

The background features a stylized white sailboat with three sails, set against a light yellow background. Two white five-pointed stars are positioned in the upper corners. The text is centered in a dark red, serif font.

**COUNTY GALWAY LOCAL AUTHORITIES  
LANGUAGE SCHEME 2005 - 2008**



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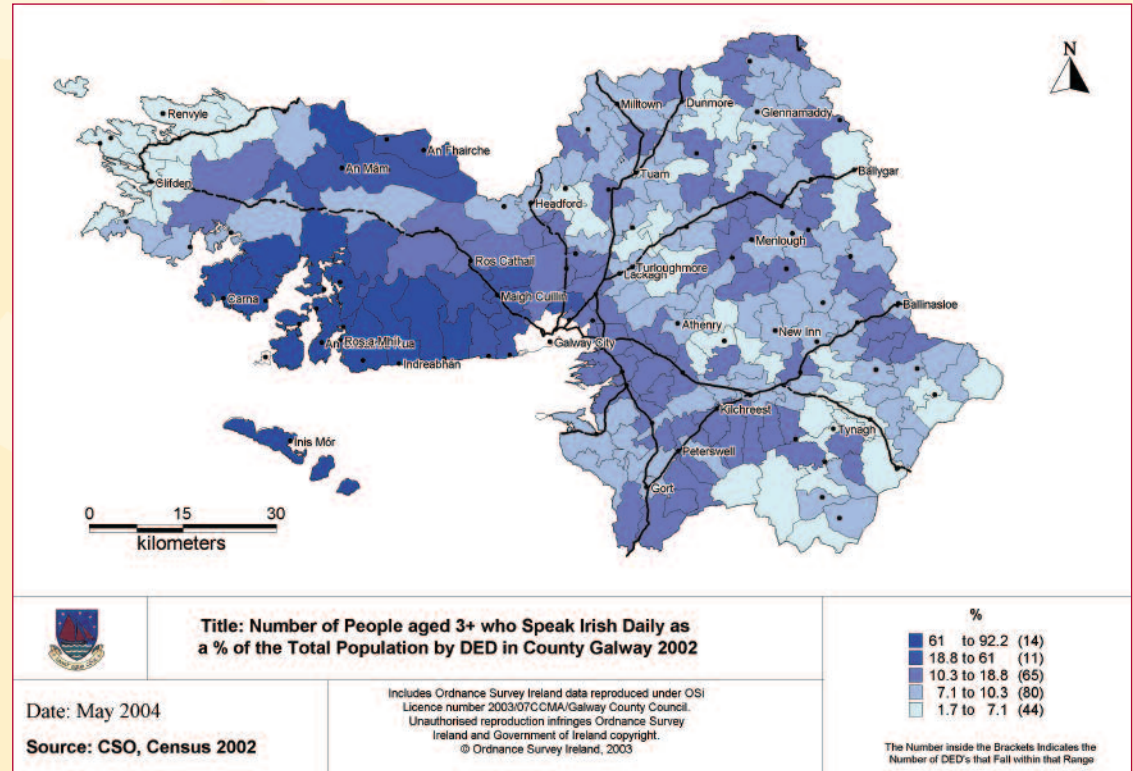
## Contae na Gaillimhe: Introduction and Overview

Contae na Gaillimhe is Ireland's second largest county after Cork with an area of 6,149 square kilometres with a highly indented coastline stretching to almost 2000 kilometres. The county is blessed with a landscape of extraordinary beauty and rich cultural heritage. Certainly, the Irish language and culture, and the physical landscape provide the County as a whole with a special and unique cultural identity.

Contae na Gaillimhe has the largest Gaeltacht population in Ireland containing 37% of the national Gaeltacht population.

The County's population increased by 8.5% from 1996 to 2002 and currently stands at 143,245. The County has a predominately rural character with only three centres of population deemed large enough to be categorised as towns at a national level. The County is undergoing significant change. Migration towards Galway City is placing an increasing demand on infrastructure and services, while some rural areas are experiencing decline and depopulation. 76 % of the population live in rural areas, towns and villages of less than 500 people.

According to figures from the CSO, Census 2002, of the 1.5 million people who indicated that they speak Irish, 339,541 people aged 3+ speak Irish on a daily basis. 17.3% of County Galway's population or 24,781 people aged 3+ speak Irish on a daily basis. Approximately 16,000 of these are located in Gaeltacht areas in Conamara and to the east of Galway City. Irish is the daily community language in communities from Na Forbacha to Carna including the Aran Islands with over 90% of some of these communities using the language as their daily language of choice. These figures do not include Irish speakers in Galway City and its environs.



There are 8 Gaelscoileanna and 38 National Schools operating wholly through Irish within the County as well as 9 Post Primary all Irish schools.

County Galway is host to the headquarters of An Roinn Gnóthaí Pobail Tuaithe agus Gaeltachta, Údarás na Gaeltachta, Oifig an Choimisinéara Teanga and the main offices of national Irish language media such as Raidió na Gaeltachta, TG4 and Foinse. There are a vast amount of Irish language organisations or branches of such operating in the county as a whole.

## Part 1: An Scéim Teanga 2005-2008

### 1.1 Preparation of Language Scheme

County Galway Local Authorities prepared this Scheme under Section 11 of the Official Languages Act 2003.

Included in County Galway Local Authorities are Comhairle Chontae na Gaillimhe, Ballinasloe, Loughrea and Tuam Town Councils. The Scheme applies to all the Authorities mentioned unless stated otherwise elsewhere in this Scheme.

Section 11 of the Act provides that, for the purposes of promoting the use of the Irish Language for official purposes in the State, public bodies prepare a statutory Scheme specifying the services, which the public body proposes to provide

- exclusively through the medium of the Irish Language,
- exclusively through the medium of the English Language,
- and through the medium of both the Irish and English Languages

and the measures the body proposes to adopt to ensure that any services that are not provided by the body through the medium of the Irish Language will be so provided within an agreed timeframe.

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

Comhairle Chontae na Gaillimhe in association with Ballinasloe, Loughrea and Tuam Town Councils published a notice on the 22 & 24 October 2004 under Section 13 of the Act inviting submissions, regarding the preparation of the Draft Scheme under Section 11, from any interested parties. A summary of all the submissions received is included in appendix 3. The Scheme was prepared taking all relevant submissions from interested parties into consideration. Those submissions and the thoughts and suggestions of the management, staff, Corporate and General Affairs Strategic Policy Committee, Workplace Partnership Committee and the Elected Members were taken into consideration in the preparation of the Scheme. Included also is the Council's many years experience of the demand for quality services through Irish and the public's wishes in this regard. The Council is extremely grateful for the thoughts and support of each person and all organisations that made the effort to contribute to the preparation of this Scheme.

### 1.2 Content and objectives of the Language Scheme

The Council recognise that members of the public can express their views and needs better in their preferred language, that enabling the public to use their preferred language is a matter of good practice, not a concession and that denying the customer the right to use their preferred language could place members of the public at a disadvantage. With the implementation of this Scheme the Council are committed to creating a bilingual culture in their dealings with customers and to provide all its services through the medium of Irish in a phased manner over a series of schemes.

The primary objective of the Official Languages Act 2003 and this Scheme is to ensure better availability and a higher standard of public services through Irish. To this end, Council has set itself major challenges in overturning the current unplanned manner in which Irish services are delivered by the Council.

This Scheme confirms and builds on the objectives laid out in the Council's *'Polasáí Teanga'* adopted in January 2001. The Scheme also seeks to support and build on the relevant objectives and actions as laid out in the *Economic, Social and Cultural Development Strategy for County Galway 2002-2012*.

## County Galway Local Authorities Language Scheme 2005 - 2008

No item in this Scheme shall contradict any Act or statutory instrument of the State or any regulations made under the Official Languages Act 2003.

The Scheme corresponds to and builds on the principles of Quality Customer Services and Customer Action Plans. The Scheme also builds on and consolidates the services currently available in Irish. The range of services provided by County Galway Local Authorities to be improved over a period of time and/or series of Schemes are identified.

Comhairle Chontae na Gaillimhes' decentralisation process is taken into consideration, including the differing levels of demand and the differing contexts within which each of the Area Offices operate. Particular attention is focussed on the offices that deliver services to Gaeltacht areas and the Council is committed to strengthening and adding to the services delivered from Oifigí na Ceathrún Rua as is set out in the Corporate Plan 2005-2009.

The Council recognises the demand for quality services through Irish from the Irish speaking community outside of the Gaeltacht, Gaelscoileanna, Irish Language schools, Irish Language Organisations and Irish speakers throughout the County.

The Scheme also includes a commitment to assess and encourage on an ongoing basis the level of demand for services through Irish and to ensure that the Council continues to meet this demand in a planned, coherent and accessible way. The Council will gauge the level of demand for its services in the Irish Language by carrying out regular and timed audits through a system of counting/measuring the level of queries/requests for services through Irish in a given period. It is through publicising and illustrating the reliability of new services through Irish delivered at different times that the demand and usage of services will be encouraged.

Representatives from the six functional Units of the Council assisted in the drafting of this Scheme.

### *1.2.1 Interpretation*

In this Scheme, save where the context otherwise requires—

- “Act” - means the Official Languages Act 2003;
- “Language” - means the official languages meaning the Irish language (being the national language and the first official language) and the English language (being a second official language) as specified in Article 8 of the Constitution;

“Service” - means a service offered or provided (whether directly or indirectly) to the general public or a class of the general public by the Council;

“Council” - means County Galway Local Authorities comprising of and including all structures of Comhairle Chontae na Gaillimhe, Ballinasloe, Tuam and Loughrea Town Councils;

“Scheme” - means County Galway Local Authorities Language Scheme 2005-2008 under Section 11 of the Act as confirmed by the Minister for Community, Rural and Gaeltacht Affairs under Section 14 of the Act;

“Gaeltacht” - means an area for the time being determined to be a Gaeltacht area by order made under section 2 of the Ministers and Secretaries (Amendment) Act 1956;

“Placename” - includes the name of any province, county, city, town, village, barony, parish or townland, or any territorial feature (whether natural or artificial), district, region or place, as shown in the maps of Ordnance Survey Ireland.

### *1.3 Commencement Date of the Scheme*

This Scheme has been agreed and confirmed between Bainisteoir Chontae na Gaillimhe and the Minister for Community, Rural and Gaeltacht Affairs. The Scheme is commenced with effect from the 23 August 2005 and shall remain in force for a period of 3 years from this date or until the Minister pursuant to Section 15 of the Act has confirmed a new Scheme, whichever is the earlier.

