



An  
Phríomh-Oifig  
Staidrimh

Central  
Statistics  
Office



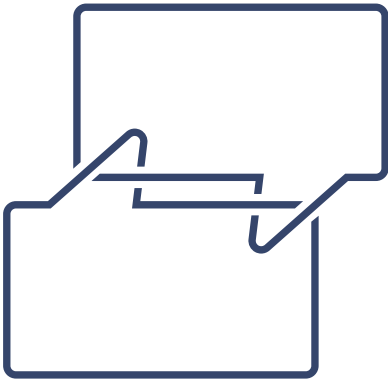
An Phríomh-Oifig Staidrimh  
**Scéim Teanga 2019–2022**

faoi Alt 15 d'Acht na dTeangacha Oifigiúla, 2003

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Central Statistics Office  
**Language Scheme 2019–2022**

under Section 15 of the Official Languages Act 2003



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# Clár na nÁbhar

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# 1 Réamhrá agus cúlra

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## 1.1 Príomhdhualgais na hOifige

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Tá an Phríomh-Oifig Staidrimh, nó CSO, (an Oifig) freagrach as bailiú, anailís agus scaipeadh faisnéis staitistiúil a bhaineann le dálaí eacnamaíocha agus sóisialta na hÉireann. Is muidne an príomhghníomhaireacht phoiblí a bhíonn i mbun oibre den chineál seo in Éirinn agus, lena chois sin, ó bhí 2013 ann, tá ról comhordaithe againn i gcinntiú táirgeadh iontaofa staidrimh oifigiúil ag gach Roinn agus Gníomhaireacht Rialtais.

D'fhoilsigh an Oifig 344 eisiúint agus foilseachán staitistiúla in 2018. Is ar ár suíomh gréasáin, [www.cso.ie/ga](http://www.cso.ie/ga), go príomha a fhoilsítear a leithéid d'fhaisnéis agus foilsítear fosta cóipeanna crua nó leabhráin achoimre de roinnt tuairiscí.

Leagtar amach san Acht Staidrimh, 1993 feidhmeanna, údarás agus freagrachtaí na hOifige ag leibhéal náisiúnta. Is comhlacht neamhspleách í an Phríomh-Oifig Staidrimh laistigh den Státseirbhís a shocraíonn a modheolaíocht staitistice agus caighdeán ghairmiúla staitistice féin.

Ó chuaigh Éire isteach san AE in 1973, tá an Oifig ag obair i bpáirt le Eurostat agus le comhlachtaí staidrimh náisiúnta eile le sraitheanna staitistiúla a tháirgeadh atá inchomparáide le tíortha eile de chuid an AE.

Mar a luaitear thuas, is í an Phríomh-Oifig Staidrimh fosta Institiúid Staidrimh Náisiúnta (NSI) na hÉireann agus, mar sin de, tá roinnt réimsí freagrachta aige faoi reachtaíocht AE, lena n-áirítear comhordú staidrimh oifigiúil ar ranna agus gníomhaireachtaí eile de chuid rialtas na hÉireann faoi Chóras Staidrimh na hÉireann lena chinntiú go mbíonn modheolaíochtaí agus cáilíocht sonraí ag caighdeán atá ard go leor. Tá tuilleadh eolais ar fáil ag [www.isscop.ie/baile](http://www.isscop.ie/baile).

# 1 Introduction and background

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## 1.1 Primary duties of the Office

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The CSO is responsible for the collection, analysis and dissemination of statistical information regarding the economic and social conditions of Ireland. We are the primary public agency engaged in such activity within Ireland and also, as of 2013, have a co-ordination role in ensuring robust production of official statistics by all Government Departments and Agencies.

The Office published 344 statistical releases and publications in 2018. Such information is primarily published to our website, [www.cso.ie](http://www.cso.ie), with hard copies or summary booklets of some reports also being produced.

The Statistics Act, 1993 sets out the functions, authority and responsibilities of the CSO at a national level. The CSO is an independent body within the Civil Service which sets its own statistical methodology and professional statistical standards.

Since Ireland joined the EU in 1973, the CSO has worked with Eurostat and other national statistics bodies to produce statistical series which are comparable with other EU countries.

As mentioned above, the CSO is also the relevant National Statistical Institution (NSI) for Ireland and as such has a number of additional areas of responsibility under EU legislation, including co-ordination of official statistics by other Irish government departments and agencies under the Irish Statistical System (ISS) to ensure the methodologies and data quality are of a sufficiently high standard. Further information can be found on [www.isscop.ie](http://www.isscop.ie).

## 1.2 Custaiméirí agus Cliaint

Nuair a chuirtear san áireamh nádúr leathan na faisnéise a bhailítear agus a scaiptear, tá a lán custaiméirí agus cliant éagsúil ag an Oifig. Áirítear orthu seo an pobal i gcoitinne, aos léinn, taighdeoirí, lucht déanta beartais, na meáin, ranna agus comhlachtaí eile rialtais, cuideachtaí príobháideacha, eagrais neamhrialtais agus carthanais.

## 1.3 Ullmhú na Scéime

Tá an dara scéim teanga ullmhaithe ag an bPríomh-Oifig Staidrimh faoi Alt 15 d'Acht na dTeangacha Oifigiúla, 2003, Tá mionsonraí ar fáil i gCaibidil 2 ar sholáthar reatha seirbhísí trí (i) Gaeilge amháin; (ii) Béarla amháin; agus (iii) Gaeilge agus Béarla araon. Tá mionsonraí i gCaibidil 3 ar sheirbhísí i nGaeilge atá le tabhairt isteach nó le forbairt le linn na scéime.

Baineadh úsáid fosta as na Treoirínte a d'eisigh an Roinn Cultúir, Oidhreacht agus Gaeltachta agus an scéim seo á réiteach.

D'fhoilsigh an Oifig fógra faoi Alt 11 d'Acht na dTeangacha Oifigiúla, 2003 ar an 13ú Feabhra 2017 ar ár suíomh gréasáin inar iarradh aighneachtaí ón bpobal i gcoitinne agus ó aon pháirtí leasmhar. Fógraíodh an comhairliúchán poiblí seo ar dhá spás fógraíochta idirlín ar Tuairisc.ie ón 13ú Feabhra go dtí an 5ú Márta 2017, agus na dátaí sin san áireamh, trí fhógra raidió a craoladh go laethúil ar Raidió na Life ón 13ú Feabhra go dtí an 5ú Márta 2017, agus na dátaí sin san áireamh, agus trí fhógra ar chlár Raidió na Gaeltachta Fógraí an Lae, a craoladh ar an 15ú, 22ú agus 27ú Feabhra 2017. Cuireadh fógraí fosta ar chuntas Twitter na hOifige idir an 13ú Feabhra agus an 3ú Márta 2017.

Tá an Scéim bunaithe ar na gealltanais uile in aon scéim a tháinig roimpi a bheith curtha i bhfeidhm. Más amhlaidh nár cuireadh i bhfeidhm go dtí seo gealltanais i scéim a tháinig roimpi, pléifear an cheist le hOifig an Choimisinéara Teanga.

## 1.2 Customers and clients

Given the broad nature of the information collected and disseminated, the CSO has a wide variety of customers and clients. These include members of the public, students, researchers, policy-makers, the media, departments and other government bodies, private companies, non-governmental organisations and charities.

## 1.3 Preparation of the Scheme

This second language scheme has been prepared by the Central Statistics Office under Section 15 of the Official Languages Act, 2003. Details are provided in Chapter 2 on current provision of services through (i) Irish only; (ii) English only; and (iii) both Irish and English. Services in Irish to be introduced or expanded on in the course of the scheme are detailed in Chapter 3.

The Guidelines issued by the Department of Culture, Heritage and the Gaeltacht were also consulted in the preparation of this scheme.

The CSO published a notice under Article 11 of the Official Languages Act, 2003 on 13 February 2017 to our website inviting submissions from members of the public and any interested parties. This public consultation was advertised via two web advertisement spaces on Tuairisc.ie from 13 February to 5 March 2017 inclusive, via a radio advertisement broadcast daily on Raidió na Life from 13 February to 3 March 2017 inclusive, and via a notice on Raidió na Gaeltachta *Fógraí an Lae* programme broadcast on the 15, 22 and 27 February 2017. Notifications were also posted to the Office's Twitter account between 13 February and 3 March 2017.

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

Aithnítear an t-am agus an dua a chaith daoine leis an bpróiseas seo agus táthar buíoch díobh.

#### **1.4 Dáta thabhairt isteach na Scéime**

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Tá an scéim seo deimhnithe ag an Aire Cultúir, Oidhreachta agus Gaeltachta. Tiocfaidh sí i bhfeidhm ón 8 Aibreán 2019 agus, ar aon dul le hAlt 14(3) d'Acht na dTeangacha Oifigiúla, 2003, beidh sí i bhfeidhm ar feadh tréimhse trí bliana ón dáta sin nó go dtí go ndeimhneofar scéim nua, cibé is déanaí.

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

#### **1.4 Introduction date of the Scheme**

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This scheme has been confirmed by the Minister for Culture Heritage and the Gaeltacht. It comes into effect from 8 April 2019 and, as per Section 14(3) of the Official Languages Act, 2003, will remain in force for a period of three years from this date or until a new scheme has been confirmed, whichever is the later.

## 2 Soláthar Reatha Seirbhísí Oifige

### 2.1 Soláthar faoi Acht na dTeangacha Oifigiúla, 2003

#### Comhfhreagras

Freagraítear i nGaeilge an comhfhreagras ar fad a fhaightear i nGaeilge gan mhoill ar aon dul le hAlt 9(2) d'Acht na dTeangacha Oifigiúla, 2003.

Tá amlínte i gcomhair freagraí ar chomhfhreagras mar atá leagtha amach inár gcairt seirbhísí custaiméara, .i. admháil láithreach go bhfuarthas an ríomhphost nó litir agus cuirtear ar fáil aon eolas nach mbíonn ar fáil láithreach tráth nach faide ná 2 lá i ndiaidh fháil an chomhfhreagrais tosaigh i gcás ríomhphoist nó 5 lá i gcás litreacha.

#### Stáiseanóireacht agus Comharthaíocht

Coinníonn an Oifig an stáiseanóireacht oifige ar fad ar aon dul le rialacháin reachtúla agus idir Ghaeilge agus Bhéarla ar chlúdaigh litreacha a bhfuil seoladh orthu, cinn litreacha agus ábhair eile den sórt.

