistéir ag Comhairle Contae Ros Comáin ar fud an chontae, Áth Luain, Bealach an Doirín, Mainistir na Búille, An Caisleán Riabhach, Ros Comáin agus Béal na mBuillí, mar chuid den tiomantas seirbhís níos inrochtana, logánaithe a chur ar fáil don chustaiméir.

Tá Oifig Limistéar Mhainistir na Búille in ann déileáil le ceisteanna ginearálta eolais go dátheangach.

2.5.6 Human Resources Department

The overall objective of the Human Resources Department is to continue to attract and retain competent staff with the qualifications and experience necessary to provide an efficient and effective service. The Human Resources Department is primarily responsible for recruitment, retention and deployment of staff, staff training and development, staff welfare, equality and family friendly policies, superannuation and industrial/staff relations.

The Human Resources Department is currently in a position to deal with general information queries bilingually.

2.5.7 Library Services

The Public Library Service for Roscommon provides for the cultural, education, recreation, information, learning and study needs for people of all ages. The service is operated through seven infrastructure branch locations and the Schools' Library Service caters for some 96 schools.

Roscommon Library Services are currently in a position to deal with general information queries and to accommodate schools' visits bilingually.

2.5.8 Road Transportation & Safety Department

2.5.8.1 Boyle Area Office

Roscommon County Council has six area offices throughout the county, Athlone, Ballaghaderreen, Boyle, Castlerea, Roscommon and Strokestown, as part of the commitment to providing a more accessible, localised service to the customer.

The Boyle Area Office is currently in a position to deal with general information queries bilingually.

2.5.8.2 NRDO

Tá NRDO (An Oifig Náisiúnta Deartha Bóithre) in ann déileáil faoi láthair le ceisteanna ginearálta eolais go dátheangach.

2.5.8.3 Iompar & Sábháilteacht Bhóithre

Is é sprioc foriomlán Rannóg na mBóithre go bhforbrófar, ar mhodh inbhuanaithe, líonra de bhóithre poiblí a bheidh leordhóthanach le freastal ar an líon tráchta atá ag méadú an t-am go léir sa lá atá inniu ann, faid is a éascófar an fhorbairt eacnamúil agus shóisialta, ag tabhairt aird mar is cuí ar shábháilteacht agus ar thaitneamhachtaí gach duine a bhaineann úsáid as na bóithre. Tá Rannóg na mBóithre freagrach freisin as rialacháin i dtaca le Reiligí.

Tá Rannóg na mBóithre in ann faoi láthair déileáil le ceisteanna ar an nguthán go dátheangach.

2.6 Rannóga a sholáthraíonn seirbhísí trí Bhéarla amháin

Tugtar sonraí sa mhéid seo a leanas faoi na Ranna laistigh de Chomhairle Contae Ros Comáin nach bhfuil in ann faoi láthair seirbhís duine le duine a sholáthar do chustaiméirí trí Ghaeilge.

Folaíonn na hait sa chatagóir seo roinnt a chuireann seirbhís thacaíochta inmheánach ar fáil go príomha do Rannáin Roinne eile, cé go mbíonn roinnt idirghníomhaíocht theoranta acu le custaiméirí seachtracha.

I dtaca leis na rannóga seo déanfar obair réamhullmhúcháin chun tús a chur le próiseas a thógáil de sheirbhís a chur ar fáil trí Ghaeilge laistigh de shaolré na scéime. Déanfar an obair réamhullmhúcháin seo d'fhonn díriú ar shaincheist scothsheirbhís duine le duine trí Ghaeilge a sholáthar ó na hoifigí seo do chustaiméirí sa dara scéim teanga agus i scéimeanna teanga ina dhiaidh sin. Cuireadh iniúchadh foirme i gcrích le fáil amach cén leibhéal Gaeilge a bhí ag gach ball foirme agus cuirfear oiliúint ar fáil chun inniúlacht Ghaeilge na foirne a fheabhsú.

2.5.8.2 NRDO

The NRDO (National Roads Design Office) is currently in a position to deal with general information queries bilingually

2.5.8.3 Road Transportation & Safety

The overall objective of the Roads Section is to develop, in a sustainable manner, a public road network adequate to cater for the ever-increasing volume of modern traffic while facilitating economic and social development, with due regard for the safety and amenity of all road users. The Roads Section is also responsible for regulations in relation to Burial Grounds.

The Roads Section is currently in a position to deal with telephone queries bilingually.