### *1.4 Implementation of the Language Scheme*

This Scheme has the full approval of the Council's Management Team. An Bainisteoir Contae will be responsible for the overall implementation, monitoring and review of this Scheme. Directors of Services and analogous grades will be responsible for implementing the Scheme within their own Directorates/sections and for reporting progress on implementation at least annually or every 6 months if necessary. Each directorate/section will be required to prepare an Action Plan or to include in their annual action plans details of the actions required to ensure implementation of the requirements of this Scheme, together with target dates which correspond to the target dates set out in this Scheme. A Senior Officer within each directorate/section may be nominated to

take managerial responsibility of implementation within a Directorate/section. A Senior Officer within the Corporate and Cultural Affairs Unit will be nominated to coordinate the corporate implementation of the Scheme for the organisation as a whole and to evaluate the Council's performance in delivering the requirements of the Scheme and to report on these matters to the Council (through the annual report or a similar appropriate mechanism) and if required to the Language Commissioner also. The Director of Service responsible for a Town Council, will be responsible for the implementation, monitoring and review of this Scheme in that Town Council.

This Scheme applies to all of the Council's offices, services and service delivery centres – e.g. Áras an Chontae, Town Councils, all Area Offices, Libraries, Fire Stations etc.

## *Part 2: Provision of General Services/Activities by County Galway Local Authorities*

### *2.1 Overview of County Galway Local Authorities*

According to the Local Government Act 2001, a primary function of the local authority is to provide a forum for the democratic representation of the local community and provide the community with civic leadership. In addition, the local authority has responsibility for the provision of a range of services, regulatory and enforcement functions. Responsibilities include the planning, design and construction of important infrastructural facilities. It is the custodian of the environment and through its policies seeks to promote the sustainable development of the County while enhancing its business, economic, social, arts, heritage and cultural identity.

In accordance with the Irish system of local government, which encompasses both democratic representation and public administration, The Council as a local authority performs both a representational and operational role. Thirty elected representatives drawn from 5 electoral areas perform the

representational role of the authority under a system of *reserved functions* whereby they lay down the framework for policy under which a Management Team operates. A Corporate Policy Group and five Strategic Policy Committees formulate and agree policy. The SPC's comprise of elected councillors and voluntary / sectoral representatives who review and formulate policy across the range of Council functions. A Management Team consisting of Directors of Services, Law Agent and County Manager operate in an executive capacity.

#### *Ballinasloe Town Council*

Ballinasloe is a statutory administrative area in its own right and the Town Council is a Municipal Authority with origins dating back to 1841. The Council over the years has laid the foundations for the development of Ballinasloe by providing the necessary infrastructure and services. The Town Council has 9 elected members and performs important representation functions and articulate the views of their areas in relation to policy and operational matters.

In addition to providing essential services such as water, sewerage, public lighting, street cleaning, social housing, development control and physical planning, the Council are involved in a wide range of other activities such as the provision and maintenance of recreational and amenity facilities, casual trading, the October Fair and Tidy Towns. The Council consists of 9 elected representatives, and the day-to-day administration of the organisation is carried out under the guidance of the Town Clerk.

#### *Loughrea & Tuam Town Councils*

Town Council representative and policy-making structures operate in Tuam and Loughrea Town Councils. Each Town Council has 9 elected members. Loughrea and Tuam Town Councils are not separate functioning authorities in their own right but perform important representation functions and articulate the views of their areas in relation to policy and operational matters. These town councils are important service delivery centres for the Council in their respective Towns.

The Council's mission statement is:

**To deliver inclusive local authority services for County Galway through effective civic leadership and democratic representation**

## 2.2 Main Activities of the Local Authority

6 Directorates and a Finance Unit have responsibility for the provision of the range of services delivered by the local authority.

### HOUSING SERVICES UNIT

The objective of the Housing Unit is to provide appropriate housing accommodation and a responsive and supportive housing service for those in need of assistance. The Unit seeks to enable eligible households 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.

#### Principal Activities

- Provision and maintenance of local authority housing.
- Delivery of estate management initiatives.
- Provision of accommodation for Travellers.
- Implementation of Tenant Purchase and Shared Ownership Schemes.
- Maintenance of local authority housing
- Provision of affordable housing.
- Facilitation of approved voluntary or non-profit housing.
- Implementation of housing standards for private rented dwellings.
- Provision of Disabled Persons and Essential Repairs Grants Schemes.
- The Housing Unit also administers the Control of Horses Act 1996.

### ROADS AND TRANSPORTATION UNIT

The Roads & Transportation Unit is responsible for the design, maintenance and improvement of the National and Non-National Roads Network throughout the County. It also deals with matters relating to the Marine Infrastructure, Road Safety, Health and Safety and Arterial Drainage. To provide safe and efficient roads, piers and harbours for the movement of persons and goods, within integrated and sustainable transport policies. Most of the Council's area offices are the responsibility of this Unit also.

#### Principal Activities

- Provision, maintenance and upkeep of the road network.
- Promotion of road safety in the community.
- Implementation of traffic management plans.
- Management of Community Employment and community involvement Schemes.
- Provision of public lighting.
- Maintenance of piers and harbours in charge of Galway County Council.
- Design and implementation of the small piers programme of works.
- Management of coastal erosion works.

### PLANNING & ECONOMIC DEVELOPMENT UNIT

The Planning Unit administers the Council's functions under the Planning & Development Acts 2000-2002, and Planning and Development Regulations 2001. Its aim is to provide and support measures that will contribute to a structured and well managed physical and economic environment within the County, so that living standards are raised and work opportunities fostered and created, having regard to the principles of sustainability. The protection of the linguistic and cultural heritage of the Gaeltacht through the planning process is a responsibility of this Unit also.

#### Principal Activities

- Land use, planning and control of building standards and unauthorised development.
- Preparation and implementation of County and local area development plans.
- Promotion of industrial, commercial and other development.
- Regional, town, village and rural development.
- Tourism, economic and industrial development.
- Heritage & Conservation protection and awareness (awareness, management and protection).
- Community planning initiatives.

### ENVIRONMENT & WATER SERVICES UNIT

The provision of a clean, healthy environment, which promotes and facilitates sustainable development, is a core remit of the Environment and Water Services Unit. The Unit has a strong enforcement role in relation to waste management and environmental protection. In addition to monitoring and protecting the natural and built environment, fire safety measures are implemented. The Council is the Fire Authority for the whole of the County including the City.

#### Principal Activities

- Protection of natural waters.
- Provision and operation of water and wastewater services.
- Implementation of Government water pricing policy.
- Waste management planning.
- Provision of environmental awareness education.
- Implementation of litter control measures.
- Environmental protection.
- Ensuring the safety of structures and places.
- Provision and maintenance of burial grounds.
- Provision of fire fighting and rescue services.

### CORPORATE & CULTURAL AFFAIRS UNIT

The Corporate Affairs & Culture Unit encompasses a wide variety of Council services ranging from Corporate Affairs to Information Technology and also Motor Taxation, Legal Services and Human Resource Management. The Unit provides direct services to the public in areas such as recreation and amenity and various grant Schemes and support services to the Council in the form of corporate secretariat. The promotion and development of the Irish language within the local authority and the County is also a responsibility of this Unit.

#### Principal Activities

- Provision of secretarial service to Management and to Council as a corporate body.
- Promotion of positive corporate image.
- Administration of a range of miscellaneous services including, provision of office accommodation, higher education grants, veterinary services and registration of electors.
- Provision of a range of recreation, play and amenity facilities.
- Provision and retention of sufficient professionally developed staff to meet the needs of the organisation and the public.
- Delivery of motor tax services.
- Provision of internal legal services.
- Provision of quality internal Information Technology support and development.
- Development of library services.
- Provide access as far as possible, to the Council's records, by members of the public.
- Implementation of the Official Languages Act and to promote the use of Irish in the organisation.

### COMMUNITY & ENTERPRISE UNIT

The Community & Enterprise Unit facilitates and leads the work of the County Development Board and implementation of objectives contained in the 10 year Economic, Social and Cultural Strategy. The Unit plays a key role in supporting community development and interaction between the community and local authority services.

#### Principal Activities

- Facilitate the Galway County Development Board.
- Co-ordinate the implementation of the County Dev. Board Strategy.
- Management of strategic projects in the areas of community development, social inclusion and enterprise infrastructure development.
- Undertake socio-economic research and provision of support for development of local authority strategies and policies.
- Implementation of the RAPID and CLÁR programmes.
- Support and facilitate the Community Forum's input into strategic planning.
- Administration of a diversity of Council community grants Schemes.
- Facilitation of the County Arts Service.
- Disseminate European funding Information at County level.

## FINANCE UNIT

The function of the Finance Section is to ensure that all financial transactions conducted are accountable and transferable and to implement systems for the efficient operation of Council financial resources. All of the activities of the Council have financial implications and the management of the Council's finances is a core function of the Finance Section.

### Principal Activities

- Processing of all salary payments and creditor payments in respect of supply of goods and services to the Council.
- Management of income transfers including housing loan accounts and water charges.
- Operation of Valuation System and collection of County rates due.
- Appraisal of internal control systems of all Council sections including validity of financial transactions, value for money and efficiency audits.
- Operations relating to adoption by Council of annual budget, completion of statutory annual accounts and treasury management.
- Co-ordination of Risk Management Team, cash-flow and investment management.

## 2.3 Council Structure

The Council's main offices are located in Áras an Chontae and in Liosbaun Industrial Estate in Galway City.

There are 12 area offices located in the 5 electoral areas that constitute the County. The locations of those offices are as follows: Clifden, An Cheathrú Rua, Ballinasloe, Oughterard, Oranmore, Athenry, Loughrea, Gort, Portumna, Mountbellew, Tuam, Milltown. The offices in An Cheathrú Rua are located in a Gaeltacht area and that office and the Oughterard and Oranmore area offices have Gaeltacht areas within their functional area.

A branch library network extends to 25 locations which are An Cheathrú Rua, An Spidéal, Athenry, Ballinasloe, Ballygar, Clifden, Dunmore, Eyrecourt, Glenamaddy, Gort, Inisbofin, Inis Meáin, Inis Oírr, Killimor, Cill Rónáin, Loughrea, Moylough, Oranmore, Oughterard, Portumna, Cloch na Rón, Tír an Fhia, Tuam, Westside Galway City, Woodford.

The library headquarters and the Galway City Branch are the responsibility of the library services and are located in Galway City. The An Cheathrú Rua, An Spidéal, Inis Meáin, Inis Oírr, Cill Rónáin, Cloch na Rón and Tír an Fhia branch libraries are located in

Gaeltacht areas and the Oughterard, Clifden and Oranmore libraries have extensive Gaeltacht areas within their functional areas.

Fire Stations are strategically located in 10 areas around the County. These are Athenry, Ballinasloe, Clifden, Galway City, Gort, Inis Mór, Loughrea, Mountbellew, Portumna and Tuam. The Clifden, Galway City and Inis Mór fire stations service Gaeltacht Areas.