Aithníonn an Oifig an oibleagáid comharthaíocht inmheánach agus sheachtrach a chur in airde ag ár n-oifigí i nGaeilge amháin nó i nGaeilge agus i mBéarla.

#### Fógraí taifeadta béil

Faoi láthair ní bhaineann an Oifig feidhm as fógraí taifeadta béil ar línte fóin, ach aithníonn sé an oibleagáid aon fhógra a dhéanfar feasta a chur ar fáil i nGaeilge amháin nó i nGaeilge agus i mBéarla ar aon dul le hAlt 9(1) d'Acht na dTeangacha Oifigiúla, 2003.

#### Cáipéisí corparáideacha

Ullmhaíonn agus foilsíonn an Oifig gach tuarascáil bhliantúil, cuntas bliantúil, príomhcháipéisí polasaí agus ráitis straitéise i nGaeilge agus i mBéarla go comhuaineach agus, nuair is iomchuí, cuirtear os comhair an Oireachtais iad sa dá theanga. Tá liosta iomlán de cháipéisí corparáideacha reatha leagtha amach in Aguisín A.

## 2 Current Provision of Office services

### 2.1 Provisions under Official Languages Act, 2003

#### Correspondence

All written correspondence received by the CSO in Irish is responded to in kind and without delay as per Section 9(2) of the Official Languages Act, 2003.

Timelines for responses to correspondence are as outlined in our customer service charter, i.e. immediate acknowledgement of the email or letter with any information that is not immediately available being provided no later than 2 days after receipt of initial correspondence in the case of emails or 5 days in the case of letters.

#### Stationery and Signage

The CSO maintains all Office stationery in line with statutory regulations, with both Irish and English text included on addressed envelopes, letterhead and other such items.

The CSO recognises the obligation to post internal and external signage at our offices in Irish only, or in Irish and English.

#### Recorded oral announcements

The CSO does not currently make use of recorded oral announcements on phone lines, however it recognises the obligation to provide any future announcements in Irish only or in Irish and English as per the Section 9(1) of the Official Languages Act, 2003.

#### Corporate documents

All annual reports, annual accounts, major policy documents and statements of strategy are prepared and published concurrently in Irish and English by the CSO and where appropriate laid before the Oireachtas in both languages. A full list of current corporate documents is laid out in Appendix A.



## Seirbhísí agus Conarthaí Tríú Páirtí

Aithníonn an Oifig an gá atá lena chinntiú go mbíonn aon seirbhís a chuireann tríú páirtí ar fáil ar ár son ag teacht le hAcht na dTeangacha Oifigiúla, 2003 agus le haon fhoráil a dhéantar i scéim teanga na hOifige. Baill foirne de chuid na hOifige go díreach, nó tríd an bpost nó trínár suíomhanna gréasáin, a dhéanann formhór mór na teagmhála leis an bpobal fós. (*féach fosta alt 3.1*)

## 2.2 Bearta a chomhaontaigh an Oifig cheana

### Úsáid logainmneacha Gaeltachta

Mar a leagadh amach i dtús báire i gcéad scéim teanga na hOifige, táimid tiomanta d'úsáid leanúnach, chomhsheasmhach na logainmneacha oifigiúla i gceantair Ghaeltachta faoi mar a leagadh amach in Orduithe Logainmneacha i ngach cuid d'obair na hOifige lena n-áirítear, gan bheith teoranta do, comhfhreagras agus torthaí staitistiúla.

### Foirmeacha suirbhé

Leanfaimid fosta de leaganacha Gaeilge agus Béarla a chur ar fáil de gach foirm suirbhé páipéir. Tá bearta nua maidir le suirbhéanna ar líne, úsáid foirmeacha dátheangacha agus gnóthaí bainteacha leagtha amach i rannán 3.2 (b) thíos.

### Foireann Allamuigh Daonáirimh

Earcaítear foireann allamuigh daonáirimh ar bhonn sealadach ar feadh tréimhse allamuigh gach tionscadail Daonáirimh, a dhéantar uair amháin gach 5 bliana. Earcaítear baill foirne le bheith ag obair i gceantair Ghaeltachta más féidir leo a léiriú go bhféadann siad a gcuid oibre a dhéanamh i nGaeilge agus i mBéarla araon. Níl aon fhoráil shainiúil ann faoi láthair i leith scileanna Gaeilge i measc baill foirne allamuigh i gceantair nach bhfuil sa Ghaeltacht.

### Club na Gaeilge

Bíonn roinnt imeachtaí i gcaitheamh na bliana ag Club na Gaeilge, club sóisialta de chuid na hOifige agus tagann a gciorcal comhrá le chéile uair sa tseachtain.

## Third-Party Services and Contracts

The CSO recognises the need to ensure any services carried out on our behalf by a third party are in keeping with both the Official Languages Act and any provisions made in the CSO language scheme. The vast majority of contact with the public continues to be conducted either directly by CSO staff, via post or via our websites. (*see also section 3.1*)

## 2.2 Measures previously agreed by the Office

### Use of Gaeltacht placenames

As originally laid out in the CSO's first language scheme, we are committed to continued and consistent use of the official placenames within Gaeltacht areas as laid down in Placenames Orders in all work of this office including, but not limited to, correspondence and statistical outputs.

### Survey forms

We will also continue to provide all paper survey forms in Irish and English versions. New measures regarding online surveys, use of bilingual forms and related matters are outlined in section 3.2 (b) below.

### Census Field staff

Census field staff are recruited on a temporary basis for the duration of the field operation of each Census project, which is undertaken once every 5 years. Such staff operating in Gaeltacht areas are appointed only once they have demonstrated an ability to carry out their work in both Irish and English. There is currently no specific provision for Irish language skills among field staff in non-Gaeltacht areas.

### Club na Gaeilge

An internal social club of the CSO, Club na Gaeilge have a number of events throughout the year and meet weekly in a conversation circle.

## 2.3 Ábhair a tháirgtear/foilsítear i nGaeilge, i mBéarla agus go dátheangach

### Foirmeacha

Táirgeann an Oifig foirmeacha suirbhé páipéir i leaganacha ar leith Gaeilge agus Béarla. Is i mBéarla amháin atá suirbhéanna ar líne ar fáil faoi láthair.

### Preasráitis

Faoi láthair, táirgeann an Oifig sciar dá bpreasráitis i leaganacha ar leith Gaeilge agus Béarla agus le blianta beaga anuas, sháraigh sé gan dua an t-íosmhéid 10% dá raibh sé tiomanta sa scéim roimhe seo. Uaireanta, is i nGaeilge amháin a eisítear preasráitis, nuair is ábhartha (m.sh. seoladh leabhrán Gaeilge 1916). Is i mBéarla amháin a eisítear an chuid eile de na preasráitis.

### Eisiúintí

Is i mBéarla amháin a tháirgtear eisiúintí staitistiúla.

### Foilseacháin

Is i mBéarla amháin, faoi láthair, a tháirgtear bunús na bhfoilseachán staitistiúla.

Réitíodh agus clóbhuaileadh in 2016 leaganacha Gaeilge agus Béarla araon den leabhrán de shleachta as ár bhfoilseachán chomórach céad bliain 1916. Foilsíodh sliocht i nGaeilge ó na Torthaí Achoimre Daonáirimh, Cuid 1 agus 2 go comhuaineach leis an bpríomhthuarascáil.

### Ábhair eile

Táirgeann an Oifig réimse de ghrafaicí faisnéise a chuireann le heisiúintí agus foilseacháin. Táirgeadh próifílí do 26 chontae i bhfoirm grafaic faisnéise, mar aon le gach ceann den 23 ghrafaic faisnéise eile in 2018 i nGaeilge agus Béarla araon agus táimid tiomanta dá chinntiú go leanfar den dul chun cinn seo. (*féach rannán 3.3*)

Is i mBéarla amháin a tháirgtear fógraí faisnéise a bhaineann le sraitheanna eisiúintí staitistiúla. Is i mBéarla amháin a tháirgtear cáipéisíocht modheolaíochta le haghaidh na sraitheanna staitistiúla.

## 2.3 Materials produced/published in Irish, in English and bilingually

### Forms

The CSO produces paper survey forms in separate Irish and English versions. Online surveys are currently available in English only.

### Press releases

The CSO currently produces a portion of press releases in separate Irish and English versions and has in recent years comfortably exceeded the 10% minimum committed to in the previous scheme. Individual press releases are occasionally produced in Irish only, where relevant (e.g. for launch of 1916 Irish booklet). The remainder of press releases are produced in English only.

### Releases

Statistical releases are currently produced in English only.

### Publications

The majority of statistical publications are currently produced in English only.

The extracts booklet of our 1916 centenary publication was prepared and printed in both Irish and English versions in 2016. An extract in Irish from each of Census Summary Results, Parts 1 and 2 publications were published concurrently with the main report.

### Other materials

The CSO produces a range of infographics to compliment releases and publications. Profiles for 26 counties in the form of infographics and all of the 23 other infographics in 2018 were produced in Irish and English and we are committed to ensure momentum is maintained in this area. (*see section 3.3*)

Information notices in relation to statistical release series are produced in English only. Documentation of methodology for statistical series are produced in English only.

Currently, briefing notes, presentation slides and similar materials for press events are produced in English only.

Is i mBéarla amháin a tháirgtear, faoi láthair, nótaí faisnéise, sleamhnáin cur i láthair agus ábhair eile den sórt i gcomhair preasócáidí.

Táirgeann an Oifig gach bliain do mhúinteoirí, leaganacha Gaeilge agus Béarla nó leagan dátheangach de leabhrán ar acmhainní, tionscnaimh agus comórtais scoile. Táirgtear leaganacha ar leith Gaeilge agus Béarla de bhileoga do na comórtais.

The CSO produces a booklet on schools' resources, initiatives and competitions for teachers each year in Irish and English versions or in a combined dual language version. Leaflets for competitions are produced in separate Irish and English versions.

### 3 Tiomantais seirbhíse faoin dara scéim

Is é aidhm an dara scéim seo soláthar seirbhísí Gaeilge na hOifige a fheabhsú agus tógáil ar bhearta atá i bhfeidhm cheana ar shlí chomhréireach agus inbhuanaithe. Dá dtarlódh sé go laghdódh aon bheart nua sa chaibidil seo réimse na seirbhísí, rud nach bhfuil beartaithe, beidh tús áite ag an mbheart bainteach sa chéad scéim a bhí ag an Oifig.