2.6 Sections offering an English language only service

The following provides details of the Departments within Roscommon County Council that currently are not in a position to provide a one-to-one service to customers through the Irish language.

The sections in this category also include a number which, while having some limited interaction with external customers, primarily provide an internal support service to other Departmental Divisions.

In relation to these sections, preparatory work will be carried out to begin the process of building a service through Irish within the lifetime of scheme. This preparatory work will be carried out with a view to addressing the issue of the provision of a quality one-to-one customer service through Irish from these offices in the second and subsequent language schemes. A staff audit has been carried out to ascertain the level of Irish of all staff and training will be provided to improve staff competence in the Irish language.

2.6.1.1 Oifig na nEalaíon

Tá Oifig na n-ealaíon freagrach as tacaíocht leanúnach d'fhorbairt na n-ealaíon ar fud an Chontae trí Phlean Ealaíon an Chontae a chur i bhfeidhm, clár ealaíon bliantúil a chur chun feidhme, tacaíocht a thabhairt d'ealaíontóirí agus d'eagraíochtaí ealaíon móide eolas, comhairle agus cuidiú a sholáthar.

2.6.1.2 Ionad Léirithe & Dánlanna Theach an Rí

Teach mór Seoirseach 18ú Céad is ea Teach an Rí. Tá an teach oscailte don phobal mar ionad cuairteoirí, mar ionad imeachtaí agus mar láthair taispeántais. Chomh maith leis sin cuirtear seomraí agus áiseanna comhdhála ar fáil ar cíós.

2.6.1.3 Ionad Ealaíon Ros Comáin

Cuireann Ionad Ealaíon Ros Comáin léirithe áitiúla, náisiúnta agus idirnáisiúnta ar fáil. Díríonn sé go gníomhach ar a bheith gafa leis an bpobal áitiúil agus a bheith rannpháirteach i saol ealaíonta agus cultúrtha an chontae.

2.6.2 Dreasuithe & Smacht Forbartha

2.6.2.1 Pleanáil

Is é cuspóir foriomlán na Ranna Pleanála éascú a dhéanamh ar fhorbairt inbhuanaithe na seirbhísí, na tithíochta agus na tionsclaíochta i gContae Ros Comáin agus chun forás eacnamúil, sóisialta agus daonra bailte, sráidbhailte agus ceantar tuaithe a neartú.

2.6.2.2 An Oifig Oidhreachta

Is é ról an Oifigh Oidhreachta cuidiú le cosaint, caomhnú agus feabhsú oidhreachta Chontae Ros Comáin trí shonraí a bhailiú, an mórtas a chothú agus comhordú a dhéanamh ar pholasaí agus comhairle.

2.6.3 Cosaint an Chomhshaoil

Is é cuspóir foriomlán na Rannóige Comhshaoil comhshaoil saibhir nádúrtha ár gcontae a chosaint, a fheabhsú agus a chaomhnú. Tá an Rannóg Comhshaoil freagrach as Bainistiú Dramhaíola agus Smachtú an Truailithe.

2.6.1.1 Arts Office

The Arts Office is responsible for ongoing support for the development of the arts throughout the County through the implementation of the County Arts Plan, the delivery of an annual arts programme, support for artists and arts organizations plus the provision of information, advice and assistance.

2.6.1.2 King House Interpretative Centre & Galleries

King House is an 18th Century Georgian Mansion which is open as a visitor centre, events venue and exhibition space as well as offering room hire and conference facilities.

2.6.1.3 Roscommon Arts Centre

Roscommon Arts Centre provides access to local, national and international performances. It aims actively to engage with the local community and contribute to the artistic and cultural life of the county.

2.6.2 Development Incentives & Control

2.6.2.1 Planning

The overall objective of the Planning Department is to facilitate the sustainable development of housing, industry and services in County Roscommon and to strengthen the economic, social and population growth of towns, villages and rural areas.

2.6.2.2 Heritage Office

The role of the Heritage Officer is to assist in the protection, conservation and enhancement of the Heritage of County Roscommon through the collection of data, promotion of pride, and the co-ordination of policy and advice.

2.6.3 Environmental Protection

The overall objective of the Environment Section is to protect, enhance and conserve the rich and natural environment of our county. The Environmental Section has responsibility for Waste Management and Pollution Control.