The Council employs in the region of 1,400 staff including office and outdoor staff. Up to 59 of this staff complement are located in area offices and up to 62 in the Library Services. Ballinasloe Town Council consists of 32 staff with Tuam and Loughrea Town Councils served by Town Clerks.

### 2.4 Customers and Clients

- All members of the public in Contae na Gaillimhe;
- Government Departments;
- State Agencies;
- Other Regional and Local Authorities;
- Galway County Development Board Structures;
- Elected Members;
- Council Staff;
- Voluntary and Business Sectors;
- Local and National Media;
- Community Co-ops, Council's and Groups;
- EU Organisations;
- Community Fora;
- CLÁR & LEADER Companies;
- Social partners and Sectoral representative groups.

### 2.5 Assessment of current Irish Services

Due to no planned strategy for the provision of services in Irish being in existence, there is a diverse pattern of Irish speakers within County Galway Local Authorities. Consequently there is a diverse pattern of services available through Irish. The following specific services are fully available through Irish currently and are available in English also if such is requested/required.

- Oifigeach Forbartha na Gaeilge;
- Environmental Awareness Services;
- Revenue Collection in Conamara;
- Motortax Services in An Cheathrú Rua;
- Road Safety Services;
- Senior Environmental Engineering Services;
- Housing Liaison in Conamara;
- Management Level Housing Services;
- Senior Planning Engineering Services;
- Library services in An Spidéal, An Cheathrú Rua, Thír an Fhia, Inis Mór, Inis Meáin & Inis Oírr;
- Community Development Services in Conamara.

The following specific services are available bilingually:

- Library Services in Westside, Ballinasloe & Library HQs;
- Servicing Conamara Electoral Committees;
- Servicing Islands Committees;
- Meetings with Irish Organisations/Agencies;
- Heritage & Arts Offices;
- Planning Public Counters & Meetings;
- Motortax Services in Áras an Chontae;
- Housing Public Counters in Áras an Chontae;
- Roads Public Counters in Áras an Chontae;
- Fire Services in Conamara & Islands.

The Council is capable of supplying the above and the majority of the rest of its services bilingually to a certain extent if such is requested. However this is on an ad-hoc manner and does not have any certainty of availability. The majority of the Councils application forms for various services are currently bilingual and provide a significant proportion of how services are initiated and delivered.

## Part 3: Measures of the Scheme

### 3.1 Brochures/Information Leaflets

ACTION		TARGET DATE
3.1.1	All new brochures and information leaflets produced by the Council will be in Irish only or bilingual within the one document with both languages given equal status.	1 March 2006
3.1.2	Existing brochures and information leaflets produced by the Council will become fully bilingual on renewal of stock. In any event, all brochures and information leaflets produced by the Council will be fully bilingual by the end of the Scheme.	By end of this Scheme
3.1.3	Brochures or information leaflets may be in English only if related to an initiative specific to the English language. (e.g. English language drama/writers group etc.)	–
3.1.4	In the case of brochures and information leaflets used or provided by the Council, being issued by another body apart from the Council, Irish only and bilingual forms will continue to be actively requested.	Ongoing
3.1.5	Where brochures and information leaflets issuing from another body are produced separately, they will be equally available and distributed together by post or over the counter, where the language preference has not been established.	Start of Scheme

### 3.2 Written Communication

ACTION		TARGET DATE
3.2.1	The Council will welcome correspondence in either Irish or English.	Ongoing
3.2.2	Correspondence received by the Council will be acknowledged (where such is required) in the language of the original letter. When further correspondence is required it will continue in the same language.	Currently in force
3.2.3	Corresponding with the Council in Irish will not cause any undue delay. All correspondence will receive a reply within the target period set out in the Customer Action Plan.	On adoption of new Customer Action Plan
3.2.4	All correspondence following a telephone or face-to-face conversation in Irish will be in Irish unless the member of the public has indicated otherwise.	1 May 2006
3.2.5	Correspondence ensuing from a meeting/telephone conversation where it has been established that the customers preferred language is Irish, will be in Irish, although the meeting/telephone conversation may not have been held through the medium of Irish.	1 May 2006
3.2.6	Where it is known that an individual, group, school, Gaelscoil or an organisation normally uses Irish or prefers to do so the Council will initiate correspondence in that language.	September 2006
3.2.7	Correspondence initiated by the Council with the public in a Gaeltacht area will generally be in Irish or may be bilingual if requested or deemed necessary.	May 2007
3.2.8	In the day to day running of services, circulars and standard letters will be issued to the public bilingually.	May 2007

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3.2.9	A standard statement will be included on the Council's headed paper, compliment slip, advertisements, email disclaimer, website etc. to say that correspondence is welcomed in Irish or English.	Advertisements Jan. 06 Stationary on depletion of existing stock
3.2.10	A database and register of individuals, groups, schools, Gaelscoileanna and organisations that it is known prefer to carry out communications in Irish will be established, either in the form of contact lists for the use of individual officers or wider references for the use of service Units.	Lifetime of this Scheme & Ongoing
3.2.11	The above principles will apply when corresponding electronically. Disclaimers included with the Council's e-mails will continue to be bilingual, as is current practice.	Lifetime of this Scheme

### 3.3 Application Forms

ACTION		TARGET DATE
3.3.1	All application forms and associated explanatory material published by the Council will be in Irish only or in Irish and in English within the one document.	May 2007
3.3.2	Application forms may be in 'English only' if related to an initiative specific to the English language (e.g. English language drama/writers group etc.)	–
3.3.3	In exceptional cases where 3.3.1 proves impractical due to the technicality or the size of documents, separate Irish and English versions may be made available. Their availability will be simultaneous and both versions will be given equal prominence.	–
3.3.4	In exceptional cases where forms are printed separately each language version will carry a message confirming that the form is also available in the other language.	Lifetime of this Scheme
3.3.5	In the case of application forms used or provided by the Council, being issued by another body apart from the Council, Irish only and bilingual forms will continue to be actively requested.	Ongoing
3.3.6	Where application forms issuing from another body are produced separately, forms will be equally available and distributed together by post or over the counter, where the language preference has not been established.	March 2006
3.3.7	The Council will make every effort to ensure that the Irish used in forms is legible and easily understood while having regard to accuracy of standard spelling and grammar.	Ongoing
3.3.8	All bilingual application forms will include a clear statement welcoming the completion of the form in Irish.	–

### 3.4 Press Releases and Statements

ACTION		TARGET DATE
3.4.1	The Irish language and this Scheme will be fully included in any Communications policy prepared by the council.	During policy preparation
3.4.2	All general press releases and statements will be issued bilingually.	Lifetime of this Scheme
3.4.3	All press releases relating to a Gaeltacht area or issues will be issued bilingually.	Start of Scheme
3.4.4	The Council will ensure that an adequate number of Irish speaking spokespersons, of sufficient authority, will be available for media interviews on any Council issues when the need arises.	Phased basis within lifetime of Scheme

3.4.5	The Council will ensure that where contact names for further information are given on press releases/statements that an officer will be available to provide that information in Irish or English.	Phased basis within lifetime of Scheme
3.4.6	Where members of the press or media specifically request it, releases and statements may be sent out in the language of their choice.	Phased basis until May 07

### 3.5 Publications

ACTION		TARGET DATE
3.5.1	All of the Council's bilingual publications will be within the same cover in accordance with best practice. In some cases the size of the document may prohibit this practice.	January 2006
3.5.2	Where a publication is to be produced bilingually, it will be assumed that the document is not ready for publication unless both language versions are available.	January 2006
3.5.3	Documents currently published bilingually by the Council and not covered by Section 10 of the Act will continue to be published bilingually.	–
3.5.4	Documents pertaining to a Gaeltacht area will be published in Irish only or bilingually.	Start of Scheme
3.5.5	Documents of a technical nature will continue to be published in 'English only', except where there is a wide interest to the public or the document is of local significance in which case a bilingual version or an Irish summary will be made available.	Phased to February 2007
3.5.6	If there is a charge to be made for a bilingual publication, such a charge will not be greater than that made for a single language document in either language.	Start of Scheme
3.5.7	Irish used in publications pertaining to Gaeltacht areas will be is legible and easily understood while having regard to accuracy of standard spelling and grammar.	Ongoing
3.5.8	The Council will establish a planned structure for the translation needs of the Council including the use of external translators, the possibility of setting up a central translation service in Áras an Chontae or Oifigí na Ceathrún Rua or assisting in planning a central corporate translation Unit for all local authorities.	End of 2005 and continual review thereafter

### 3.6 Website, Online & IT Services

ACTION		TARGET DATE
3.6.1	The Council's website, whether new or existing, will be fully bilingual, have equal functionality and will be fully interchangeable between languages.	Within the lifetime of this Scheme
3.6.2	Any content added to the website will be done simultaneously in both languages, i.e. it will be assumed that content is not ready to go live unless both language versions are available.	On launch of new Website or within the lifetime of this Scheme whichever is the earlier.
3.6.3	It will be the responsibility of each Unit to provide content in both languages simultaneously to the IT Unit for inclusion on the website.	
3.6.4	Documents, publications, minutes, brochures, adverts etc. which need only to be published in either of the Official Languages as specified in this Scheme will be published on the Website in the same language.	
3.6.5	Presentations, speeches etc. may be published in the language in which they were given. If the content is of significant local or public importance consideration will be given to providing a summary or a version in the other language.	March 2006
3.6.6	Any new systems developed by the Council will be fully bilingual and introduced simultaneously.	