#### 3.1 Bearta Ginearálta

##### Ainmneacha daoine aonair

Aithníonn an Oifig an gá atá le cruinneas maidir le hainmneacha agus sloinnte pearsanta agus tá sé tiomanta chun a chinntiú go bhféadann gach freagróir suirbhé nó custaiméir eile de chuid na hOifige a n-ainm Gaeilge a úsáid agus iad ag plé leis an Oifig.

##### Seoltaí poist

Laistigh de cheantair Ghaeltachta, úsáidfear logainmneacha Gaeilge oifigiúla, faoi mar atá leagtha amach in ionstraimí reachtúla bainteacha, nuair a bhíonn comhfhreagras nó foirmeacha suirbhé á ndáileadh.<sup>1</sup>

I ngach dúiche eile sa Stát, tá tiomantas ag an Oifig seoladh poist a úsáid sa teanga oifigiúil a roghnaíonn an freagróir suirbhé nó custaiméir eile de chuid na hOifige, .i. más mian le freagróir go n-úsáidfear a sheoladh Gaeilge i gcomhfhreagras na hOifige agus murar úsáideadh é seo ar chéad phíosa comhfhreagrais, déanfaidh an Oifig a thaifid a uasdátú láithreach, nuair a chuirfear in iúl dúinn, chun é seo a chur i bhfeidhm.

Úsáidfear logainmneacha Gaeilge oifigiúla i gcomhfhreagras chuig seoltaí nach bhfuil sa Ghaeltacht nuair a bhíonn siad seo ar fáil agus iad foilsithe in orduithe oifigiúla logainmneacha.

<sup>1</sup> An tOrdú Logainmneacha (Ceantair Ghaeltachta), 2004; An tOrdú Logainmneacha (Lárionaid Daonra agus Dúichí); An tOrdú Logainmneacha (Ceantair Ghaeltachta), 2011; aon Ionstraim Reachtúil, a bhaineann le logainmneacha i gceantar Gaeltachta, atá i bhfeidhm cheana nó atá le hachútú.

### 3 Service commitments under second scheme

The aim of this second scheme is to improve the provision of services by the Office through Irish and build upon previous measures in a proportional and sustainable manner. Should any new measure in this chapter have the unintended effect of reducing the scope of services, the relevant measure in the Office's first scheme will have precedence.

#### 3.1 General Measures

##### Names of individuals

The CSO recognises the need for accuracy with regards to personal names and surnames and commits to ensuring that all survey respondents or other customers of the Office are able to use their name in Irish in all dealings with the Office.

##### Postal addresses

Within Gaeltacht areas, Irish placenames will be used in the distribution of correspondence or survey forms, making use of official placenames as laid out in relevant statutory instruments.<sup>1</sup>

In all other areas of the State, the Office commits to using a postal address in the official language chosen by the survey respondent or other customer of the office, i.e. if a respondent wishes to have their Irish address used in correspondence by the Office and this has not been used in an initial piece of correspondence, the Office will, once notified, update its records without delay to reflect this.

Correspondence in Irish to non-Gaeltacht addresses will make use of official placenames where these are available, having been published in official placenames orders.

<sup>1</sup> An tOrdú Logainmneacha (Ceantair Ghaeltachta), 2004; An tOrdú Logainmneacha (Lárionaid Daonra agus Dúichí); An tOrdú Logainmneacha (Ceantair Ghaeltachta), 2011; any additional S.I. currently in place or to be enacted relevant to Gaeltacht area placenames.

### Seirbhísí agus conarthaí tríú páirtí

Mar atá sainmhínithe i bParagraf 2 (1) d'Acht na dTeangacha Oifigiúla, 2003, cinnteoidh an Oifig, chomh fada agus is féidir ó thaobh cúrsaí tráchtála de, go gcomhlíonfar i seirbhísí a chuirfidh aon tríú páirtí ar fáil ar a shon gach foráil de chuid Acht na dTeangacha Oifigiúla, 2003, bearta a comhaontaíodh trí scéimeanna teanga na hOifige agus aon oibleagáid reachtúil teanga a rithfear amach feasta agus a d'fhéadfadh a bheith i bhfeidhm nuair a dhéanfaí conradh leis an tríú páirtí sin. Déanfar oibleagáidí teanga a bhreithniú ag tús an phróisis soláthair.

## 3.2 Seirbhísí custaiméara

### a. Comhfhreagras

Tá seoladh ríomhphoist ar leith ag an Oifig i gcomhair fiosruithe i nGaeilge (eolas@cso.ie) a dhéantar a phoibliú tríd an bpríomhshuíomh gréasáin, [www.cso.ie/ga](http://www.cso.ie/ga) agus ar ábhair phriontáilte.

Mar mhórpoinnte teagmhála, tá seoladh ríomhphoist Gaeilge (daonaireamh@cso.ie), a dhéantar a phoibliú tríd an suíomh gréasáin eolas Daonáirimh, leathanaigh bhainteacha [cso.ie](http://cso.ie) agus ábhair bhainteacha chlóite.

Tá nasc chuig séanadh ríomhphoist na hOifige i nGaeilge agus i mBéarla araon ag bun na dteachtaireachtaí amach.

Déanfar freagraí caighdeánaithe ó sheoltaí ríomhphoist neamhindibhidiúla a athbhreithniú agus a leasú más gá chun a chinntiú gur i nGaeilge amháin nó i nGaeilge agus i mBéarla araon a bhíonn freagraí den sórt. Cuirfear leasuithe den chineál seo i gcrích roimh dheireadh Bhliain 1.

### b. Próiseas Suirbhé

#### *Litreacha teagmhála*

Nuair a dhéantar teagmháil phoist le líonta tí faoi pháirt a ghlacadh i suirbhé samplach líon tí (m.sh. Suirbhé ar an Lucht Saothair, Suirbhé ar Ioncam agus Dálaí Maireachtála), is i gcomhfhormáid Gaeilge/Béarla a bhíonn an litir seo. De rogha air seo, d'fhéadfadh agallóirí suirbhé teacht go díreach chuig an

### Third-party services and contracts

As defined in Paragraph 2 (1) of the Official Languages Act, 2003, the CSO will ensure, as far as commercially viable, that services provided on its behalf by any third party will adhere to all provisions of the Official Languages Act, 2003, to measures agreed under CSO language schemes, and to any further legislative language obligations which may be in effect at the time of entering into a contract with that third party. Consideration of language obligations will be made at the outset of the procurement process.

## 3.2 Customer services

### a. Correspondence

The CSO has a dedicated email address for queries in Irish (eolas@cso.ie) which is publicised through the main website, [www.cso.ie](http://www.cso.ie) and on printed materials.

As a major point of contact, there is an Irish email address for Census section (daonaireamh@cso.ie), publicised through Census information website, relevant pages of [cso.ie](http://cso.ie) and relevant printed materials.

A link to the CSO's email disclaimer in both Irish and English is included at the bottom of outgoing messages.

Standardised replies from non-individual email addresses will be reviewed and amended if needed to ensure such replies are in Irish only, or in both Irish and English. Any such amendments will be completed by end of Year 1.

### b. Survey Process

#### *Contact letters*

Where households are contacted by letter about participating in a household sample survey (e.g. Labour Force Survey, Survey on Income and Living Conditions), this letter is in a combined Irish/English format. Alternatively, survey interviewers may call to the door directly. Letters to households in the Gaeltacht will have the Irish letter facing outward as standard.

doras. Bíonn an leagan Gaeilge le feiceáil go follasach ar litreacha chuig líonta tí sa Ghaeltacht.

#### *Foirmeacha páipéir*

Aithníonn an Oifig an gá atá le seirbhísí Gaeilge a thairiscint go réamhghníomhach dár gcustaiméirí agus don phobal i gcoitinne. Mar sin de, cinnteoidimid go leanfaidh custaiméirí d'fhoirmeacha suirbhé a fháil i nGaeilge má léirigh siad cheana gur mhian leo a ngnó a dhéanamh linn i nGaeilge.

Tá socruithe againn faoi láthair a leithéid de sheirbhís a chur ar fáil do fhreagróirí suirbhéanna gnó, ach tá athbhreithniú ar na socruithe reatha leithdháilte foirmeacha suirbhé agus comhfhreagras bainteach le cur i gcrích roimh dheireadh bhliain 1 chun feabhsúcháin a shainaitheint i gcinntiú leanúnachas seirbhíse.

Déanfaidh an Oifig machnamh fosta ar mhodhanna eile chun foirmeacha suirbhé a chur ar fáil, lena n-áirítear úsáid foirmeacha dátheangacha, mura mbeadh costais iomarcacha tairgthe, postais agus eile ann dá mbarr.

#### *Foirmeacha ar líne*

Téitear i mbun roinnt suirbhéanna gnó i mBéarla trí úsáid ardán eForms agus bíonn leagan clóite ar fáil dóibh siúd a fhreagraíonn i nGaeilge. Táthar ag plé cúrsaí maidir le tabhairt isteach foirmeacha Gaeilge ar ardán eForms agus tabharfar uasdátú air seo sa chéad tuarascáil bhliantúil feidhmithe.

#### *Suirbhéanna fóin*

Déantar suirbhéanna fóin i ndiaidh agallamh tosaigh duine le duine mar chuid de shuirbhéanna áirithe líon tí. Conraitheoir tríú páirtí a dhéanann iad thar ceann na hOifige i nGaeilge nó i mBéarla, cibé teanga is fearr leis an bhfreagróir.

### **c. Freagrachtaí corparáideacha**

#### *Rochtain*

Déanfaidh an Oifig gach modh oiriúnach le rochtain ábhair Ghaeilge ar an suíomh gréasáin a fheabhsú, lena n-áirítear laghdú ar a mhéad a bhítear ag brath ar chomhaid

#### *Paper forms*

The CSO recognises the need to proactively offer services to our customers and to members of the public in Irish. We will therefore ensure that customers continue to receive survey forms in Irish where they have previously indicated their wish to conduct their business with us in Irish.

Arrangements are currently in place to provide such service for business survey respondents, however a review of current arrangements for the distribution of survey forms and related correspondence will be completed by end of year 1 to identify improvements in ensuring continuity of service.

The CSO will also give consideration to other methods of providing survey forms, including the use of bilingual forms, where this would not cause undue production, postage or associated costs.