2.6.4 An Roinn Airgeadais

Déileálann Roinn Airgeadais Chontae Ros Comáin le Cuntasaíocht Airgeadais agus Bhainistíochta, lena n-áirítear ullmhú an Bhuiséid Bhliantúil agus an Ráitis Airgeadais Bhliantúil. Tá an rannóg Airgeadais freagrach freisin as rialú buiséid agus tuairisciú airgeadais, fáiltais airgeadais, íocaíocht creidiúnaithe agus bailiú ioncaim.

2.6.5 Tithíocht agus Tógáil

Is é an Cuspóir Corparáideach Tithíochta a chur ar chumas gach teaghlach áitreabh inacmhainne atá ar chaighdeán maith, atá oiriúnach do riachtanais na dteaghlach sin, i dtimpeallacht mhaith, agus chomh fada agus is féidir, atá de réir a rogha tionachta a bheith ar fáil dóibh.

2.6.6 Roinn Teicneolaíocht na Faisnéise

Cuireann na Ranna T.F. tacaíocht theicniúil ar fáil do Ranna eile ar fad na Comhairle, agus cintíonn go mbíonn an trealamh agus an fhaisnéis riachtanach ar fáil go héasca chun seirbhís phoiblí éifeachtach a sholáthar.

2.6.7 An Roinn Iompair & Sábháilteachta Bóithre

2.6.7.1 Oifigí na Limistéar

Tá sé oifig limistéir ag Comhairle Contae Ros Comáin ar fud an chontae, Áth Luain, Bealach an Doirín, Mainistir na Búille, An Caisleán Riabhach, Ros Comáin agus Béal na mBuillí, mar chuid den tiomantas seirbhís níos inrochtana, logánaithe a chur ar fáil don chustaiméir.

2.6.7.2 Seirbhísí Dóiteáin

Is é cuspóir foriomlán Roinn na Seirbhísí Dóiteáin an bheatha, an mhaoin agus an comhshaol a chosaint trí chosc agus smachtú éifeachtach éifeachtúil a dhéanamh ar dhóiteáin agus ar éigeandálaí eile lena n-áirítear móréigeandálaí. Tá sé bhriogáid sa chontae ag Údarás Dóiteáin Ros Comáin.

2.6.4 Finance Department

The Finance Department of Roscommon County Council deals with Financial and Management Accounting, including the preparation of Annual Budget and Annual Financial Statement. The Finance section is also responsible for budgetary control and financial reporting, financial returns, creditors payments and revenue collection.

2.6.5 Housing & Building

The Housing Corporate Objective is to enable every household to have available an affordable dwelling of good quality, suited to its needs, in a good environment and, as far as possible, at the tenure of its choice.

2.6.6 Information Technology Department

The I.T. Departments provides technical support for all other Council departments, ensuring that the necessary equipment and information is readily available to provide an efficient public service.

2.6.7 Road Transportation & Safety Department

2.6.7.1 Area Offices

Roscommon County Council has six area offices throughout the county, Athlone, Ballaghaderreen, Boyle, Castlerea, Roscommon and Strokestown, as part of the commitment to providing a more accessible, localised service to the customer.

2.6.7.2 Fire Services

The overall objective of the Fire Services Department is to protect life, property and the environment by the efficient and effective prevention and control of fires and other emergencies including major emergencies. The Roscommon Fire Authority has six brigades in the county.

2.6.8 An Roinn Seirbhísí Uisce

Is iad príomhchuspóirí chlár na seirbhísí uisce agus sláintíochta, soláthar leordhóthanach uisce a chur ar fáil atá ar chaighdeán oiriúnach le haghaidh úsáide tionsclaíochta, talmhaíochta, tí agus eile agus córais a sholáthar atá slán agus leordhóthanach chun séarachas agus cineálacha eile dramhaíola uisce-iompartha a dhiúscairt.

CAIBIDIL 3

Feabhsú ar Sheirbhísí atá le Soláthar go Dátheangach

3.1 Polasaí Ginearálta

Tá Comhairle Contae Ros Comáin tiomanta do líon leordhóthanach den bhfoireann a bheith inniúil chun seirbhís trí Ghaeilge a chur ar fáil i ngach rannóg de na hÚdaráis a bhíonn ag déileáil go rialta leis an bpobal. Is fearr a bhainfear seo amach trí Phróiseas an Chórais Bhainistíochta agus Forbartha Feidhmíochta, trí Phleananna Forbartha Foirne agus Pleananna Forbartha Pearsanta a léireoidh tiomantais na foirne, na bhfoirne agus na ndaoine aonair, ar bhonn bliantúil, do sholáthar seirbhíse Gaeilge a fheabhsú.