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3.6.7	Any new interactive services will be fully bilingual and introduced simultaneously.	March 2006
3.6.8	Any existing interactive services not currently bilingual will be made fully bilingual on the next scheduled upgrade.	Lifetime of 2 schemes (6 years – Sept. 2011)
3.6.9	The Council will ensure that any new computer systems/programmes etc. will be fully capable of handling the Irish language prior to purchase or use by the Council.	Start of Scheme
3.6.10	The Council will ensure that all existing computer systems/programmes etc. will be fully capable of handling the Irish language and will be fully functional.	Lifetime of 2 schemes (6 years – Sept. 2011)
3.6.11	The Council will ensure that all printers etc. will be fully capable of handling the Irish language.	May 2007
3.6.12	The Council will establish a generic email address for all queries in the Irish Language.	October 2005
3.6.13	The Council will continue to actively use technology to improve the provision of bilingual services.	Ongoing
3.6.14	All email addresses will be available bilingually and will be fully functional.	June 2007
3.6.15	The Council's website will be known by its Irish version <a href="http://www.gaillimh.ie">www.gaillimh.ie</a>	June 2006
3.6.16	The Gaeilge section of Council's Intranet will continue to be expanded as a support and resource for staff.	Ongoing

### 3.7 Telephone Communication

ACTION		TARGET DATE
3.7.1	All Receptionist/switchboard operators will give Council/section name in Irish or bilingually and will have knowledge of basic greetings in Irish and suitable arrangements will be in place so that they can put members of the public in touch, without delay, with whatever office or officer is responsible for offering the service required through Irish. Until that is achieved through training and/or recruitment non-Irish speaking operators will explain the situation courteously and will offer to transfer the caller to an Irish speaker.	Phased to January 2007
3.7.2	If the/an Irish speaker able to deal with the call is not available, the person receiving the call will explain the situation courteously and take the caller's name, number and details of the query and will ensure that an Irish speaker from the Council returns the call. This will only be done if it can be ensured that calls will be returned within two hours where an Irish speaker is available on the premises or, at most, within one working day. Otherwise the caller will be offered the choice of being called back in Irish or continuing in English.	Phased to January 2007
3.7.3	If the Irish speaker able to deal with a specialised specific enquiry is not available the caller will be given the choice of being called back in Irish or continuing the conversation in English.	Phased to January 2007
3.7.4	Automatic phone answering systems will be fully bilingual and will direct callers electronically (through touch tone options) to where Irish services are available. These services will be widely publicised as they become available. These systems will be in Irish only in Gaeltacht offices.	September 2006
3.7.5	A directory of Irish speakers willing to deal with Irish Language calls within the Council will be integrated to the internal telephone directory as a guide to staff who wish to transfer calls to Irish speakers. Units will facilitate internal support networks to facilitate the service.	September 2006 and updated continually
3.7.6	Answer-phone systems will have a bilingual recorded message inviting the caller to leave a message in either language. Initially installed for Irish service providers and members of staff who require such and expanding to the full Council on the next upgrade of the Council's phone system.	Phased until upgrade of system

3.7.7	The Council will investigate the opportunity of setting up a dedicated Irish Service Call centre in Oifigí na Ceathrún Rua which may be utilised by all sections of the Council to provide telephone services through Irish if the service provided is of equal quality to services from individual sections. Included in this will be an assessment of the percentage of general versus specific calls Council sections receive.	Investigate by April 06, Implement by April 07, depending on feasibility and value for money
3.7.8	Receptionists/switchboard operators in Gaeltacht offices shall be fully competent in dealing with fluent Irish speakers and telephone calls in these offices will be answered in Irish only.	Currently in force Ongoing
3.7.9	The Council will investigate establishing a dedicated Irish Language telephone number/service for those who wish to conduct their business in Irish.	Investigate by April 06 implement by Sept 07 depending on feasibility and value for money.
3.7.10	In publicising any phone numbers to the public, the Council will ensure that it is clearly indicated if that telephone service is available in English only and in time will publish a suitable alternative number for the Irish service. Following this it will be the norm that if a number is publicised without an English only indicator it is given that the service is bilingual.	Phased to June 07

### 3.8 Counter Services

ACTION		TARGET DATE
3.8.1	The Council welcomes callers to its offices in Irish or English and this will be made known to the public.	–
3.8.2	All callers to public counters will be greeted with a simple bilingual greeting.	Phased to Sept. 2006
3.8.3	All callers to counters will be treated on a basis of courtesy and equality and the principles of Quality Customer Services.	Start of Scheme & ongoing
3.8.4	The choice of language of the customer will be established. If the/an Irish speaker able to deal with the caller is not available, the person dealing with the customer will explain the situation courteously and inform the customer of when an Irish speaker, able to give the service, will be available, (this will only be done if an Irish speaker will be available in a reasonable amount of time- e.g. 5 minutes) or alternatively will be offered various options 1) to have a third party Irish speaker present to translate the transaction if that is available, 2) to arrange a certain time when an Irish speaker will be present, 3) continue the conversation in English.	Phased basis until end of August 2006
3.8.5.	Each counter will publicise clearly what services are available in Irish from that counter and the extent of those services. Where there is no sign to this effect at a counter it will be assumed that all services are fully bilingual.	Start January 2007 & ongoing thereafter until all services are available
3.8.6	In delivering counter and inter-personal services the Council, through the methods proposed in Sections 4 and in cooperation with all appropriate parties, will ensure the following within the lifetime of this Scheme: a) Counter services available from An Cheathrú Rua area office, Library Service in An Spidéal, An Cheathrú Rua, Tír an Fhia, Inis Óírr, Inis Meáin, and Inis Mór are currently in Irish and the Council will ensure that this is maintained.	Within the lifetime of this Scheme

	<p>b) In the case of Council HQ office locations the Council will ensure appropriate structures are in place so that counter services are available through Irish from the Planning, Motor Tax, Finance and Roads public service counters within the lifetime of this scheme.</p> <p>c) The Council will ensure that appropriate structures are in place to ensure that at least one additional staff member will be available to provide counter services through Irish from each of the departments in Council HQ not listed above within the lifetime of this scheme.</p> <p>d) In the case of Ballinasloe, Tuam and Loughrea Town Councils preparatory work will be carried out to begin the process of building a service through Irish with a view to addressing the issue of the provision of a quality customer counter services through Irish from these offices in the second and subsequent schemes.</p> <p>e) The Council will ensure that adequate structures for the provision of counter services through Irish are included at each stage of the planning of the proposed Regional Service Centres in each electoral area. To this end, for regional service centres that do not have Gaeltacht areas within their functional areas, at least one member of staff will be competent in delivering local authority services through Irish. For regional service centres that have Gaeltacht areas within their functional area will have at least two members of staff that will be competent in delivering local authority services through Irish.</p> <p>f) The Council will ensure that any Regional Service Centre located in a Gaeltacht area will have the ability to provide all of the centres counter services through Irish.</p> <p>g) The Council will ensure that the particular Irish language requirements associated with the provision of services in Gaeltacht areas are met in any regional service centre which has a Gaeltacht area within its functional area.</p>	<p>Within the lifetime of this Scheme</p>
<p>3.8.7</p>	<p>Any correspondence, consequent to a counter transaction where the customer's language preference is determined, will be in that language even if the transaction may have transpired in the other language.</p>	<p>Phased to April 2006</p>
<p>3.8.8</p>	<p>Over a series of two Schemes the Council will ensure that structures are in place so that all counter services will be fully available bilingually and competent to deal with fluent Irish speakers.</p>	<p>End of second Scheme (6 years – September 2011)</p>
<p>3.8.9</p>	<p>Seeking a service in Irish from a public counter will not cause any delay or embarrassment to the customer or the staff member.</p>	<p>Service commenced or publicised</p>
<p>3.8.10</p>	<p>Public announcement systems used by or on behalf of the Council on its premises or elsewhere will function in Irish or bilingually and will function in Irish only if located in a Gaeltacht area.</p>	<p>March 2006</p>
<p>3.8.11</p>	<p>Staff will readily accept any customer's details accurately in Irish and there will be no compulsion or coercion for the customer to change their details to English at any time. Where it is established/known that a customers preferred language is Irish and that their details are currently in English on the system/database etc. in use the customer will be encouraged to authorise the change of their details to Irish through the appropriate mechanisms. (This will apply to all customer interaction)</p>	<p>May 2006</p>

## 3.9 Public Meetings/Meetings with the public

ACTION		TARGET DATE
3.9.1	Contributions in Irish or English will be welcome at meetings with the public, organised by or on behalf of the Council.	–
3.9.2	Upon organising a meeting with a client the choice language of the client will be established. If Irish is the language choice of the client, the Council will ensure that a bilingual officer meets them.	Phased from Sept. 2006 to lifetime of Scheme
3.9.3	If previous dealings with the client have been through Irish it will be assumed that the language of the meeting and any consequent contact will be through Irish.	Phased from Sept. 2006 to lifetime of Scheme
3.9.4	If the meeting occurs without adequate time to arrange for a bilingual officer to meet with the client the situation will be explained courteously and the client will be given a choice of: 1) arranging a further appointment with an Irish speaking officer, 2) having an Irish speaking third party present at the meeting if such is available, 3) holding the discussion in English.	Phased from Sept. 2006 to lifetime of Scheme
3.9.5	The client's preferred language will be established before a meeting in the home/outside the office is arranged. In a Gaeltacht area the preferred language will automatically be assumed to be Irish. The Council will ensure that officers attending meetings with individuals, whose preferred language is known to be Irish, will be Irish speakers.	Phased to lifetime of scheme
3.9.6	Any public meetings held, by the Council or on the Council's behalf by a third party, in the Gaeltacht, or dealing with Gaeltacht issues will be conducted through Irish. Simultaneous translation may be provided if required.	Phased from Sept. 2006 to lifetime of Scheme
3.9.7	Arrangements will be made for members of the public to use their preferred language, Irish or English, at public meetings where the language preference is known.	Phased from Sept. 2006 to lifetime of Scheme
3.9.8	The language preference of those attending a public meeting will be sought in advance by inviting them to declare their language preference in the notice of the meeting. Where this is not specified in the notice of the meeting it may be assumed that the meeting will be fully bilingual.	Phased from Sept. 2006 to lifetime of Scheme
3.9.9	Where it is required, the Council will provide portable translation equipment for non-Irish speakers at all meetings with the public organised by or on behalf of the Council at locations where permanent translation equipment is not installed.	Phased from June '06 to lifetime of Scheme
3.9.10	The Chair or at least one key speaker should make official use of Irish at all meetings with the public arranged by or on behalf of the Council.	Phased from April '06 to lifetime of Scheme
3.9.11	The provision of simultaneous translation facilities will be made known at the beginning of the meeting and care will be taken to ensure that all non-Irish speakers have a receiver. An accessible and clear structure will be in place for distributing headsets, ensuring that they are used correctly and that they are working efficiently.	–
3.9.12	Portable translation equipment will be provided and used when it is known that non-Irish speaking individuals are going to be present at a public meeting to be conducted through Irish.	Phased from April 2006 to lifetime of Scheme
3.9.13	When the Council arranges meetings with organisations that normally work in Irish, the meeting will take place in Irish. Simultaneous translation may be provided as required.	Phased from April 2006 to lifetime of Scheme
3.9.14	An appropriate officer will decide whether simultaneous or other translation facilities are required, having regard to the factors pertaining. These will include the subject or purpose of the meeting, its location, those likely to attend and any prior notification of language preference.	Phased from April 2006 to lifetime of Scheme
3.9.15	In the case of meetings held outside the Gaeltacht but involving groups operating within the Gaeltacht, or whose remit includes Gaeltacht areas, a simultaneous translation service will be provided.	Phased from April 2006 to lifetime of Scheme