#### *Online forms*

A number of business surveys are conducted in English using the eForms platform, with a print form available to those responding in Irish. Discussions are taking place regarding the introduction of Irish forms to the eForms platform and an update on this matter will be provided in the first annual implementation report.

#### *Phone surveys*

Phone surveys are conducted following an initial face-to-face interview as part of certain household surveys. They are carried out by a third-party contractor on behalf of the CSO in either Irish or English depending on the respondent's preferred language.

### **c. Corporate responsibilities**

#### *Accessibility*

The CSO will assess all suitable means of increasing the accessibility of Irish language materials available from the website, including reducing the current reliance on Portable Document Format (pdf) files for press materials and office reports. This will be carried out through the co-operation of the Web team, the Oifigeach Gaeilge and their staff.

Formáid Doiciméad Iniompartha (pdf) i gcomhair ábhair preasa agus tuarascálacha oifige. Déanfar é seo i gcomhar leis an bhfoireann Ghréasáin, leis an Oifigeach Gaeilge agus lena bhfoireann.

#### *Saoráil faisnéise*

Cinnteoídh an Oifig go mbeidh gach ábhar agus cáipéis ghréasáin Saoráil Faisnéise a bhaineann leis an oifig seo - lena n-áirítear foirmeacha iarratais, scéim foilseacháin SF, srl. - ar fáil go hiomlán i nGaeilge tráth nach faide ná 3 mhí i ndiaidh thabhairt isteach na scéime. Aon cháipéis nó ábhar gréasáin a fhoilseofar amach anseo nó a uasdátófar a bhaineann le SF, foilseofar go comhuaineach iad i nGaeilge agus i mBéarla araon.

#### *Iarratais ar shonraí a rochtain*

Cinnteoídh an Oifig go mbeidh an fhoirm iarratais le haghaidh rochtain Comhaid Micreashonraí taighde (RMFanna) ón Oifig ar fáil tráth nach faide ná 3 mhí i ndiaidh thabhairt isteach na Scéime seo. Cuirfear gach ábhar agus cáipéis ghréasáin eile na hOifige a bhaineann le rochtain micreashonraí ar fáil faoi dheireadh Bhliain 1.

### 3.3 Cumarsáid

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#### a. Fáiltiú

Beidh baill foirne fáiltithe eolach, ar a laghad, ar bheannuithe bunúsacha i nGaeilge.

Cé nach mbíonn rochtain rialta á dhéanamh ag an bpobal ar láithreacha na hOifige, beidh ainmneacha na mball foirne atá in ann cumarsáid Ghaeilge a dhéanamh ar fáil don fhoireann fáiltithe i gcomhair cuidiú le fiosruithe, glaonna nó coinní de réir mar a thagann siad aníos.

Ní bheidh moill nach gá mar thoradh ar sheirbhísí a iarraidh i nGaeilge. Tá socruithe déanta chun an pobal a chur i dteagmháil go mear leis an oifigeach/na hoifigigh atá freagrach as an tseirbhís a chur ar fáil i nGaeilge.

#### *Freedom of Information*

The CSO will ensure that all web content and documents regarding Freedom of Information as it relates to this office - including application forms, the FOI publication scheme, etc. - will be fully available in Irish no later than 3 months after the introduction of this Scheme. Any updated or future documents or web content regarding FOI will be published concurrently in Irish and English.

#### *Applications for data access*

The CSO will ensure that the application form for access to research Microdata Files (RMFs) from the Office will be available no later than 3 months after the introduction of this Scheme. All other CSO web content and documents regarding microdata access will be made available by end of Year 1.

### 3.3 Communications

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#### a. Reception

Reception staff will be at least familiar with the basic greetings in Irish.

While the CSO office is not a public-facing office, the names of the members of staff who are able to communicate in Irish will be available to reception staff for assistance with queries, calls or appointments as they arise.

Seeking services in Irish at reception will not cause any undue delay. Arrangements are in place to put members of the public in touch speedily with the relevant official(s) responsible for providing the service required through Irish.

#### b. Press office

##### *Press releases*

The CSO will produce and issue a minimum percentage of all press releases simultaneously in both Irish and English

## b. Preasoifig

### *Preasráitis*

Déanfaidh an Oifig céatadán íosta de gach preasráiteas a chruthú agus a eisiúint go comhuaineach i nGaeilge agus i mBéarla araon le linn na scéime seo. 30% de phreasráitis an figiúr i mbliain 1, ag méadú go 40% i mbliain 2 agus 50% i mbliain 3. Tógann sé seo ar an ngealltanas a rinneadh sa scéim roimpi seo.

Aithneofar eisiúintí faisnéise a mbeadh spéis ghinearálta ag an bpobal iontu chun a chinntiú go mbeidh preasráitis dhátheangacha ag dul leo (m.sh. foilseacháin Dhaonáireamh 2016). Leanfar de phreasráitis dhátheangacha a bhaineann le foilseacháin shainiúla agus le heisiúintí staitistiúla agus tapófar deiseanna leis an bhformáid dhátheangach a fhorbairt i réimsí eile staitistiúla le linn na scéime.

### *Grafaicí faisnéise*

Cinntoidh an Oifig go gcuirfear ar fáil i nGaeilge agus i mBéarla araon leaganacha de na grafaicí faisnéise uile a tháirgeann an oifig nó a tháirgfear ar a son. Foilseofar 30% ar a laghad de na grafaicí faisnéise go comhuaineach sa dá theanga i mbliain 1 agus measfar an figiúr seo ar bhonn bliantúil ina dhiaidh sin d'fhonn é a mhéadú.

### *Meáin shóisialta*

Tá an Oifig i láthair ar ardáin meáin shóisialta Twitter agus Facebook agus tá cainéal YouTube againn fosta. Tá na cuntais seo dírithe go príomha ar eolas a chur ar fáil ar obair na hoifige, ar eisiúintí agus foilseacháin nuafhoilsithe nó atá ar tí a bhfoilsithe, agus ar fheachtais ar leith phoiblíochta amhail an Daonáireamh.

Cinntoidh an Oifig le linn na scéime seo go ndéanfar giolcanna agus postálacha i nGaeilge óna chuntais ar bhonn rialta. Ní thugann an Oifig aon ghealltanas go bhfreagróidh sé do giolcanna nó postálacha aonair ó úsáideoirí eile, ar aon dul lenár bpolasaí meáin shóisialta, ach is i nGaeilge a bheidh aon fhreagra a thugann an Oifig ar ghiolc nó postáil Ghaeilge.

throughout the period of this scheme. The figure in year 1 will be 30% of press releases, increasing to 40% in year 2, and 50% in year 3. This builds on the commitment made in the previous scheme.

Information releases of broad public interest will be identified so as to ensure these are accompanied by bilingual press releases (e.g. Census 2016 publications). Bilingual press releases currently produced for specific publications and statistical releases will be maintained and opportunities will be taken to expand on the bilingual format in other statistical areas throughout the scheme.

### *Infographics*

The CSO will ensure that all infographics produced by or on behalf of the Office will be made available in Irish and English versions. A minimum of 30% of these infographics will be published concurrently in both language versions in year 1, and this figure will be assessed for upward review on an annual basis thereafter.

### *Social media*

The CSO currently has a presence on the social media platforms Twitter and Facebook and also has a YouTube channel. These accounts are primarily focussed on providing information on the work of the office, on newly published and upcoming releases and publications, and on specific publicity campaigns such as for the Census of Population. The CSO will ensure over the course of this scheme that tweets and posts in Irish will be made from its accounts on a regular basis. The CSO does not commit to replying individually to posts or tweets from other users, as per our social media policy, however any reply made by the CSO to a tweet or post in Irish will be in Irish.

### *Press conferences and interviews*

The CSO will respond to queries at press conferences and facilitate requests for interview from Irish-language media where adequate notice is given, subject to a suitably fluent member of staff being available. Particular focus will be given to doing so for press conferences, releases



### *Preasócaídí agus agallaimh*

Freagróidh an Oifig fiosruithe ag preasócaídí agus éascófar iarratais ar agallaimh ó na meáin Ghaeilge nuair a thabharfar leordhóthain fógra, faoi réir ball foirne atá líofa go leor a bheith ar fáil. Beidh aird ar leith air seo a dhéanamh i gcomhair preasócaídí, preasráiteas nó foilseachán a mbeadh spéis ar leith ag pobail Ghaeilge iontu agus iad siúd a mbeadh spéis ar fud na tíre iontu, m.sh. daonáireamh, tuarascálacha cothrománacha. Má bhítear ag súil le ball foirne atá líofa go leor agus eolach go leor a bheith ar fáil le haghaidh agallaimh, cuirfear é seo in iúl do na meáin roimh an bpreasócaíd nó tráth foilsithe i gcás foilseachán nó eisiúint staitistiúil.

### *Ábhair don phreas*

Féadann an Oifig cáipéisí achoimre, sleamhnáin cur i láthair nó ábhar eile 'preasphacáiste' a chur ar fáil i nGaeilge ag preasócaídí. Déanfar é seo a mheas go háirithe ag preasócaídí a mbeadh spéis ar leith ag pobail Ghaeilge iontu agus iad siúd a mbeadh spéis ar fud na tíre iontu, m.sh daonáireamh, tuarascálacha cothrománacha. Cuirfear cóipeanna crua de phreasráitis Ghaeilge ar fáil ag preasócaídí nuair a tháirgfear go comhuaineach iad.

## **c. For-rochtain oideachais**

### *Gradaim Oideachais*

I gcomhar le roinnt eagrais pháirtíochta, déanann an Oifig urraíocht ar roinnt gradam do mhic léinn chun an litearthacht staitistiúil agus úsáid staitisticí a chur chun cinn. Cinnteoidimid go gcuirfear ar fáil an t-eolas ar fad ar na gradaim seo go comhuaineach i nGaeilge agus i mBéarla araon ar ár suíomh gréasáin, [www.cso.ie](http://www.cso.ie), go bhfoilseofar aon phreasráitis a bhaineann leis na comórtais seo go dátheangach agus go comhuaineach, go leanfar d'ábhair phoiblíochta (bileoga, póstaeir srl.) a chur ar fáil sa dá theanga agus go nglacfar le hiontrálacha comórtais i nGaeilge nó i mBéarla.