Is í an bhunspríoc inghnóthaithe a bheidh ann timpeallacht dhátheangach a chruthú agus a chothú i ngach rannóg den Chomhairle ionas go mbraithfidh custaiméirí a labhraíonn Gaeilge go bhfuil fáilte rompu agus go spreagfar iad chun a ngnó a dhéanamh trí Ghaeilge agus sa chaoi go mbeidh idir chustaiméirí agus bhaill foirne ar a gcompord agus iad i mbun gnó trí Ghaeilge.

Moltar go gcothófar seirbhís Ghaeilge a bheith ar fáil sna rannóga éagsúla trí shonraí teagmhála na mball foirne sin atá inniúil agus toilteanach gnó a dhéanamh trí Ghaeilge ar an suíomh gréasáin do chustaiméirí atá ag Comhairle Contae Ros Comáin agus trí fhógraíocht a dhéanamh ar an tseirbhís a bheith ar fáil ag deasc na gcustaiméirí. Beidh de thionchar breise aige seo go gcothófar muinín an phobail as scothsheirbhís do chus taiméirí trí Ghaeilge a bheith ar fáil agus go dtiocfar i dtír ar an éileamh folaithe ar sheirbhísí trí Ghaeilge.

2.6.8 Water Services Department

The main objectives of the water and sanitary services programme are the provision of an adequate supply of water of suitable quality for industrial, agricultural, domestic and other uses, and the provision of systems of safe and adequate disposal of sewage and other water-borne wastes.

CHAPTER 3

Enhancement of Services to be Provided Bilingually

3.1 General Policy

Roscommon County Council is committed to having an adequate number of staff competent to provide a service through Irish in all sections of the Authorities that deal regularly with the public. This can be best achieved through the Performance Management Development Systems Process whereby Team Development Plans and Personal Development Plans will reflect staff, team and individual's commitments, on an annual basis, to the enhancement of Irish language service provision.

The primary deliverable will be to create and foster an atmosphere of bilingualism within all sections of the Council so that Irish speaking customers feel welcome and are encouraged to do their business in Irish and so that both customers and staff feel comfortable in conducting their business through the Irish language.

It is proposed to promote the availability of an Irish language service in the various sections by listing contact details of staff who are capable and willing to conduct their business through Irish on Roscommon County Council's website for customers and by advertising the availability of the service at the customer service desk. This will have the additional effect of promoting public confidence in the availability of a quality customer service in Irish and unlocking latent demand for services in Irish.

3.2 Doiciméadú Scríofa

Déanfar na polasaithe a leanas i dtaca leis na catagóirí éagsúla doiciméadaithe scríofa a tháirgíonn Comhairle Contae Ros Comáin a chur chun feidhme le linn shaoilré na scéime seo:

Foirmeacha iarratais

Faoi dheireadh na scéime trí bliana táirgeofar ar a laghad foirm iarratais amháin atá ar fáil cheana féin go hiomlán dátheangach agus faoi aon chlúdach amháin chomh maith le haon bhileoga eolais ghaolmhara as gach Rannóg de chuid Chomhairle Contae Ros Comáin (mar a leagtar amach i gCaibidil 2). Ó thúsdata na scéime beidh gach foirm iarratais nua ar fáil go dátheangach agus faoi chlúdach amháin, ach amháin nuair nach indéanta a leithéid i ngeall ar nádúr, ar mhéid nó ar leagan amach an ábhair. Beidh fáil ar liosta na bhfoirmeacha iarratais dhátheangacha ar an leathach 'An Ghaeilge' ar shuíomh gréasáin na Comhairle Contae.

Bileoga/Bróisiúir

Beidh gach bileog / bróisiúr eolais phoiblí ar fáil go hiomlán dátheangach faoi chlúdach amháin. Beidh fáil ar liosta na mbileog dátheangach ar an leathanach 'An Ghaeilge' ar shuíomh gréasáin na Comhairle Contae.

Foilseacháin

Gach doiciméad polasaí phoiblí de chuid Chomhairle Contae Ros Comáin a cheanglaítear a fhoilsiú go dátheangach faoi alt 10 d'Acht na dTeangacha Oifigiúla 2003, déanfar amhlaidh faoin chlúdach céanna, ach amháin nuair nach indéanta a leithéid i ngeall ar nádúr, ar mhéid nó ar leagan amach an ábhair.