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3.9.16	Where the majority of participants at any meeting are known to be Irish speakers or from Irish language organisations the meeting will be conducted through Irish.	Phased from April '06 to lifetime of Scheme
3.9.17	The Council will make arrangements to organise work teams so as to include, or have availability of, an Irish-speaking employee at public meetings.	Within the lifetime of this Scheme

### 3.10 Consultation

ACTION		TARGET DATE
3.10.1	All consultation undertaken by, or on behalf of the Council will comply with the Irish Language Scheme as set out below.	Ongoing
3.10.2	All consultation conducted by, or on behalf of the Council will be conducted bilingually or in English or Irish, according to the preference of the consultee. This includes consultation with external stakeholders e.g. residents, service users, businesses, voluntary organisations, partner organisations and Town and Community Councils and also with internal stakeholders e.g. officers, trade unions, members.	–
3.10.3	Questionnaires, consultation documents and associated information will be published bilingually and be equally accessible to consultees.	June 2006
3.10.4	Stakeholders will be given the choice of participating in interviews, discussion groups or interactive forums in English or Irish. In exceptional circumstances where this is not possible simultaneous translation will be provided.	June 2006
3.10.5	When planning consultation, consideration will be given to whether Irish speakers or English speakers should be consulted as a specific target group.	June 2006
3.10.6.	Consultation should determine whether satisfaction varies between Irish speakers and English speakers in the community.	June 2006
3.10.7	If consultation is to be undertaken by an external agency, the above requirements will be included in the brief and the relevant contract between the Council and the agency.	Start of scheme

### 3.11 Corporate Image, Signage, General Measures

ACTION		TARGET DATE
3.11.1	The Council's name is Comhairle Chontae na Gaillimhe / Galway County Council.	–
3.11.2	The names for the Town Council's will be as follows: Comhairle Baile Bhéal Átha na Sluaighe / Ballinasloe Town Council; Comhairle Baile Thuama / Tuam Town Council; Comhairle Baile Bhaile Locha Riach / Loughrea Town Council.	–
3.11.3	The Council will adopt a fully bilingual corporate identity.	Phased to Scheme end
3.11.4	The Irish titles of members and Council officials will be used wherever possible. e.g. Méara, Comhairleoirí, Bainisteoir Contae, Rúnaí Contae, Cléireach an Bhaile etc. and phased to a situation where only the Irish version is used with the agreement of appropriate parties.	–
3.11.5	In a situation where it does not matter which version of the Council's name is used the Irish version will be utilised.	June 2006
3.11.6	Where the Council name appears on uniforms and identity badges it will continue to be in Irish.	Currently in force
3.11.7	Any text on the council's current logo and any new logo developed will continue to be in Irish only.	Start of scheme

3.11.8	Any signage, erected by the Council, in the environs of a Gaelscoil or school working through the medium of Irish will be in Irish only following consultation with the Gaelscoil/School.	Lifetime of Scheme
3.11.9	In certain circumstances internationally recognised symbols may be used instead of English on signs in Gaeltacht areas.	–
3.11.10	The Council will ensure that the text on all signage will be accurate, understandable, clear and checked with an appropriate linguistic expert.	
3.11.11	The Council will fully facilitate and encourage any town/village/community inside or outside the Gaeltacht who would by public consensus wish to have signage in their area in Irish only.	
3.11.12	Any signage which requires permission from the Council to be erected will be fully bilingual. Such signs will be in Irish only in the Gaeltacht. The spelling/accuracy of the text will be approved by the Council or an appropriate linguistic expert. The Council will provide as much advice as is possible in this instance.	Within the lifetime of the Scheme
3.11.13	Any planning permissions granted by the Council in Gaeltacht areas will include conditions to have signage on such developments in Irish only including during the construction phase and that the spelling/accuracy of the text be approved by the Council or an appropriate linguistic expert. The Council will provide as much advice as is possible to the developer in this instance.	Within the lifetime of the Scheme
3.11.14	Any commercial planning permissions granted by the Council outside the Gaeltacht will include conditions to have bilingual signage on such developments and that the spelling/accuracy of the text be approved by the Council or an appropriate linguistic expert. The Council will provide as much advice as is possible to the developer in this instance.	Within the lifetime of the Scheme
3.11.15	Any new residential developments will continue to be named in Irish as a condition of the planning permission. The Council's placenames committee will have the responsibility of vetting and selecting such names according to its terms of reference, consultation with the placenames commission if required and having consideration for the existing placenames, history and local heritage of the area.	Commencement of Scheme
3.11.16	Adoption of Irish names for new streets, roads, features will be promoted and appropriate consulted will be conducted in order to define the name of the street, road etc. This will be the responsibility of the Council's placenames committee.	Commencement of Scheme
3.11.17	For historical developments, street names, roads, place names and geographical features, where the difference between Irish and English versions of a name and street is merely spelling, the Irish form will be adopted as the only form. In all cases where two versions of names are used, the Irish version will be placed foremost and uppermost.	Commencement of Scheme
3.11.18	An t-Ordú Logainmneacha (Ceantair Ghaeltachta) 2004 will be used by the Council for official purposes and used as a default in all of the Council's databases and correspondence.	Phased to September 2007
3.11.19	The Council will actively ensure that it performs to, at the very least, the minimum statutory role and duties given to it in any legislation regarding the Irish language and will continually endeavour to go above and beyond that role. e.g. Planning & Development Act 2000, Local Government Act 2001, Official Languages Act 2003 etc.	–
3.11.20	The library service will ensure that the amount of Irish books available in its units and to schools is increased continually.	Ongoing

*3.12 New Policies and Initiatives*

ACTION		TARGET DATE
3.12.1	The Council will assess the linguistic consequences of any new policies, strategies or initiatives of its ownership during the process of formulation, and their effect on the Irish language within a service and communities in the Gaeltacht and in the County as a whole. Additional measures will be inserted in the Scheme if necessary with the agreement of the Department of Community Rural and Gaeltacht affairs and taking the advice of An Coimisinéir Teanga into consideration.	Start of Scheme
3.12.2	New policies and initiatives will be consistent with the Scheme and will not undermine it.	Start of Scheme
3.12.3	New policies and initiatives will not be to the detriment of the Cultural and Linguistic Heritage of the Gaeltacht and will have a promotional aspect wherever possible.	Start of Scheme
3.12.4	New policies and initiatives will promote and facilitate the use of Irish wherever possible.	Start of Scheme
3.12.5	New policies and initiatives will endeavour to move the Council closer to implementing the principle of linguistic equality at every opportunity.	Start of Scheme
3.12.6	Staff and consultants involved in policy formulation will be informed of the Scheme and of the organisation's obligations under the Official Languages Act 2003.	Start of Scheme
3.12.7	Existing policies will be reviewed and altered if deemed necessary to be in line with the provisions of this Scheme.	Lifetime of Scheme

*3.13 Services delivered on behalf of the Council*

ACTION		TARGET DATE
3.13.1	Standard procedures for dealing with third parties delivering services to the public in conjunction with or on behalf of the Council will make provision to ensure that account is taken of this Scheme and its requirements, and the Official Languages Act 2003 and any regulations made under that Act.	By end of the Scheme
3.13.2	All documents, tenders, contracts, agreements and grant conditions etc. will include provision for services to be delivered according to this Scheme. Where services involve contact with the public, agents or contractors will be asked to state how those services will be delivered in Irish.	September 2006
3.13.3	In practice, specifications will vary according to the service being provided on the Council's behalf, considering the nature of the contact between the contractor and the public when the service is being provided, and what commitments the Irish Language Scheme and Official Languages Act 2003 have in respect of such contracts, and then specify accordingly.	September 2006
3.13.4	When working in partnership with other organisations the Council will inform all parties of the Language Scheme and ensure that the measures contained are implemented. Wherever possible the Council will encourage, promote and strengthen the use the Irish Language, bilingual policies and the Cultural and Linguistic Heritage of the Gaeltacht when such arrangements exist.	January 2006

3.14 *An Ghaeltacht*

ACTION		TARGET DATE
3.14.1	Correspondence initiated by the Council with the public in a Gaeltacht area will be in Irish or may be bilingual if requested.	January 2007
3.14.2	Documents pertaining to a Gaeltacht area will be published in Irish only or bilingually.	Start of Scheme
3.14.3	Irish used in publications pertaining to Gaeltacht areas will be is legible and easily understood while having regard to accuracy of standard spelling and grammar. This will apply to application forms also.	Ongoing
3.14.4	Automatic phone answering systems will be in Irish only in Gaeltacht offices and will direct callers electronically (through touch tone options) to where Irish services are available. The corresponding English message may be included, if required, after the Irish message.	June 2006
3.14.5	Receptionists/switchboard operators in Gaeltacht offices shall be fully competent in dealing with fluent Irish speakers and telephone calls in these offices will be answered in Irish only.	Currently in force Ongoing
3.14.6	Public announcement systems used by or on behalf of the Council on its premises or elsewhere in a Gaeltacht area will function in Irish only.	March 2006
3.14.7	The client's preferred language will be established before a meeting in the home is arranged. In a Gaeltacht area it will automatically be assumed to be Irish. The Council will ensure that officers attending meetings with individuals whose preferred language is known to be Irish will be Irish speakers.	Phased to lifetime of scheme
3.14.8	Any public meetings held, by the Council or on the Council's behalf by a third party, in the Gaeltacht, or dealing with Gaeltacht issues will be conducted through Irish. Simultaneous translation may be provided if required.	Phased to March 2006
3.14.9	In the case of meetings held outside the Gaeltacht but involving groups operating within the Gaeltacht, or whose remit includes Gaeltacht areas, a simultaneous translation service will be provided.	Phased to March 2006
3.14.10	In certain circumstances internationally recognised symbols may be used instead of English on signs in Gaeltacht areas.	–
3.14.11	Any signage which requires permission from the Council to be erected in the Gaeltacht will be in Irish only.	
3.14.12	Any planning permissions granted by the Council in Gaeltacht areas will include conditions to have signage on such developments in Irish only including during the construction phase and that the spelling/accuracy of the text be approved by the Council or an appropriate linguistic expert. The Council will provide as much advice as is possible to the developer in this instance.	Within lifetime of this Scheme
3.14.13	Irish will be the working language of any Council offices located in the Gaeltacht not currently functioning in this manner.	2020
3.14.14	The Council will strengthen and add to the services provided from Oifigí na Ceathrún Rua and the services added will be of equal standard and quality as those provided from Áras an Chontae or other Area Offices as laid out in the Corporate Plan 2005-2009 and the Customer Action Plan.	Ongoing
3.14.15	The Council will actively ensure that every aspect of its work directly or indirectly affecting the Gaeltacht will be in Irish and have cognisance of the cultural and linguistic heritage of the Gaeltacht and will not have a detrimental effect on the use of Irish as a community language but will promote and encourage it.	–