### *Acmhainní*

Cinntoidh an Oifig go bhfoilseofar aon acmhainní, ar nós na sraitheanna pleananna ceachta don leibhéal bunscolaíochta agus meánscolaíochta, go comhuaineach i

or publications of specific interest to Irish-language communities and those of broader national interest, e.g. census of population, horizontal reports. If a suitably fluent and suitably informed member of staff is expected to be available for interview this will be communicated to media in advance of a press conference or at the time of publication in the case of a statistical publication or release.

### *Press materials*

The CSO may provide briefing documents, presentation slides or other 'press pack' materials in Irish at press conferences. Particular consideration will be given to doing so at press conferences of specific interest to Irish-language communities and those of broader national interest, e.g. census of population, horizontal reports. Hard copies of Irish press releases will be available at press conferences where these have been concurrently produced.

## **c. Educational outreach**

### *Educational Awards*

The CSO, in conjunction with a number of partner organisations, sponsors a number of awards for students to promote statistical literacy and the use of statistics. We will ensure that all information on these awards is provided concurrently in both Irish and English on our website, [www.cso.ie](http://www.cso.ie), that any press releases relating to these competitions are published bilingually and concurrently, that publicity materials (flyers, posters, etc.) continue to be available in both languages and that competition entries in either Irish or English will continue to be accepted.

### *Resources*

The CSO will ensure that any educational resources, such as the Census lesson plan series for primary and secondary level, will be produced concurrently in Irish and English. A central landing page on the CSO website for Irish educational resources, initiatives and other relevant information will be established by end of Year 1.

### *Schools survey*

Paper and downloadable forms for students

nGaeilge agus i mBéarla. Bunófar leathanach lamairne lárnach ar shuíomh gréasáin na hOifige le haghaidh acmhainní oideachais, tionscnaimh agus eolas ábhartha eile i nGaeilge faoi dheireadh Bhliain 1.

#### *Suirbhé scoileanna*

Leanfar de sholáthar foirmeacha páipéir agus in-íoslódála do dhaltáí le cois cáipéisí bainteacha do mhúinteoirí do thionscadal CensusAtSchool. Oibreoidh an Oifig le páirtithe an tionscadail seo chun go gcinnteofar cothabháil shuíomh gréasáin shainiúil [www.censusatschool.ie](http://www.censusatschool.ie) sa dá theanga le cois foirm ar líne dháttheangach. Is i nGaeilge agus i mBéarla araon a tháirgfear eisiúint staitistiúil ina gcumhdófar torthaí an tsuirbhé bhliantúil seo agus is go dátheangach agus go comhuaineach a dhéanfar aon fhógraí bainteacha de phreasráiteas, meáin shóisialta nó modhanna eile.

#### *Comhpháirtíochtaí oideachais*

Féadann an Oifig feasta tionscadail nua oideachais nó tionscnaimh eile a eagrú i gcomhpháirt leis an bpobal nó le comhlachtaí eile. Is i nGaeilge amháin nó go comhuaineach i nGaeilge agus i mBéarla araon a chuirfear tionscadail nó tionscnaimh den sórt ar fáil.

### **d. Suíomhanna gréasáin**

#### *Ábhar statach*

Aithníonn an Oifig gur gá soláthar pras ábhar statach i nGaeilge a fheabhsú ar an bpríomhshuíomh gréasáin, [www.cso.ie/ga](http://www.cso.ie/ga), agus gealltar a chinntiú go mbeidh an t-ábhar seo ar fad, seachas eisiúintí agus foilseacháin staitistiúla, ar fáil faoi dheireadh Bhliain 2 den scéim seo.

Leanfar d'ábhar statach ar [www.census.ie](http://www.census.ie) agus ar [www.isscop.ie](http://www.isscop.ie) a chothabháil i nGaeilge agus i mBéarla.

Seoladh suíomh gréasáin [www.censuspilot.ie](http://www.censuspilot.ie) i Lúnasa 2018 agus bhí sé mar fhoinse faisnéise do fhreagróirí Shuirbhé Píolótach Daonáirimh 2018. Is i nGaeilge agus i mBéarla araon go comhuaineach a dhéantar an suíomh iomlán a chothabháil.

and related documents for teachers for the CensusAtSchool project will continue to be provided in both Irish and English. The CSO will work with partners in this project to ensure the maintenance and upkeep of the dedicated CensusAtSchool website [www.censusatschool.ie](http://www.censusatschool.ie) in both languages as well as a dual-language online form. A statistical release covering the results of this annual survey will be produced in both Irish and English and any related announcements by press release, social media or other means will be done bilingually and concurrently.

#### *Educational partnerships*

The CSO may in the future organise new educational projects, competitions, or other initiatives in partnership with public or other bodies. Any such projects, competitions or initiatives will be made available in Irish only or concurrently in both Irish and English.

### **d. Websites**

#### *Static content*

The CSO recognises that improvement is required in the timely provision of static content in Irish on the main website, [www.cso.ie](http://www.cso.ie), and commits to ensuring that all such content, not including statistical releases and publications, is available by end of Year 2 of this scheme.

Static content on [www.census.ie](http://www.census.ie) and [www.isscop.ie](http://www.isscop.ie) will continue to be maintained concurrently in Irish and English.

The website [www.censuspilot.ie](http://www.censuspilot.ie) launched in August 2018 and served as a source of information for respondents to the 2018 Census Pilot Survey. The full site is maintained concurrently in Irish and English.

At a minimum, static content will be maintained concurrently on future CSO websites and any technical requirements to ensure this will be assessed during their development.

The CSO currently hosts some other government websites and datasets and will pursue improvement projects with other

Ar a laghad ar bith, déanfar ábhar statach a chothabháil go comhuaineach ar shuíomhanna gréasáin na hOifige amach anseo agus measúnófar riachtanais theicniúla atá de dhíth chuige seo le linn a bhforbartha.

Faoi láthair, óstálann an Oifig roinnt suíomhanna gréasáin agus tacair shonraí de chuid an rialtais agus rachfar i mbun tionscadail feabhsúcháin le páirtithe leasmhara eile chun ábhar Gaeilge cothrom le dáta a chur ar na suíomhanna seo de réir mar a bheidh an t-am agus na hacmhainní ar fáil.

Tá tuilleadh mionsonraí ar gach suíomh gréasáin i seilbh na hOifige nó faoina stiúir ar fáil in Aguisín B.

#### *Uirlisí ar líne*

Tá roinnt uirlisí léirshamhlúcháin ar líne forbartha ag an Oifig a bhaineann feidhm as sraitheanna sonraí foilsithe na hOifige, lena n-áirítear uirlis 'How popular is your birthday?' agus Áireamhán Boilscithe an Phraghasinnéacs Tomhaltóirí. Cinnteoidimid go mbeidh na huirlisí reatha ar fáil i nGaeilge faoi dheireadh Bhliain 2 agus go gcuirfear ar fáil i nGaeilge nó i nGaeilge agus i mBéarla araon go comhuaineach aon uirlis a fhorbrófar i ndiaidh theacht i bhfeidhm na scéime seo.

#### *Ábhar idirghníomhach/oiriúnaitheach*

Tá roinnt ábhar idirghníomhach forbartha ag an Oifig amháil an Léarscáil Staidreamh Daonra um Cheantair Bheaga (SAPMAP) a chuireann ar chumas úsáideoirí staitisticí lárnacha Daonáirimh a shainaithint de réir a lán cineálacha ceantar riaracháin. Cuimsítear in eagrán Dhaonáireamh 2016 den léarscáil seo próifílí staitistiúla cheantair Ghaeltachta arna gcatagóiriú ag na 7 gcontae ina bhfuil siad agus ag gach Limistéar Pleanála Teanga.

Táthar ag fiosrú fosta féidearthacht fhorbairt leagan Gaeilge de SAPMAP agus na bpróifílí SAPS a ghabhann leis agus tabharfar uasdátú air seo sa chéad tuarascáil bhliantúil feidhmithe.

stakeholders to provide up-to-date Irish content on these sites as time and resources allow.

Further detail on all CSO-owned and CSO-hosted websites are available in Appendix B.

#### *Online tools*

The CSO has developed a number of online visualisation tools which make use of the Office's published data series including the 'How popular is your birthday?' tool and the Consumer Price Index Inflation Calculator. We will ensure that current tools are made available in Irish by end of Year 2 and that any tools developed after this scheme comes into effect will be made available in Irish, or concurrently in Irish and in English.

#### *Interactive/adaptive content*

The CSO has also developed some interactive content such as the Small Area Population Statistics Map (SAPMAP) which allows users to identify key Census statistics by several types of administrative area. The Census 2016 edition of this map includes statistical profiles for Gaeltacht areas categorised by the 7 counties in which they sit and for each of the Language Planning Areas (Limistéir Pleanála Teanga).

Capacity to develop an Irish language version of SAPMAP and the associated SAPS profiles is also being explored and an update on same will be provided in the first annual implementation report.

#### *Content linking*

External links provided on all Irish CSO content and webpages will connect to Irish content or webpages where available. If a link from Irish content or webpages is leading to a piece of content or webpage in English or another language, this will be highlighted to the user.

## **e. Publications and releases**

#### *Themed reports*

The CSO will explore the possibility of publishing multi-themed reports in Irish over the course of the scheme to compliment activities in other areas. This will be subject to available resources.

### *Nascadh ábhair*

Ceanglófar naisc sheachtracha ar ábhar agus leathanaigh ghréasáin na hOifige uile d'ábhar agus leathanaigh ghréasáin Gaeilge más ar fáil. Má tá nasc ó ábhar nó leathanaigh ghréasáin Gaeilge ag leanúint a fhad le hábhar nó leathanach gréasáin i mBéarla nó i dteanga eile, léireofar é seo don úsáideoir.

#### **e. Foilseacháin agus eisiúintí**

##### *Tuairiscí téamúla*

Fiosróidh an Oifig an fhéidearthacht a bhaineann le foilsiú tuairiscí iltéamúla i nGaeilge le linn na scéime chun cur le gníomhaíochtaí i réimsí eile. Beidh sé seo faoi réir na hacmhainní a bheith ar fáil.

##### *Foilseacháin chlóite*

Is eisceachtaí anois iad foilseacháin chlóite san Oifig cé go leanaimid de roinnt tuairiscí a fhoilsiú i bhformáid chló. Táirgfídh an Oifig, faoi réir na hacmhainní agus an t-am a bheith ar fáil, foilseacháin nó sleachta astu i nGaeilge go comhuaineach le foilseacháin den sórt i mBéarla.