Preaseisiúintí

Cuirfear preaseisiúintí a bhaineann le cúrsaí Gaeilge amach go dátheangach agus scaipfear ar na meáin Ghaeilge agus Bhéarla in éineacht iad. De bhreis orthu seo cuirfear 25% de phreaseisiúintí eile amach i nGaeilge agus i mBéarla nó go dátheangach agus scaipfear ar na meáin Ghaeilge agus Bhéarla in éineacht iad, laistigh de shaolré na scéime.

3.2 Written Documentation

The following policies in relation to the various categories of written documentation produced by Roscommon County Council shall be enacted during the lifetime of this scheme:

Application forms

By the end of the three year scheme at least one existing application form and any associated information leaflets from each Section of the Roscommon County Council (as laid out in Chapter 2) will be produced fully bilingually and within one cover. From the commencement of the scheme, all new application forms will be available bilingually and within one cover, except where this is not feasible because of the nature size or layout of the material. A list of the application forms which are available bilingually will be made available on the An Ghaeilge page of the County Council's website.

Leaflets/Brochures

All public information leaflets/brochures shall be fully bilingual within the one cover. A list of the leaflets which are available bilingually will be available on the An Ghaeilge page of the County Council's website.

Publications

All public policy documents of Roscommon County Council that are required to be published bilingually under section 10 of the Official Languages Act 2003 will be done so within the same cover, except where it is not feasible because of the nature, size or layout of the material.

Press Releases

Press releases relating to Irish language issues will be produced bilingually and circulated to the Irish language and English language media simultaneously. In addition to these 25% of other press releases will be produced in Irish and English or bilingually and circulated to Irish language and English media simultaneously, within the lifetime of the scheme.

3.3 Cumarsáid Bhéil

Déileálann an Deasc Seirbhíse do Chustaiméirí le gach fiosrúchán ginearálta a bhíonn ag custaiméirí. Is í foireann na Deisce Seirbhíse do Chustaiméirí agus na fáiltitheoirí / na hoibreoírí malartán na chéad phointí teagmhála leis an bpobal.

Tá Comhairle Contae Ros Comáin tiomanta do chinntiú go mbainfear na spriocanna a leanas amach faoi dheireadh na scéime reatha:

- Go dtabharfaidh Foireann na Deisce Seirbhíse do Chustaiméirí/Fáiltitheoirí/foireann an Mhalartáin ainm an Údaráis Áitiúil i nGaeilge
- Go mbeidh cur amach bunúsach ar a laghad ag ball amháin ar a laghad den bhfoireann fáiltitheoirí ar na bunbheannaithe sa Ghaeilge, agus go mbeidh ar chumas an duine sin a admháil go bhfuarthas iarratas ar sheirbhís i nGaeilge, agus custaiméirí a chur i dteagmháil, a thapúla is féidir, leis an oifig nó leis an oifigeach cuí a bheidh freagrach as an tseirbhís a iarradh trí Ghaeilge a chur ar fáil, má bhíonn fáil ar an duine sin. Cuirfear meicníocht i bhfeidhm trína gcuirfear duine a bhíonn ag lorg seirbhíse i nGaeilge ag labhairt le ba(i)ll na foirne fáiltithe a bheidh in ann seirbhís i nGaeilge a chur ar fáil don duine sin.
- Cuirfear oiliúint shainiúil ar fáil don bhfoireann fáiltithe chun iad a ullmhú chuige seo.
- Cuirfear liosta i dtoll a chéile de bhaill sin na foirne atá inniúil agus toilteanach déileáil leis an bpobal i Gaeilge agus foilseofar an liosta seo ar an Inlín, ar shuíomh gréasáin na Comhairle agus ag an Deasc Seirbhíse do Chustaiméirí.

3.4 Teicneolaíocht na Faisnéise & na Cumarsáide

I dtaca leis an gcumarsáid leictreonach, cinnteoidh Comhairle Contae Ros Comáin go gcuirfear na polasaithe a leanas chun feidhme:

3.3 Oral Communication

The Customer Service Desk deals with all general queries from customers. The Customer Service Desk staff and the receptionists/switchboard operators are the first points of contact with the public.