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3.14.16	The Council will assess the linguistic consequences of any new policies, strategies or initiatives of its ownership during the process of formulation, and their effect on the Irish language within a service and communities in the Gaeltacht and in the County as a whole. Additional measures will be inserted in the Scheme if necessary with the agreement of the Department of Community Rural and Gaeltacht affairs and taking the advice of An Coimisinéir Teanga into consideration.	Start of Scheme
3.14.17	New policies and initiatives will not be to the detriment of the Cultural and Linguistic Heritage of the Gaeltacht and will have a promotional aspect wherever possible.	Start of Scheme
3.14.18	The Council will establish a planned structure for the translation needs of the Council including the use of external translators, the possibility of setting up a central translation service in Áras an Chontae or Oifigí na Ceathrún Rua or assisting in planning a central corporate translation Unit for all local authorities.	End of 2005 and continual review thereafter
3.14.19	The Council will investigate the opportunity of setting up a dedicated Irish Service Call centre in Oifigí na Ceathrún Rua which may be utilised by all sections of the Council to provide telephone services through Irish if the service provided is of equal quality to services from individual sections. Included in this will be an assessment of the percentage of general versus specific calls Council sections receive.	Investigate by May 2006, Implement by Jan 2007 depending on feasibility and value for money

## Part 4: Implementation

The Official Languages Act 2003 states that a public body in preparing a draft Scheme 'shall ensure that an adequate number of its staff are competent in the Irish Language so as to be able to provide its services through Irish as well as English'. This is to enable the Council to deliver the services it commits to provide bilingually in this Scheme or over a series of schemes in line with the principles of quality customer services. The Council is committed to providing services that are efficient and of good quality to its Irish speaking

residents. To achieve this it acknowledges the need to develop a sufficient complement of strategically placed Irish speaking employees.

To this end the Council, in cooperation and consultation, where appropriate, with the Public Appointments Service, staff and their representative bodies will review and implement policies on recruitment, placement and training, including but not exclusive to the actions outlined below, with the

objective of training, placing and recruiting an adequate number of staff proficient to provide services in the Irish Language, for the achievement of the commitments and objectives outlined in this Scheme. The difficulties envisaged in recruiting an adequate number of staff with specialist skills and having a sufficient competence in Irish are recognised and it's affect on the achievement of the objectives of the Scheme will be included in any review of the Scheme and its progress.

### 4.1 Responsibility & Administration

ACTION	
4.1.1	This Scheme has the full approval of the Council's Management Team.
4.1.2	An Bainisteoir Contae will be responsible for the overall implementation, monitoring and review of this Scheme.
4.1.3	Directors of Services and analogous grades will be responsible for implementing the Scheme within their own Directorates/sections and for reporting progress on implementation at least annually or every 6 months if necessary.
4.1.4	Each directorate will be required to prepare an Action Plan or to include in their annual action plans details of the actions required to ensure implementation of the requirements of this Scheme, together with target dates which correspond to the target dates set out in this Scheme.
4.1.5	A Senior Officer within each directorate/section may be nominated to take managerial responsibility for implementation within a Directorate/section.
4.1.6	A Senior Officer within the Corporate and Cultural Affairs Unit will be nominated to coordinate the corporate implementation of the Scheme for the organisation as a whole and to evaluate the Council's performance in delivering the requirements of the Scheme and to report on these matters to the Council and if required to the Language Commissioner also.
4.1.7	The Director of Service responsible for a Town Council, will be responsible for the implementation, monitoring and review of this Scheme in that Town Council.
4.1.8	The Council will continue to develop its bilingual services to its internal customers (staff, Councillors etc.) to the same requirements and standards as that provided to its external customers. All departments will be provided with material to assist with the implementation of the Irish Language Scheme in this respect.
4.1.9	The Cultural and Corporate Affairs Unit will ensure that guidelines will be issued as appropriate/required relating to the various aspects included in the implementation of this Scheme in line with the principles of Quality Customer Services.
4.1.10	Directorates will ensure that guidelines and other instructions are available to all staff involved in the implementation of the Scheme as required.

4.1.11	Complaints concerning the implementation of the Scheme will be considered and ways of resolving difficulties will be investigated through the workplace partnership process.
4.1.12	Directorates/sections will ensure that all members of staff are made aware of the requirements and implications of the Scheme.
4.1.13	The Irish language aspects of the Council's services will be integrated within its normal administrative processes.

### 4.2 Training

Comhairle Chontae na Gaillimhe is committed to ensuring the success of this Scheme. It therefore recognises the importance of Irish Language training for its employees. It is also recognised that the training will need to be prioritised so as to ensure that employees who are at the first point of contact with those of the County's residents who wish to use Irish,

are trained to be confident in their use of the language. This applies to 'front line' employees who need to respond regularly both orally and in writing to requests, queries, comments and complaints.

**Note: It is made absolutely clear in this Scheme that whilst employees will be encouraged to undertake an appropriate level of training in Irish, there will be no compulsion or coercion for them to do so.**

The Council will continue to raise the confidence and competence of Comhairle Chontae na Gaillimhe's staff and Councillors in their bilingual skills, and to increase their oral and written use of the Irish language to support and facilitate wider use of bilingual skills in the administration of the Council to enable serving the public bilingually.

#### ACTION

4.2.1	Members of staff will be encouraged to attend appropriate courses aimed at facilitating their use of Irish with the public at work, according to the requirements of their jobs.
4.2.2	The Irish Language Training Programme will endeavour to ensure the most effective and efficient use of time and resources. Learners of Irish will be encouraged to attend appropriate classes. These may be local classes organised by the Authority within the working day, or if more appropriate evening classes or intensive week/weekend courses.
4.2.3	Learners' progress will be regularly monitored.
4.2.4	The I.T. section will ensure that current Irish dictionary software is installed 1) to those who request it 2) on all existing and new P.C.'s in a planned rollout. Any new Irish language support software acquired by the Council will be treated in the same manner.
4.2.5	Units/sections will provide copies of appropriate dictionaries for their staff.
4.2.6	The need to provide training through the medium of Irish will be kept under review and increased, as competencies/needs require.
4.2.7	In order to improve the effectiveness and efficiency of Units/sections through (1) lessening their dependency on translation services and (2) to promote the language skills of their bilingual staff, each Unit/section will ensure that it has sufficient bilingual skills of the necessary standard to deal with general correspondence and written material in English and Irish, without recourse to external or internal translation.
4.2.8	The Council will investigate the value of providing the relevant training and support for officers who will be making more use of their bilingual skills in expanding the use of translation software within the Council.
4.2.9	The Council will continue to provide Irish language support for staff on the Gaeilge section of the Council's Intranet with phrasebooks, terminology, template letters, forms advertisements etc.
4.2.10	Officers who are learning Irish will be encouraged to use it at every opportunity without being deterred by lack of confidence or practice. Coffee mornings, Ciorcail Comhrá and other events may be organised to support Irish learning staff in this instance.
4.2.11	Members of staff and Councillors who are able to communicate through the medium of Irish will be encouraged to make wider use of the language both orally and written in the workplace and to assist and support staff known to be learning Irish, in their use of Irish in the workplace.

4.2.12	Members and professional members of staff who are able to communicate bilingually will be encouraged to attend seminars and courses in their respective fields through the medium of Irish.
4.2.13	The Council will ensure that Irish Language Awareness and sensitivity training will be provided to all sections.
4.2.14	The Council will investigate the opportunity to set-up or participate in Irish Language Training Networks for Local Authorities nationally or regionally.
4.2.15	The Council will encourage and if possible assist professional bodies in Ireland providing training courses, to develop courses that would assist in the implementation of Language Schemes in local authorities Countrywide.
4.2.16	As the need arises with the improvement of services in Irish and the requirement for bilingual skills of staff the Council will encourage professional bodies in Ireland providing training courses to deliver courses through the medium of Irish.

### 4.3 Staffing

ACTION	
4.3.1	<p>The Council will ensure that functional Units having contact with the public will have, or have access to, sufficient and appropriately skilled bilingual speakers to ensure that it is possible to provide a full service through the medium of Irish and English as set out in this Scheme, and ensuing schemes, within the statutory target dates specified.</p> <p>4.3.1.1. Workplaces and service situations where there is contact with the public will be continuously reviewed by Directors of Service and Section heads in conjunction with the Human Resources Dept. to identify the linguistic needs of the service they provide.</p> <p>4.3.1.2. In doing this they will be able to establish a recruitment programme suitable to their individual departmental requirements.</p> <p>4.3.1.3. This Strategy will enable the Council to maintain an overview of its linguistic skill needs and resources, and co-ordinate training and recruitment activities to facilitate this Scheme's (and future Schemes) objectives.</p>
4.3.2	Any Human Resources Strategy will include a linguistic skills strategy that will enable the Human Resources Section to maintain an overview of needs and resources in order to meet the needs of delivering services bilingually to the public in line with the principles of quality customer services and the customer charter within the target dates set out in this Scheme or a series of Schemes.
4.3.3	<p>In deciding on the Irish language skill requirements of posts the Council will consider</p> <p>4.3.3.1. Job specific skills,</p> <p>4.3.3.2. Skills required by the wider team,</p> <p>4.3.3.3. Cultural, environmental and linguistic factors linked to the nature of the language skills of the post and the public/area it serves.</p>
4.3.4	<p>Whenever a post becomes vacant, whether through retirement, resignation or other reason, and whenever a new post is created, section heads will consider the linguistic requirements of the post that will generally fall into the following three categories and the Council will ensure, where it believes it appropriate, to recruit Irish speaking employees to identified posts</p> <p>4.3.4.1. Team Posts - Posts within teams providing a service to the public where the spread of language skills requires determination in order to fulfil the Councils' objective "to enable everyone who receives or uses the Councils services, to do so through the medium of Irish or English within the County."</p> <p>4.3.4.2. Individually designated posts that may have essential or desirable bilingual skill requirements where consideration should be given to the requirements and appropriate level for understanding, speaking, writing and reading in Irish and English.</p> <p>4.3.4.3. Posts where it is considered that bilingual skills or bilingual communication skills are not relevant.</p>

4.3.5	The distribution of bilingual staff will be achieved through recruitment, a programme of training for staff at all levels and where possible and by staff agreement, reorganising duties and responsibilities or relocating staff.
4.3.6	In order to identify posts where Irish is considered essential and others where Irish is deemed desirable the Council will examine its services and their relationship with the public including the nature of the post and the frequency of contact with the Irish speaking public. These requirements will then be included in recruitment advertisements and job descriptions.
4.3.7	Any post relating to, dealing with or based in a Gaeltacht area will be deemed to be essential to have a fluency/competency in Irish of sufficient standard that would enable the officer to deal and converse comfortably with a native/fluent Irish speaker.
4.3.8	The Council will actively encourage employees to develop Irish Language skills and to adopt reasonable changes in working practices to facilitate the effective implementation and operation of this Scheme in line with the principles of quality customer services and the customer charter. Beyond this there will be no element of compulsion or coercion on the part of the Council.
4.3.9	The Council will investigate and pursue the opportunities available to pool similar resources of other organisations, State Departments and local authorities in providing bilingual services to the public if the ensuing service is in line with the principles of Quality Customer Services and Value for Money.