#### **f. Ilmheáin**

Nuair a bheidh aon ábhar nua físe nó fuaime á réiteach ag an CSO, féadtar leaganacha Gaeilge agus Béarla a réiteach agus a fhoilsiú fosta.

#### **g. Feachtais Phoiblíochta, Fógraíochta agus Feasachta**

##### *Feasacht phoiblí*

Ó am go chéile, féadtann an Oifig a chur in iúl do chustaiméirí faoi sheirbhísí Gaeilge atá ar fáil trí bhileoga, na meáin chlóite, fógraí ar líne nó de mhodhanna eile.

##### *Fógraíocht*

Mar chuid d'fheachtas feasachta/poiblíochta nó de chomhairliúchán poiblí a dhéanfar fógraíocht trí Ghaeilge amháin (m.sh. fógraí faoin scéim teanga) nó trí Ghaeilge agus Béarla araon sna meáin chuí uile .i. preas náisiúnta, raidió náisiúnta agus/nó áitiúil, fógraíocht sheachtrach, fógraíocht ghréasáin, teilifís nó eile. Déanfar an measúnú cuí ar an mbeart seo nuair a bheidh feachtais den chineál seo á bpleanáil.

### *Print publications*

Print publications are now the exception rather than the norm within the CSO, though some reports continue to be produced in print format. The CSO will, subject to time and resources being available, produce publications or extracts from publications in Irish concurrent with production of those publications in English.

#### **f. Multimedia**

Where any new video or audio material is being prepared by the CSO, equivalent Irish and English versions of same may be prepared and published.

#### **g. Publicity, Advertising and Awareness campaigns**

##### *Public awareness*

The CSO may periodically advise customers of available Irish language services by way of information leaflets, print media, online notifications or by other means.

##### *Advertising*

Advertising as part of an awareness/publicity campaign or public consultation will be carried out through Irish only (e.g. notices re language scheme) or through both Irish and English in each of the media involved, i.e. national press, national and/or local radio, external advertising, web advertisement, television or other. Due consideration will be given to this measure in the planning of such campaigns.

##### *Information materials*

The CSO will regularly review all information materials, leaflets, etc. for surveys and statistical activities to ensure that an up to date Irish version of same is available and being offered to survey respondents.

##### *Media engagement*

The CSO will maintain an up to date mailing list of Irish media organisations for the dissemination of press releases and launch dates for upcoming releases, publications and press events.

The CSO will make every effort to have a spokesperson fluent in Irish available to speak with media on such releases and

### *Ábhair faisnéise*

Déanfaidh an Oifig athbhreithniú rialta ar na hábhair faisnéise uile, bileoga srl. i gcomhair suirbhéanna agus gníomhaíochtaí staitistiúla chun a chinntiú go mbeidh leagan Gaeilge cothrom le dáta ar fáil agus á dtairiscint do fhreagróirí suirbhé.

### *Teagmháil leis na meáin*

Coinneoidh an Oifig liosta seoltaí cothrom le dáta d'eagrais mheáin na hÉireann chun go ndáilfear preasráiteas agus dátaí i leith eisiúintí, foilseachán agus preasócáidí atá le teacht.

Déanfaidh an Oifig gach iarracht urlabhraí a bheith againn ag a bhfuil líofacht Ghaeilge chun labhairt leis na meáin faoi eisiúintí agus foilseacháin den sórt agus ar a leithéid de phreasócáidí. Ar an gcaoi chéanna, éascóidh an Oifig iarratais ar fhaisnéis nó ar agallaimh faoi chúraimí na hOifige nuair is féidir.

## **h. Imeachtaí, taispeántais agus cruinnithe poiblí**

### *Freastal ar imeachtaí*

Nuair is féidir, cinnteoidh an Oifig go mbeidh ar a laghad ball amháin foirne atá líofa sa Ghaeilge i láthair ar imeachtaí for-rochtain phoiblí de chuid na hOifige. Áirítear leis seo tinreamh reatha ar Eolaí Óg BT agus ar imeachtaí scoile.

Déanfaidh an Oifig a dícheall freastal ar réimse d'imeachtaí Gaeilge agus teagmháil dhíreach a dhéanamh leis an bpobal trí Ghaeilge ar bhonn rialta.

### *Cruinnithe faisnéise poiblí*

Cinnteoidh an Oifig gur i nGaeilge amháin nó i nGaeilge agus i mBéarla araon a thionólfar aon chruinniú faisnéise poiblí i gceantar Gaeltachta agus go n-éascófar cruinnithe a thionólfar i gceantair ina labhraítear a lán Gaeilge, amhail na Líonraí Gaeilge, i bhformáid dhátheangach.

publications and at such press events. The CSO will likewise facilitate requests for information or interview about the duties of the Office where possible.

## **h. Events, exhibitions and public meetings**

### *Attendance at events*

The CSO will, where possible, ensure that one or more members of staff fluent in Irish be present at any public outreach events of the Office. This includes current attendance at BT Young Scientist and schools-related events.

The CSO will endeavour to attend a range of Irish-language events and engage directly with the public on a regular basis.

### *Public information meetings*

The CSO will ensure that any public information meetings hosted by the office in a Gaeltacht area will be conducted through Irish only, or through Irish and English and that meetings held in areas where Irish is of significant use such as the Líonraí Gaeilge be facilitated in a bilingual format.

### 3.4 Inneachar Gaeilge

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#### a. Stíl tí agus téarmaíocht

Socrófar stíl tí d'inneachar Gaeilge (idir chló agus ar líne) i gcomhair úsáid inmheánach le linn na scéime seo. Is é príomhchuspóir an bhirt seo úsáid chomhsheasmhach téarmaíochta a chinntiú i ngach foirm shuirbhé, rangúchán sonraí, torthaí foilsithe agus in ábhair bhainteacha.

#### b. Próiseas aistriúcháin agus profála

Tá an Oifig i mbun socruithe i gcomhair seirbhísí seachtracha aistriúcháin ar bhonn meántéarmach le haghaidh rannóga agus tionscadail i ngach cuid den Oifig. D'fhéadfaí iniúchadh inmheánach nó profáil a dhéanamh ó am go chéile chun a chinntiú go mbíonn caighdeán ard go leor i dtéacsanna agus go mbíonn siad ag teacht leis an stíl agus téarmaíocht tí.

### 3.5 Córais agus acmhainní TFC

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#### a. StatBank agus bunachair shonraí

Tá sonraí daonáirimh reatha agus stairiúla ar fáil i nGaeilge agus i mBéarla araon ó phríomhsheirbhís scaipthe na hOifige, StatBank.

Cuirfidh an Oifig gléas rochtana sonraí soiléir, so-úsáidte ar fáil i nGaeilge trí StatBank agus forbrófar an réimse sonraí a bheidh ar fáil i nGaeilge ar bhonn leanúnach le linn na scéime seo.

#### b. Uirlisí mapála idirghníomhacha

Fiosróidh an Oifig roghanna le huirlisí mapála idirghníomhacha, amhail an Léarscáil Staidreamh Daonra um Cheantair Bheaga (SAPMAP), a chur ar fáil i nGaeilge.

#### c. Bogearraí agus córais chuí

Cinntoidh an Oifig gur féidir gach litir ar a mbíonn an síneadh fada a aithint agus a ionchur i ngach córas nua bogearraí agus ríomhaireachta. Sa chás ina leanfar d'úsáid sean-bhogearraí nó seanchórais agus nach bhfuil siad in ann ag na carachtair Ghaeilge, déanfar iad seo a mheas chun go dtiocfar ar réiteach teicniúil agus dréachtófar plean feidhmithe dá leithéid le linn na scéime seo.

### 3.4 Irish content

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#### a. House style and terminology

A house style for Irish content (both print and web) will be established for internal use over the course of this scheme. The primary intention of this measure is to ensure consistent use of terminology across survey forms, data classifications, published results and related materials.

#### b. Translation and proofing process

The CSO is putting in place arrangements for external translation services on a medium-term basis for use by sections and projects across the Office. Internal auditing or proofreading may be carried out periodically to ensure texts are of sufficient quality and consistent with house style and terminology.

### 3.5 ICT systems and resources

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#### a. StatBank and databases

Current and historical census data is available in both Irish and English from the CSO's main dissemination service, StatBank.

The CSO will provide a clear, user friendly means of accessing data in Irish via StatBank and will expand the range of data available in Irish on an ongoing basis throughout the course of this scheme.

#### b. Interactive mapping tools

The CSO will explore options to provide interactive mapping tools, such as the Small Area Population Statistics Map (SAPMAP), in Irish.

#### c. Appropriate software and systems

The CSO will ensure that all characters with the síneadh fada can be recognised and input by all new software and computer systems. Where legacy software or systems continue to be in use, and are incompatible with Irish characters, these will be assessed for a suitable technical solution and an implementation plan for same will be drawn up within the period of this scheme.

### 3.6 Riarachán agus Foireann Inmheánach

#### a. Poist shainiúla

##### *Oifigeach Gaeilge*

Leanfaidh an tOifigeach Gaeilge de chomhordú chomhlíonadh Acht na dTeangacha Oifigiúla, 2003 agus feidhmiú na scéime i ngach cuid den Oifig. Déanfaidh sí/sé idirchaidreamh le Ceannasaithe Rannóige chun feidhmiú tráthúil bearta comhaontaithe seirbhíse a chinntiú, monatóireacht ar an méid éilimh ar sheirbhísí trí Ghaeilge agus réiteoidh sí/sé tuairisc a chuimseofar i dTuarascáil Bhliantúil an Oifig ar leibhéal chomhlíonta agus ar dhul chun cinn a dhéanfar faoin scéim seo.

##### *Poist eile*

D'fhéadfadh cur síos a bheith ar phoist shainiúla eile in aguisín de chuid na scéime seo.

#### b. Earcaíocht

##### *Earcaíocht baill foirne bhuana*

Táthar ag meas faoi láthair earcaíocht baill foirne atá líofa ag leibhéal cuí sna rannóga cumarsáide agus próiseála le freastal ar an ualach oibre méadaithe atá molta faoin scéim seo. Measfar mar is cuí riachtanais scileanna teanga i bplean lucht saothair na hOifige.