Roscommon County Council is committed to ensuring that the following objectives will be achieved by the end of the current scheme:

- Customer Service Desk Staff/Receptionists/Switchboard staff will give the name of the Local Authority in Irish.
- At least one member of the reception staff will at least be familiar with the basic greetings in Irish, and will be in a position to acknowledge a request for service in Irish and put customers in touch, with the minimum possible delay, with the appropriate office or officer responsible for offering the service required through Irish, where available. A mechanism will be put in place whereby a person seeking a service through Irish will be put through the reception staff member(s) who will be in a position to provide them with a service in Irish.
- Specific training will be put in place for reception staff in order to prepare them for this.
- A list will be compiled of staff members who are capable and willing to deal with the public in Irish and this list will be published on the Intranet, the Council website and at the Customer Services Desk.

3.4 Information & Communications Technology

In relation to electronic communication, Roscommon County Council will ensure that the following policies will be implemented:

- Any standard disclaimer or automated message on e-mail correspondence will be bilingual by the end of the first year of the scheme.

- Beidh aon séanadh nó teachtaireacht uathoibríoch ar chomhfhreagras ríomhphoist dátheangach faoi dheireadh chéad bhliana na scéime.
- I gcaitheamh na scéime cuirfear 30% ar a laghad d'ábhar statach shuíomh idirlín Chomhairle Contae Ros Comáin ar fáil i nGaeilge.
- Tá forbairt déanta ar leathanach Gaeilge don Inlín foirne. Déanfar é seo a chothabháil agus a nuashonrú ar bhonn rialta, agus déanfar comhordú ar na gnéithe Gaeilge go léir den suíomh idirlín agus de scéalta nuachta faoi chúrsaí Gaeilge
- Cuirfear aon leaganacha Gaeilge d'fhoirmeacha ar fáil ar shuíomh idirlín Chomhairle Contae Ros Comáin lena gcur isteach ar-líne.
- Tá seoladh ríomhphoist cineálach [gaeilge@roscommoncoco.ie] curtha ar bun le haghaidh fiosrúchán as Gaeilge. Cuirfear an seoladh ríomhphoist seo ar gach preaseisiúint agus ar gach fógra chomh maith le staiseanóireacht na Comhairle mar aon leis an ráiteas '*Fáilteofar roimh chomhfhreagras i nGaeilge*'. Cinnteoidh Comhairle Contae Ros Comáin go dtabharfar aghaidh ar fhiosruithe den sórt sin go pras mar a dhéantar le fiosruithe i mBéarla.
- Déanfaidh Comhairle Contae Ros Comáin a chinntiú, maidir le haon bhogearraí ríomhaire nua a bhaineann le hinrochtaineacht phobail a bheidh á bhforbairt, go mbeidh an pobal in ann teacht ar an ábhar sin go hiomlán trí Ghaeilge agus cinnteoidh freisin (chomh fada lenár gcumas) go mbeidh aon chórais atá ann cheana féin a chuir LGCSB ar fáil, comhoiriúnach le linn shaolré na scéime faoi réir ag na leasuithe agus na breisiúcháin riachtanacha atá á gcur i bhfeidhm ag LGCSB.
- Díreoidh an Chomhairle ar shuímh idirlín eile de chuid na Comhairle a bhfuil sí freagrach astu a chur ar fáil ar bhonn dátheangach i gcomhar leis na chéad leaganacha uasghrádaithe eile de na suímh idirlín sin.
- During the course of the scheme at least 30% of the static content of Roscommon's County Council website will be made available in Irish.
- An Irish language page has been developed for the staff Intranet. This will be maintained and updated regularly, collating links to all Irish elements of website and Irish language news.
- Any Irish language versions of forms will be made available on Roscommon County Council's website for online submission.
- A generic e-mail address for queries 'as Gaeilge' has been established [gaeilge@roscommoncoco.ie]. This e-mail address will be included on all press releases, advertisements and on Council stationery accompanied by the statement '*Fáilteofar roimh chomhfhreagras i nGaeilge*'. Roscommon County Council will ensure that such queries will be addressed promptly in the same manner as English language queries.
- Roscommon County Council shall ensure that any new computer software involving public accessibility which is being developed, is fully capable of being accessed by the public through Irish and will also ensure (in so far as it is under our control) that any existing systems supplied by LGCSB are made compatible within the lifetime of the scheme subject to the necessary amendments and enhancements being carried out by LGCSB.
- The Council will address the issue of making other council websites that fall within its responsibility available on a bi-lingual basis in conjunction with the next upgrade versions of these websites.
- Roscommon County Council currently does not have any interactive systems. Any new interactive systems shall be made available bilingually subject to the necessary amendments and enhancements being carried out by LGCSB.