### 4.4 Recruitment

ACTION	
4.4.1	As is currently in force to a lesser degree, linguistic ability will be one of a number of skills considered in staff appointments.
4.4.2	Where bilingual communication skills through the medium of Irish and English are considered essential or desirable for any post, this will be specified in the job specification and in the advertisement when recruiting to that post.
4.4.3	In the case of essential posts the ability to communicate bilingually through the medium of Irish and English will be essential. The level of linguistic skills of the bilingual applicants will be considered as an essential skill.
4.4.4	In a situation where two candidates for a post for which the ability to communicate bilingually is desirable have equal essential qualifications and experience, the ability to communicate through the medium of Irish and English will be considered an additional skill.
4.4.5	Oral and written bilingual skills for a post will be specified in the job specification and in the advertisement.
4.4.6	Job descriptions, specifications and application forms will be available in Irish or bilingually and interviews for posts for which Irish is essential will be conducted in Irish or bilingually.
4.4.7	Interviews for any post may be conducted in Irish or bilingually on request from the interviewee.
4.4.8	Should it be necessary to appoint a non-Irish speaking individual for a post for which the ability to communicate through the medium of Irish and English is deemed essential, a condition of employment will be to learn the language to the required level within an agreed period and with the support of the Council.
4.4.9	All new members of staff will be given an introduction to the Irish Language Scheme and its implications for the way they execute their job as part of their induction training.
4.4.10	Publicity will be given to the fact, and in accordance with equal opportunities practice, that Irish-speakers, those who are able to communicate bilingually and English-speakers alike, are welcome to join the workforce.
4.4.11	Where Irish is considered essential for a particular post, the recruitment advertisement will be in Irish only and may include a brief explanation in English. Such Advertisements could state that non-Irish speakers wishing to apply would be required to give a commitment to learning the language (to the appropriate competency level) within 2/3 years following their appointment as is outlined above.

4.4.12	Where Irish is considered desirable for a particular post the recruitment advertisement will be fully bilingual.
4.4.13	Where Irish is not a requirement for a particular post, advertisements may be placed in English with a brief explanation and statement of commitment to the Irish Language Scheme in Irish. This will not contradict what may be included in any regulations made under the Act regarding advertising.
4.4.14	The Council will ensure that at least one additional essential Irish post is designated to each section of the Council within the Lifetime of this Scheme and at least another within the lifetime of two schemes.
4.4.15	The criteria for the Irish language interview for additional 3%/6% credit in the interview process will be modified to reflect the commitments of this scheme.
4.4.16	All of the above will be in line with national recruitment policies and relevant employment legislation.

## *Part 5: Monitoring & Review*

Responsibility for the monitoring and review of the Scheme is as described in sections 1.4 and 4.1 of this Scheme. The effective implementation, operation and review of progress will be carried out through usual Local Authority mechanisms. The Council will also consult with An Coimisinéir Teanga when determining

an effective and useful method of monitoring and reviewing implementation of the Scheme.

The Council may consider setting up appropriate Performance Indicators which may be used to effectively monitor progress through the

aforementioned mechanisms.

These performance indicators may be reported on at least annually if not every six months if required. Performances indicators may be added and deleted as they become obsolete or irrelevant.

## *Part 6: Publicising Agreed Scheme*

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

- Press Release.
- Official Launch and adoption of the Scheme by the Council.
- Publicising provisions of Scheme.
- Circulation to appropriate agencies and public bodies.

- Inclusion and easy access to Scheme on the Councils website.

As new and improved services through Irish become available these will be widely publicised to the public they are directed at.

Reports on implementation, monitoring and review of the Scheme as outlined previously will be made available as appropriate in the Annual Report and on the Councils website.

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

## Appendix 1 – Official Languages Act 2003

The following is an extract of the appropriate sections of the Official Languages Act 2003 which have relevance to public bodies and this Scheme.

### PART 3 - Public Bodies

9. (1) The Minister may by regulations provide that oral announcements (whether live or recorded) made by a public body, the headings of stationery used by a public body and the contents and the lay-out of any signage or advertisements placed by it shall, to such extent as may be specified, be in the Irish language or in the English and Irish languages and different provisions may be made in relation to different classes of body, oral announcements, stationery, signage or advertisements.
- (2) Where a person communicates in writing or by electronic mail in an official language with a public body, the public body shall reply in the same language.
- (3) Where a public body communicates in writing or by electronic mail with the general public or a class of the general public for the purpose of furnishing information to the public or the class, the body shall ensure that the communication is in the Irish language or in the English and Irish languages.
10. Notwithstanding any other enactment, the following documents made by or under the authority of a public body (other than a body, organisation or group standing prescribed pursuant to regulations for the purposes of *clause (b) of paragraph 1(5) of the First Schedule*) shall be published by that body in each of the official languages simultaneously:
- (a) any document setting out public policy proposals;
- (b) any annual report;
- (c) any audited account or financial statement;
- (d) any statement of strategy required to be prepared under section 5 of the Public Service Management Act 1997; and
- (e) any document of a description or class standing prescribed for the time being, with the consent of the Minister for Finance and such other (if any) Minister of the Government as the Minister considers appropriate having regard to the functions of that other Minister of the Government, and being a document of a description or class that is, in the opinion of the Minister, of major public importance.
11. (1) For the purpose of promoting the use of the Irish language for official purposes in the State, the Minister may, by notice in writing to the head of a public body, require the public body to prepare and present to him or her for confirmation within such time (not being more than 6 months from the date of issue of the notice) as is specified in the notice a draft scheme specifying—
- (a) the services which the public body proposes to provide—
- (i) exclusively through the medium of the Irish language,
- (ii) exclusively through the medium of the English language, and
- (iii) through the medium of both the Irish and English languages,
- and
- (b) the measures the body proposes to adopt to ensure that any services that are not provided by the body through the medium of the Irish language will be so provided.
- (2)(a) A draft scheme referred to in *subsection (1)* shall specify the means of communication that are to be provided exclusively in the Irish language, exclusively in the English language and in both the Irish and English languages.
- (b) In this section “means of communication” means the means of communication between the body concerned and the public generally or groups or individual members of the public in relation to the services concerned, the provision of the services and information relating to the services or such provision.
- (3) The Minister may, with the consent of the Minister for Finance, in relation to those of its services delivered exclusively through the medium of the English language, direct a public body to draw up a plan for the delivery of those services in addition through the medium of the Irish language together with an estimate of the period of time required to implement the plan.
- (4) A notice under *subsection (1)* shall be accompanied by a copy of the current guidelines issued by the Minister under *section 12*.
- (5) Different notices may be given to a head of a public body under this section in respect of different services.
13. (1) On receipt of a notice under section 11, a public body shall—
- (a) publish notice of its intention to prepare a draft scheme and invite representations from any interested parties, and
- (b) within the time specified in the notice, prepare and present for confirmation to the Minister a draft scheme.
- (2) In preparing a draft scheme the public body shall—
- (a) have regard to any guidelines issued under section 12 and in force,
- (b) have regard to any representations made by any interested party under *subsection (1)*,
- (c) ensure that an adequate number of its staff are competent in the Irish language so as to be able to provide its service through Irish as well as English,
- (d) ensure that the particular Irish language requirements associated with the provision of services in Gaeltacht areas are met,
- (e) ensure that the Irish language becomes the working language in its offices in the Gaeltacht not later than such date as may be determined by it with the consent of the Minister.
- (3) A draft scheme shall contain only such matters as are required to be specified under *subsections (1) and (2) of section 11*.

## Appendix 2 - Customer Service Action Plan

The following is an extract from County Galway Local Authorities *Customer Service Action Plan 2005 – 2009* which is currently in force and lays out the principles of quality customer service adopted by the Council.



## What you can expect from us

You are entitled to clarity of service provision, transparency in our decision-making, efficiency and effectiveness in our operations, access to our services and facilities and a responsive service to local circumstances. You deserve quality service standards to be in place and to be upheld. We will assist you to get involved in your local community. We will also endeavour to provide you and your community with the necessary economic, social, environmental and

cultural infrastructure to make your area a better place to live.

We will develop a strong partnership approach with you and are committed to improving the quality of service we provide. We are committed to implementing standards of best practice which means that we aim to deal with you properly, fairly and impartially. We realise that we provide many important

functions that impact on your quality of life and sense of community. We accept that responsibility and will ensure that services are provided within an agreed set of principles and that customer service commitments are met. If the standard of service falls below an acceptable level we want to be made aware of this so that it can be improved.

### WHEN PROVIDING A SERVICE BY TELEPHONE WE WILL:

- ensure staff are available to take your call during normal opening hours.
- be helpful and provide you with clear, accurate and concise information.
- always provide you with a contact number for follow up.
- respond to your call with courtesy and respect.
- direct you to the most appropriate person to deal with your query with minimum delay.
- take details and call you back if we cannot deal with your query immediately.
- direct you to a member of staff who can deal with your query in Irish.
- strive to return your call within 24 hours.
- provide recorded service information for call waiting customers.

### IF YOU VISIT ONE OF OUR LIBRARIES WE WILL:

- respect our readers' needs and make everybody feel welcome.
- treat every reader with dignity and respect and offer a generous amount of attention.
- provide additional support if it is your first time in the Library.
- help you to access material in different formats to suit your requirements.
- make each of our libraries a special place for children and make all our services open and accessible to all.

### IN WRITTEN OR E-MAIL CORRESPONDENCE WITH YOU WE WILL:

- use clear and simple language and keep technical terms to a minimum.
- acknowledge all correspondence (letter, fax, e-mail) within 5 working days and endeavour to reply within 15 working days or less.
- ensure that in response to correspondence the writer's name, contact number, e-mail address and file reference number are identified.
- make arrangements to ensure that correspondence does not go unanswered when individuals are absent.
- notify you by 'out of office' e-mail response if a staff member is absent for more than 3 working days and provide you with an alternative contact number if your query is urgent.

### IF YOU APPLY FOR ONE OF OUR SERVICES WE WILL:

- ensure application forms are printed in a user-friendly manner and are widely available.
- explain precisely and in plain language what is required to avail of a service.
- request only relevant information from you.
- ensure that personal data acquired by us is used only for the purpose for which it was sought.
- provide you with accurate and precise information on how to complete an application form.
- acknowledge your application within agreed timescales.
- inform you of the outcome of your application in writing and where appropriate, the reasons why your application was unsuccessful.