##### *Fógraí earcaíochta*

Ar aon dul lenár scéim roimhe seo, is i nGaeilge agus i mBéarla araon a bheidh gach fógra a chuirfear i nuachtáin náisiúnta agus ar shuíomh gréasáin na hOifige d'fhonn baill foirne a earcú. Lena chois sin, is i nGaeilge agus i mBéarla araon a bheidh gach fógra earcaíochta a phostálfar ar [www.cso.ie](http://www.cso.ie). Is i nGaeilge agus i mBéarla araon a bheidh fógraí ar [www.publicjobs.ie](http://www.publicjobs.ie) nó ar ardáin eile de chuid na Seirbhíse Ceapachán Poiblí. Ar an gcaoi chéanna, is i nGaeilge agus i mBéarla araon a bheidh postálacha meáin shóisialta a bhaineann le hearcaíocht. Déanfar na bearta céanna i gclár socrúchán oibre céimithe na hOifige.

#### c. Oiliúint

##### *Scileanna teanga na foirne*

Tabharfar cuireadh do bhaill foirne páirt a ghlacadh i gcúrsaí oiliúna lena scileanna

### 3.6 Internal Administration and staffing

#### a. Identified posts

##### *Oifigeach Gaeilge*

The Oifigeach Gaeilge will continue to co-ordinate compliance with the Official Languages Act, 2003 and the implementation of this scheme throughout the CSO. They will liaise with Heads of Division to ensure the timely implementation of agreed service measures, monitor the extent of demand for services through Irish and will prepare a report for inclusion in the CSO Annual Report on levels of compliance and on the progress made under this scheme.

##### *Other posts*

Further identified posts may be later accounted for in an addendum to this scheme.

#### b. Recruitment

##### *Recruitment of permanent staff*

Recruitment of suitably fluent staff in communications and processing sections to meet the increased workload proposed under this scheme is currently under consideration. Due consideration will be given to language skills needs in the Office's workforce plan.

##### *Advertisements for recruitment*

As per our previous scheme, all advertisements placed in the national newspapers and on the CSO website for the purpose of recruiting staff will continue to be in both Irish and English. In addition, recruitment notices posted on [www.cso.ie](http://www.cso.ie) will be in both Irish and English. Recruitment notices on [www.publicjobs.ie](http://www.publicjobs.ie) or other platforms of the Public Appointments Service will be in both Irish and English. Social media postings relating to recruitment will likewise be in both Irish and English. These same steps will be taken with the CSO graduate placement programme.

#### c. Training

##### *Staff language skills*

Staff will be invited to participate in training courses to improve their Irish language skills for the purpose of carrying out day-

Gaeilge a fheabhsú d'fhonn dualgais laethúla oifige a dhéanamh ina mbíonn a leithéid de scileanna de dhíth, lena n-áirítear go leor de na bearta atá leagtha amach sa scéim seo. Cuirfear na cúrsaí seo ar fáil ag leibhéal a oireann do riachtanais baill aonair foirne, a oiread agus atá praiticiúil. D'fhéadfadh an Oifig cúrsaí den sórt a choimisiúnú go háitiúil i gcomhar le comhlachtaí eile de chuid na seirbhíse poiblí ionas nach gá barraíocht taistil a dhéanamh. Éistfidh an Oifig le moltaí nó réitigh eile a chabhródh le glacadh na gcúrsaí seo.

Má mhaíonn baill foirne nach bhfuil iomlán líofa sa Ghaeilge go bhfuil sí/sé sásta dul i mbun agallaimh leis na meáin, cainteanna scoile nó freastal ar thaispeántais agus imeachtaí eile trí mheán na Gaeilge, cabhrófar leo oiliúint teanga nó staidéar breise a dhéanamh chun go ngnóthódh sí/sé leibhéal cuí líofachta do na gníomhaíochtaí seo.

#### *Aisíoc táillí*

Spreagann an Oifig cultúr na foghlama leanúnaí i measc na foirne. Ar aon dul le go leor den státseirbhís, spreagtar baill foirne bheith rannpháirteach sa staidéar 3ú leibhéal tríd an scéim Aisíoc Táillí. Fáiltíonn an Oifig roimh bhaill foirne staidéar breise a dhéanamh ag an 3ú leibhéal agus an Ghaeilge mar ábhar nó i ndisciplín bainteach lena bpost trí mheán na Gaeilge agus meabhróidh an tAonad Foghlama agus Forbartha seo dóibh nuair a bhíonn iarratais ar an scéim Aisíoc Táillí á dtógáil. Cuirfear ar fáil do bhaill foirne fosta míoneolas, bróisiúir, srl ar chúrsaí Gaeilge roimh nó le linn na tréimhse bliantúla iarratais.

#### *Modúil feasachta teanga*

I gcomhar leis an Oifigeach Gaeilge agus a b(h)aill foirne, forbróidh agus seachadfaidh an tAonad Foghlama agus Forbartha modúil feasachta teanga do bhaill foirne de réir a gcuid ról, lena n-áirítear ceannasaithe rannóige agus bainisteoirí sinsearach, foireann ghinearálta agus foireann allamuigh. Ó am go chéile, cuirfear modúil athnuachana ar fail do na gráid seo. Forbrófar agus seachadfar modúil ginearálta feasachta

to-day office duties which require such skills, including many of the new measures outlined in this scheme. These courses will be provided at levels suitable to the learning needs of individual staff members as far as practicable. The CSO may commission such courses locally in conjunction with other civil service bodies to alleviate the burden of travel. The Office will be open to suggestions or alternative solutions which assist with uptake of such courses.

Where a staff member who is not fully fluent in Irish has indicated their willingness to engage in media interviews, schools talks or attendance at exhibitions or other events through Irish, they will be encouraged to take up language training or further study to assist them in reaching a suitable level of fluency in Irish for these activities.

#### *Refund of fees*

The CSO encourages a culture of continuous learning within the Office. In common with much of the civil service, staff are encouraged to participate in 3<sup>rd</sup> level study through the Refund of Fees scheme. CSO staff are welcome to pursue further study at 3<sup>rd</sup> level with Irish as subject or in a relevant discipline through the medium of Irish and will be reminded of such by the Learning and Development unit when applications are being taken for the Refund of Fees scheme. Detailed information, brochures, etc. on Irish language courses will also be made available to staff in advance of or during the annual application period.

#### *Language awareness modules*

The Learning and Development unit in conjunction with the Oifigeach Gaeilge and their staff will develop and deliver language awareness modules for staff members according to their roles, including heads of section and senior managers, general staff, and field staff. Periodically, refresher modules will be delivered to these grades. A general language awareness module will be developed and delivered to new staff as part of their induction.



teanga do bhaill foirne nua mar chuid dá n-ionduchtú.

An rannóg Bainistíocht Áiseanna a dhéanann maoirseacht ar chomharthaíocht nua agus a cothabháil. Cuirfear ar fáil sainoiliúint ar fhormaid chúí chomharthaíocht na hoifige ar bhonn rialta do gach ball foirne bainteach sa rannóg le linn na scéime seo.

#### **d. Acmhainní foirne**

*Treoir inmheánach ar oibleagáidí teanga*  
Táirgfear cáipéis ghinearálta chúlra a bhaineann le hoibleagáidí teanga na hoifige faoi dheireadh bhliain 1 agus dáilfear ar an bhfoireann ar fad í. Tabharfar í seo fosta do bhaill foirne nua mar chuid den phróiseas ionduchtúcháin.

##### *Acmhainní eile*

Forbrófar tacar acmhainní agus cuirfear ar fáil go lárnach iad ar inlín na hOifige le linn na scéime seo. Cuimseofar ann creat aistriúcháin (deireadh bhliain 1), teimpléid chaighdeánacha freagraí, m.sh. ríomhphoist 'as an oifig', srl. (deireadh bhliain 2), gluais úsáideach de théarmaí staitistiúla (deireadh bhliain 1) agus treoir stíl tí (deireadh bhliain 3).

Cuirfear ar bun fosta, roimh deireadh bhliain 3 den scéim seo, bunachar sonraí téarmaíochta ina mbeidh téarmaí staitistiúla agus téarmaí bainteacha eile. Beidh tacaíocht ar fail fosta ón Oifigeach Gaeilge agus óna b(h)aill foirne a dtabharfar a sonraí teagmhála do gach ball foirne.

#### **e. Feidhmiú**

##### *Meitheal Gaeilge*

Cuirfear san áireamh an t-ualach oibre atá molta sna bearta thuasluaite agus, mar sin de, bunóidh an Oifig grúpa trasrannach, an Mheitheal Gaeilge, le dul i mbun forbairt níos leithne seirbhísí Gaeilge. Cuimseofar leis seo, bunú agus cothabháil ábhar méadaithe gréasáin, forbairt acmhainní Gaeilge san oifig, pearsanra ag freastal ar thaispeántais agus ar imeachtaí poiblí eile le teagmháil a dhéanamh leis an bpobal i nGaeilge, profáil ábhar scríofa, gnóthaí eagarthóireachta lena n-áirítear bunú téarmaíochta chaighdeánach

Maintenance and replacement of signage is overseen by the Facilities Management section. Specific training on the appropriate format of office signage will be provided on a regular basis to all relevant staff within the section throughout the course of this scheme.

#### **d. Staff resources**

##### *Internal guide to language obligations*

A general background document regarding language obligations of the office will be produced by the end of year 1, and circulated to all staff. This will also be distributed to incoming staff during the induction process.

##### *Other resources*

A set of resources will be developed and made available centrally on the CSO intranet during the course of this scheme. This will include a translation framework (end year 1), standard response templates, e.g. out of office emails, etc. (end year 2), a useful glossary of statistical terms (end year 1), and a house style guide (end year 3).

A terminology database will also be established by end of year 3 of this scheme incorporating relevant statistical and related terms. Support will also be available via the Oifigeach Gaeilge and attached staff whose contact information will be provided to all staff.

#### **e. Implementation**

##### *Meitheal Gaeilge*

Given due consideration of the workload proposed under the measures mentioned above, the CSO will establish a cross-section working group, the Meitheal Gaeilge, to undertake broader development of services in Irish. This will include establishing and maintaining an expanded level of web content, development of Irish language resources within the office, personnel attending exhibitions and other public events to engage with the public in Irish, proofing of written material, editorial matters including the establishment of standard terminology for use by the Office as well as Irish language classifications.

chun a húsáid ag an Oifig chomh maith le rangúcháin Gaeilge.