- Beidh fáil go dátheangach ar aon chórais idirghníomhacha nua faoi réir ag na leasuithe agus na breisiúcháin riachtanacha atá á gcur i bhfeidhm ag LGCSB.

3.5 Earcaíocht & Socrúchán

Díreoidh An Rannóg Acmhainní Daonna ar shaincheist na teanga Gaeilge i dtaca le hearcú, oiliúint agus bainistiú foirne.

Glacfar na céimeanna a leanas:

- Cuirfidh Comhairle Contae Ros Comáin iarrthóirí ar an eolas faoi na marcanna breise a d'fhéadfadh a bheith le fáil sa scrúdú inniúlachta Gaeilge, ag céim an agallaimh, de réir mar is cuí.
- Cuirfear i gcuntas na riachtanais agus na hoibleagáidí atá ag gach rannóg i dtaca le bheith in ann scothsheirbhís trí Ghaeilge a sholáthar agus baill foirne á socrú nó á n-úsáid laistigh den ea-graíocht.

3.6 Oiliúint & Forbairt

Croíchuspóir straitéiseach ag Comhairle Contae Ros Comáin é, “Clár Oiliúna cuimsitheach, ábhartha agus cothromasach a chur ar fáil” (An Plean Corparáideach). Admhaíonn na hÚdaráis Áitiúla an tábhacht a bhaineann lena leithéid de lucht oibre a bhfuil ardoiliúint orthu d'fhonn soláthar seirbhísí éifeachtach éifeachtúil a chinntiú. Má tá an feabhsú leanúnach le buanú, ní mór do Chomhairle Contae Ros Comáin eolas, scileanna agus inniúlachtaí na foirne go léir a fhorbairt chun iomlán na hacmhainne sin a bhaint amach. Infheistíocht shuntasach san oiliúint agus san fhorbairt i gcaitheamh thréimhse an Phlean Chorpáraidigh a bheidh anseo.

I bhfianaise na straitéise thuas mar a leagtar amach sa Phlean Corparáideach, in Acht na dTeangacha Oifigiúla 2003 agus sa Scéim seo, déanfaidh an Rannóg Acmhainní Daonna:

- A chinntiú go spreagtar an fhoireann agus na Comhairleoirí ar fad agus go dtugtar deis dóibh a gcuid scileanna Gaeilge a fheabhsú trí chúrsaí oiliúna agus forbartha a dhéanamh.

3.5 Recruitment & Placement

The Human Resources Section will address the issue of the Irish language in relation to recruitment, training and management of staff. The following steps will be taken:

- Roscommon County Council will make candidates aware of the potential additional marks available through the Irish language proficiency test, at interview stage, where relevant.
- Consideration will be given to the requirements and obligations of each section in relation to being able to provide a high quality service through Irish when placing or deploying staff within the organization

3.6 Training & Development

It is a core strategic objective of Roscommon County Council to “provide a comprehensive, relevant and equitable Training Programme” (Corporate Plan). The Local Authorities acknowledge the importance of having such a highly trained workforce to ensure efficient and effective delivery of service. If continued improvement is to be sustained, Roscommon County Council must develop the knowledge, skills and competencies of all staff to full potential. This will involve significant investment in training and development over the term of the Corporate Plan.

In the light of the above strategy as outlined in the Corporate Plan, the Official Languages Act 2003 and this Scheme, the Human Resources Section will:

- Ensure that all staff and Councillors are encouraged and given an opportunity to improve language skills through training and development courses.
- Include language awareness as part of both Induction and Customer Service training courses.
- Seek volunteers to provide Irish language services in relevant sections across the Local Authorities. (Such staff will be identified at customer contact points, on phone lists and on the e-mail list.)

- An fheasacht teanga a chur san áireamh mar chuid de chúrsaí oiliúna Ionadach agus Seirbhíse do Chustaiméirí
- Oibríthe deonacha a lorg chun seirbhísí Gaeilge a chur ar fáil sna rannóga ábhartha ar fud na nÚdarás Áitiúil ar fad. (Déanfar a leithéid d'fhoireann a aithint ag pointí teagmhala do chustaiméirí, ar liostaí gutháin agus ar an liosta r-phost.)
- A chinntiú go bhfaighidh gach ball foirne a chuireann seirbhísí Gaeilge ar fáil go deonach, an tacaíocht go léir is gá.
- Scrúdóidh an Coiste Oiliúna an fhéidearthacht go bhféadfaí oiliúint seirbhíse do chustaiméirí a chur ar fáil chun déileáil le custaiméirí I nGaeilge.