### IF YOU VISIT ONE OF OUR OFFICES WE WILL:

- meet you punctually if you have made an appointment.
- respect your privacy and provide private meeting facilities if necessary.
- deal with you in a polite, courteous and fair manner.
- deal with your enquiry and provide relevant information as quickly as possible.
- keep our offices clean and safe and keep queuing times for services to a minimum.
- accommodate access to our services.

### IF YOU REQUIRE A SERVICE THROUGH IRISH WE WILL:

- ensure that all brochures, information leaflets, application forms and policy documents are available in Irish to comply with the provisions of *An Scéim Teanga 2005-2008*.
- ensure that correspondence received is acknowledged in the language of the original letter. When further correspondence is required it will continue in the same language.
- ensure that any new interactive IT services will be fully bilingual.
- introduce automatic phone answering systems that will be fully bilingual and will direct callers electronically (through touch tone options) to where Irish services are available.
- ensure that each public counter will publicise clearly what services are available in Irish from that counter and the extent of those services. Where there is no sign to this effect at a counter it will be assumed that all services are fully bilingual.

The majority of these customer service initiatives are currently in place and apply throughout our office network while the remaining initiatives will be implemented over the lifetime of this plan. Precise customer care details for service provision through Irish

are provided in *An Scéim Teanga 2005-2008*. New service commitments will be introduced on a phased basis including improvements to our telephone systems and processes. Access to our offices will be improved in accordance with relevant disability legislation and in

conjunction with the expansion of services in our Regional offices. Our new complaints handling procedure will be implemented immediately.

## Our Service Delivery Standards

### Housing

SERVICE	RESPONSE TIME
Acknowledge receipt of housing application/transfer request and advise of procedures.	Within 1 week
Acknowledge receipt of housing loan application and advise of any omissions.	Within 1 week
Arrange to interview loan applicant where all details supplied.	Within 1 week
Acknowledge receipt of Shared Ownership application and advise of any omissions.	Within 1 week
Arrange to interview shared ownership applicant where all details supplied.	Within 3 weeks
Acknowledge applications and advise of any omissions for Disabled Persons Grant.	Within 1 week
Advise applicant for DPG of recommendation/procedure on receipt of medical officers report.	Within 3 weeks
Acknowledge application for Essential Repairs Grant.	Within 1 week
Acknowledge application for Mortgage Allowance/ request further details.	Within 1 week

### Roads & Transportation

SERVICE	RESPONSE TIME
Pothole Repairs	
(a) National Roads & Roads where daily traffic exceeds 5000.	Within 2 working days of notification.
(b) Regional Roads (daily traffic between 3000 - 5000).	Within 5 working days
(c) Regional, Local Primary & Secondary Roads ( daily traffic between 250 – 2999).	Within 10 working days
(d) Local Tertiary & Local Roads (daily traffic less than 250).	Within 20 working days
Acknowledge requests during emergencies & advise complainants of planned action.	By return
Response to emergency flooding in houses/structures.	On priority basis.

*Planning & Sustainable Development*

SERVICE	RESPONSE TIME
Issuing of planning decisions.	Before statutory deadline
Building Control Inspections.	Exceed the recommended 12%-15% inspections of valid commencement notices received.
Planning consultation meetings held in Ballinasloe and Loughrea area offices.	Once per week
Planning consultation meetings for the Conamara North / South, Tuam and Oranmore areas held in Áras an Chontae.	Once per week
Registration and acknowledgement of planning applications.	Within 7 days
Referral of applications to statutory bodies.	Within 2 weeks
Submission of documents to An Bord Pleanála.	Within 14 days
Acknowledge complaints of unauthorised development.	Within 14 days

*Environment, Water & Emergency Services*

SERVICE	RESPONSE TIME
Investigation of illegal dumping and water pollution.	Complaint prioritised and response within 3 working days or less depending on seriousness. Serious pollution complaints response on same day
Delivery of Recycone Home Composter to purchasers.	Within 2 weeks
Issue of waste management information to households.	Twice yearly
Dog Warden Response Time.	Complaint prioritised and response within 3 working days or less
Decision on water allocation off existing public water schemes.	Within 4 weeks
Inspection of complaint of no water supply.	Within 4 working hours
Inspection of complaint of "poor pressure" or "no supply during peak demand".	Within 4 working hours
Inspection of complaint of household water quality (public water supply).	Within 4 working hours.
Inspection of complaint of "blocked sewer".	Within 4 working hours
Reports received by consultants on Capital Programmes are examined, certified and delivered to DEHLG.	Within 1 month of receipt
Issues raised by DEHLG on delivered reports, are addressed.	Within 3 weeks of receipt
Fire Service response to an Emergency Mobilisation Full –time in City within 1-2 minutes.	Retained in City & County within 5-6 minutes
Senior Fire Officer on call assistance at fires or other emergencies including Major Emergencies.	Respond Within 10 minutes and attend within two hours if required
Fire service inspection of premises following written complaint from public.	Complaint prioritised and response within 10 working days or less depending on priority Life Critical complaints prioritised respond within one working day

Consultative appointment with member of the public/ consultant on fire safety matters.	Prioritised and within 2 weeks of request
Dangerous substance (petroleum) tests.	Prioritised and within 1 week of request
Fire safety inspections of public assembly venue at annual licensing Applications prioritised.	Within 4 weeks for annual licensing inspections of selected licence applications
Fire safety certificate applications processed.	Within 2 month statutory period
Fire safety education or training to public.	Prioritised and within 6 weeks, by arrangement from request

### *Corporate & Cultural Affairs*

SERVICE	RESPONSE TIME
Notification of outcome of job interviews.	Within 2 weeks
Payment of retirement gratuity.	First payment run after retirement date
General staff enquiries.	Within 1 week
Register of Electors.	Meet statutory deadlines
Payment of Higher Education Grants.	In accordance with dates in grant payments schedule
Library Service response to request for information.	Within 1 week if not immediately available
Library service advice on books and reading.	Within 1 week if not immediately available
Issue of Casual Trading Licences.	Within 3 weeks

### *Community, Enterprise & Economic Development*

SERVICE	RESPONSE TIME
Advice on community and local economic development, social inclusion, participation issues.	Within 5 working days
Payment of Arts, Amenity and Community Based Economic Development Grants.	Within 10 working days of receipt of completed claim and compliance with conditions
Notification of relevant community and economic based national and local funding programmes.	10 working days notice
Circulation of CDB Newsletter.	Twice per annum

### *Finance*

SERVICE	RESPONSE TIME
Process postal vehicle tax renewals.	3-5 days
Process postal driving licence applications.	3-5 days
Efficient payment of accounts payable.	Compliance with Prompt Payment requirements

## Appendix 3: Scéim Teanga Chomhairle Chontae na Gaillimhe — Achoimre ar aighneachtaí a fuarthas

Méid aighneachtaí a fuarthas = 39

Liosta na ndaoine/eagraíochtaí a sheol aighneachtaí

AINM	UIMH. TAG.	AINM	UIMH. TAG.
Grúpa Fócais do Fhóram Pobail Chontae na Gaillimhe	ScéimT05-01	Éamonn Ó Gribín, 11 Ardáin an Bhreathnaigh, Iúr Cinn Trá, Co. an Dúin. BT35 8DH	ScéimT05-21
RTÉ Raidió na Gaeltachta – Edel Ní Chuireáin	ScéimT05-02	Coiste Ghlór na nGael An Spidéil, - Eoin Ó Droighneán.	ScéimT05-22
Port Láirge le Gaolainn Teo. – Traolach Ó Braoin	ScéimT05-03	Treasa Ní Fhlatharta	ScéimT05-23
An Chomhairle um Oideachas Gaeltachta & Gaelscolaíochta	ScéimT05-04	Muintearas – Seán Ó Coisdealbha	ScéimT05-24
Éamonn Ó Malóid, Carna	ScéimT05-05	Colm Ó Coisdealbha, Coill Rua, Indreabhán	ScéimT05-25
Cumas Teo., Ros Muc	ScéimT05-06	Scoil Uí Cheithearnaigh, Béal Átha na Sluaighe – Ruairí Ó hAnluain	ScéimT05-26
Comhairle Ceantair na nOileán – Seán Ó Drisceoil	ScéimT05-07	Comhdháil Náisiúnta na Gaeilge	ScéimT05-27
Éamonn Ó Curraoin, Baile Bhrudair, Baile Locha Riach	ScéimT05-08	Pádraig Ó Baoill, Gleann na Sceiche, Baile Locha Riach.	ScéimT05-28
Máirtín Ó Tuairisc, Corr na Móna	ScéimT05-09	Betí Uí Bhaoill, Teach Mór thoir, Indreabhán.	ScéimT05-29
Comharchumann Shailearna Teo. – Morgan Ó Conchubhair	ScéimT05-10	Anraí Ó Flathúin, Caorán, Baile na hAbhann.	ScéimT05-30
Gaelscoil Iarfhiltha, Tuaim – Colm Breathnach	ScéimT05-11	Eoin Ó Riain, Caorán na gCearc, Baile na hAbhann	ScéimT05-31
Gaillimh le Gaeilge	ScéimT05-12	Conradh na Gaeilge, Maigh Cuilinn - Loretta Ní Ghabháin	ScéimT05-32
Siobhán Nic Gaoithín, 45 Sráid Dominic, Gaillimh	ScéimT05-13	Coiste Dúiche na Gaillimhe, Conradh na Gaeilge – Peadar MacFhlannchadha	ScéimT05-33
Jimí Ó Lorcáin, Baile an tSléibhe, Ros a'Mhíl, Baile na hAbhann	ScéimT05-14	Cumann Forbartha Chois Fharraige – Brian Ó Baoill	ScéimT05-34
Eoghainín Ó hAinmhire, Teach Mór, Indreabhán	ScéimT05-15	Neasa Ní Chualáin	ScéimT05-35
Coiste Pobail Ros an Mhíl – Treasa Uí Lorcáin	ScéimT05-16	John Walsh	ScéimT05-36
Maree Ní Ghruagáin	ScéimT05-17	Gaelscoil Riabhach, Baile Locha Riach & Naoínra Tigh na Sí, Baile Locha Riach	ScéimT05-37
Áine & Caoimhín Ó Flatharta	ScéimT05-18	Eoghan MacCormaic, Baile Locha Riach	ScéimT05-38
Peadar MacFhlannchadha & Clann, Cnocán Raithní, Maigh Cuilinn	ScéimT05-19	Conradh na Gaeilge, Baile Locha Riach – Eoghan Mac Cormaic.	ScéimT05-39
Caitríona Ní Ghriallais	ScéimT05-20		