3.7 Institiúidí agus Eagraíochtaí Gaeilge

Aithníonn agus admháonn Comhairle Contae Ros Comáin na sainroghanna teanga ar leith a bhíonn ag institiúidí agus eagraíochtaí agus grúpaí Gaeilge a bhíonn ag feidhmiú ar fud an chontae agus go náisiúnta. Tabharfar tosaíocht do sheirbhísí a sholáthar do na forais agus na grúpaí áirithe seo i gcaitheamh shaolré na scéime seo.

Is i nGaeilge amháin nó go dátheangach a bheidh cumarsáid ghinearálta neamhreachtuil a thionscnófar le haon ghrúpaí nó le haon eagraíochtaí Gaeilge agus tabharfar tosaíocht do sheirbhísí Ghaeilge a sholáthar d'institiúidí agus d'eagraíochtaí dá leithéid i gcaitheamh shaolré na chéad scéime.

CAIBIDIL 4

Monatóireacht, Athbhreithniú & Poibliú na Scéime Aontaithe

4.1 Monatóireacht & Athbhreithniú

Déanfar monatóireacht agus athbhreithniú ar an Scéim Ghaeilge trí Phróiseas an Chórais Bhainistíochta agus Forbartha Feidhmíochta.

Bainisteoirí líne den chuid is mó a dhéanfaidh na feidhmeanna monatóireachta laethúla i ngach ceann de na Rannóga (atá freagrach as cur i bhfeidhm na scéime laistigh dá limistéir féin), le cuidiú an Oifigigh Forbartha Gaeilge, agus cuirfidh siad

- Ensure that staff volunteering to provide services through Irish will be given all necessary support.
- The Training Committee will examine the possibility of providing customer service training for dealing with customers in Irish.

3.7 Irish Language Institutions & Organisations

Roscommon County Council recognises and acknowledges the particular linguistic preferences of Irish language institutions and organisations and groups operating throughout the county and nationally. The provision of services in Irish to these particular bodies and groups will be prioritized over the lifetime of this scheme.

General non-statutory communications initiated with any Irish speaking groups or organisations shall be in the Irish language only or bilingual and provision of an Irish language service to such institutions and organisations will be prioritised over the lifetime of the first scheme.

CHAPTER 4

Monitoring, Revision & Publicising of Agreed Scheme

4.1 Monitoring & Revision

The Irish Language Scheme will be monitored and reviewed through the Performance Management Development Systems Process.

The day-to-day monitoring function will be carried out primarily by line managers in each of the Sections (who are responsible for the implementation of the scheme within their own areas), with the assistance of An tOifigeach Forbartha Gaeilge, and will report on a regular basis to the Head of Finance/relevant Director of Services. The Senior Management Group will also be regularly updated. Details of progress will be published in Roscommon County Council's Annual Report.

tuarascálacha ar fáil go rialta don Cean-
nasaí Airgeadais/don Stiúrthóir Seirbhísí
ábhartha. Coimeádfar an Grúpa Bain-
istíochta Sinseartha ar an eolas go rialta
freisin. Foilseofar sonraí an dul chun cinn
a dhéanfar i dTuarascáil Bhliantúil
Chomhairle Contae Ros Comáin.

4.2 Poibliú na Scéime Aontaithe

Poibleofar ábhar na scéime seo, maraon
le tiomantais agus forálacha na scéime,
os comhair an phobail i gcoitinne mar seo
a leanas:

- *Preaseisiúint*
- *Seoladh Oifigiúil na Scéime*
- *Na forálacha a fhógairt*
- *Scaipeadh ar na háisíneachtaí & na forais phoiblí ábhartha*
- *Suíomh gréasáin*

Tá cóip den scéim seo curtha ar aghaidh
freisin chuig Oifig Choimisinéir na dTeangacha Oifigiúla.

4.2 Publicising of Agreed Scheme

The contents of this scheme, along with
the commitments and provisions of the
scheme, will be publicised to the general
public by means of:

- *Press Release*
- *Official Launch of the scheme*
- *Advertising of provisions*
- *Circulation to appropriate agencies & public bodies*
- *Website*

A copy of this scheme has also been
forwarded to Oifig Choimisinéir na
dTeangacha Oifigiúla.