#### **f. Bearta breise**

##### *Forbairt polasaí*

Déanfaidh an Oifig tionchar aon pholasaí inmheánach, tionscnaimh, bogearraí nó córais a thugtar isteach i réimsí na cumarsáide, seirbhísí custaiméara, TFC, foghlama agus forbartha agus soláthair ar chomhlíonadh a oibleagáidí teanga a mheas. Déanfar bearta cuí roimh a bhfeidhmiú ionas nach mbeidh ualach breise ar bith ar chustaiméirí ar mian leo seirbhísí a rochtain nó dul i mbun a ngnó leis an Oifig trí mheán na Gaeilge seachas an Bhéarla.

#### **f. Further measures**

##### *Policy development*

The CSO will consider the impact of any new internal policies, initiatives, software or systems adopted in the areas of communications, customer services, ICT, learning and development and procurement in fulfilling its language obligations. Suitable steps will be taken prior to their implementation to prevent there being any additional burden for customers wishing to access services or conduct their business with the Office through Irish rather than through English.

## 4 Próiseas monatóireachta agus athbhreithnithe

Déanfaidh Oifig na Gaeilge monatóireacht agus athbhreithniú ar fheidhmiú na scéime ar bhonn rialta. Is é an tOifigeach Gaeilge, Emmet Ó Fatharta, an teagmhálaí le haghaidh na scéime.

Beidh córas foirmiúil chun monatóireacht a dhéanamh ar iarratais ar sheirbhísí trí Ghaeilge ar fáil agus clárófar é inár dTuarascáil Bhliantúil, ag tosú le bliain féilire 2018.

Coinneoidh Bord Bainistíochta na Príomh-Oifige Staidrimh, agus an tArd-Stiúrthóir ina c(h)athaoirleach, oibriú na scéime le cois chomhlíonadh Acht na dTeangacha Oifigiúla, 2003 agus reachtaíocht bhainteach eile, faoi athbhreithniú. Déanfaidh an tOifigeach Gaeilge, ag tuairisciú leis an Oifigeach Caidrimh Custaiméara, monatóireacht ar fheidhmiú na scéime. Is de chúram na mbainisteoirí líne oibriú laethúil na scéime le cois monatóireachta leanúnaí ar an leibhéal éilimh i rannóga éagsúla.

Tá d'iallach ar gach Ceannasaí Rannóige a chinntiú go ndéantar obair de réir an Achta agus bhearta na scéime teanga agus monatóireacht agus tuairisciú a dhéanamh ar an éileamh ar sheirbhísí i nGaeilge.

Tuairisceoidh an tOifigeach Gaeilge ar fheidhmiú na scéime go bliantúil le Bord Bainistíochta an CSO agus an méid seo a leanas san áireamh:-

- i. measúnú ar sholáthar seirbhísí sa 12 mhí roimhe
- ii. dul chun cinn i dtreo cuspóirí sainithe
- iii. torthaí oiliúint foirne
- iv. bearta ceartaitheacha molta mura ngnóthófar cuspóirí sainithe
- v. forbairtí ábhartha eile

Má bhíonn aon fhorbairt shuntasach i ngníomhaíochtaí na hOifige maidir leis an scéim seo, m.sh. poist shainiúla nua, tabharfar breac-chuntas orthu seo in aguisín sa scéim de réir mar a thiocfaidh siad aníos.

## 4 Monitoring and review process

The implementation of the scheme will be monitored and reviewed on a regular basis by Oifig na Gaeilge. The contact person for the scheme will be the Oifigeach Gaeilge, Emmet Ó Fatharta.

A formal system for monitoring requests for services through Irish will be available and recorded in our Annual Report, starting with the calendar year 2018.

The CSO Management Board, chaired by the Director General, will keep the operation of the scheme, along with adherence to the Official Languages Act, 2003 and with other relevant legislation, under review. The Oifigeach Gaeilge, reporting to the Customer Relations Officer, will monitor the implementation of the scheme. The day to day operation of the scheme together with ongoing monitoring of the level of demand in the various sections will be the responsibility of the line managers.

Each Head of Division is required to ensure work is being carried out in accordance with the Act and with language scheme measures and to monitor and report on demand for services in Irish.

Implementation of the scheme will be reported on annually by the Oifigeach Gaeilge to the CSO Management Board, to include the following:-

- i. assessment of service provision in preceding 12 months
- ii. progress towards stated objectives
- iii. staff training outcomes
- iv. proposed remedial actions if stated objectives have not been achieved
- v. other relevant developments

Should there be any significant developments in the activities of the Office as regards this scheme, e.g. new identified posts, these will be outlined in an addendum to the scheme as they occur.

## 5 An Scéim Chomhaontaithe a Fhoilsiú

Cuirfear ar fáil don phobal i gcoitinne ábhar na scéime seo le cois na dtiomantas agus na bhforálacha atá inti ar na bealaí seo a leanas:

- Foilsiú na scéime chomh maith le huasdátuithe agus aguisíní ina dhiaidh sin ar phríomhshuíomh gréasáin na hOifige
- Tuairisciú ar an scéim chomh maith le huasdátuithe agus aguisíní ina dhiaidh sin sa Tuarascáil Bhliantúil
- Preasráitis agus postálacha ar chainéil meáin shóisialta
- Dáileadh ar ghníomhaireachtaí agus ar chomhlachtaí poiblí cuí

Lena chois sin, cuirfear in iúl do fhreagróirí suirbhé faoi na seirbhísí atá ar fáil dóibh trí bhileoga a dháilfear leis na foirmeacha poist nó a bheidh á n-iompar ag baill foirne allamuigh nó trí nasc le faisnéis den sórt ó [www.cso.ie](http://www.cso.ie) agus ón bhfo-shuíomh eForms dóibh siúd a fhreagraíonn ar líne.

Tá cóip den scéim seo curtha ar aghaidh chuig Oifig an Choimisinéara Teanga.

## 5 Publicising Agreed Scheme

The contents of this scheme along with the commitments and provisions therein will be made available to the general public by means of:

- Publication of the scheme along with subsequent updates and addenda on the main CSO website
- Reporting on the scheme and subsequent updates and addenda in the Annual Report
- Press release and postings to social media channels
- Circulation to appropriate agencies and public bodies

In addition, survey respondents will be advised of the services available to them by means of a leaflet distributed with postal forms, one carried by field staff or a link to such information from [www.cso.ie](http://www.cso.ie) and from the eForms sub-site for those responding online.

A copy of this scheme has been forwarded to Oifig an Choimisinéara Teanga.

# Aguisíní

## Aguisín A – Cáipéisí corparáideacha

Teideal na Cáipéise	Dáta foilsithe	Achar ama foilsithe
Ráiteas Straitéise na Príomh-Oifige Staidrimh 2017-2019	Eanáir 2019	Gach 3 bliana nó i ndiaidh cruthú rialtais nua nó i ndiaidh ceapadh Aire Stáit nua ar a bhfuil dualgais tuairiscithe na hOifige
Ráiteas Straitéise - Tuarascáil Bhliantúil ar Dhul chun cinn 2018	Bealtaine 2018	Bliantúil
Rialachas Corparáideach	Samhain 2018	—
Plean Gníomhaíochta um Sheirbhís Custaiméara 2015-2017	2015	Gach 3 bliana
CSO 2020: Ag soláthar faisnéise d'Éirinn	Meán Fómhair 2013	Cáipéis nua le teacht i gcomharbacht in 2020/2021
CSO Scéim Teanga 2019-2022	Aibreán 2019	Gach 3 bliana
Tuarascáil Bhliantúil ISSCoP 2016	Feabhra 2017	Bliantúil

## Aguisín B – Suíomhanna Gréasáin na Príomh-Oifige Staidrimh

<a href="http://www.cso.ie/ga">www.cso.ie/ga</a>	Príomhshuíomh gréasáin na hOifige
<a href="http://www.census.ie">www.census.ie</a>	Suíomh gréasáin faisnéise/poiblíochta don tionscadal cúigbhliantúil Daonáirimh
<a href="http://www.isscop.ie">www.isscop.ie</a>	Suíomh gréasáin Chórais Staidrimh na hÉireann; clár a eagraítear ar fud na Státseirbhíse i gcomhair caighdeánú modhanna agus torthaí staitistiúla faoi choimirce na hOifige
<a href="http://censuspilot.cso.ie">censuspilot.cso.ie</a>	Suíomh gréasáin faisnéise/acmhainní an tSuirbhé Píolótach Daonáirimh 2018
<a href="http://www.nsb.ie">www.nsb.ie</a>	Á óstáil agus á chothabháil thar ceann an Bhoird Náisiúnta Staidrimh (NSB).

## Aguisín C - Comhlachtaí poiblí a bhfuil tacair shonraí acu á n-óstáil ag an bPríomh-Oifige Staidrimh

Bonneagar Iompair Éireann (TII)  
An Bord Taighde Sláinte (HRB)  
An Bord um Tionóntachtaí Cónaithe (RTB)  
Oifig na gCoimisinéirí Ioncaim  
An Oifig Forbartha Mara (IMDO)  
An Roinn Oideachais agus Scileanna  
An Roinn Sláinte  
An Roinn Talmhaíochta, Bia agus Mara  
An Roinn Tithíochta, Pleanála, Pobail agus Rialtais Áitiúil  
Údarás Fuinnimh Inmharthana na hÉireann (SEAI)  
An tÚdarás um Shábháilteacht ar Bhóithre (RSA)

# Appendices

## Appendix A – Corporate documents

Document title	Publication date	Publication timeframe
CSO Statement of Strategy 2017-2019	January 2019	Every 3 years or following the formation of a new government, or following the appointment of a new Minister of State with reporting duties for the CSO
Annual Progress Report on SoS	May 2018	Annual
Corporate Governance	November 2018	—
Customer Service Action Plan 2015-2017	2015	Every 3 years
CSO 2020: Providing information for Ireland	September 2013	To be succeeded in 2020/2021
CSO Language Scheme 2019-2022	April 2019	Every 3 years
ISSCoP Annual Report 2016	February 2017	Annual

## Appendix B – Websites of the CSO

<a href="http://www.cso.ie">www.cso.ie</a>	CSO primary website
<a href="http://www.census.ie">www.census.ie</a>	Information/publicity website for the quintennial Census project
<a href="http://www.isscop.ie">www.isscop.ie</a>	Website of the Irish Statistical System; a Civil Service-wide programme for the standardisation of statistical methods and outputs under the auspices of the CSO
<a href="http://www.censuspilot.ie">www.censuspilot.ie</a>	Information/resource website for the Census Pilot Survey 2018
<a href="http://www.nsb.ie">www.nsb.ie</a>	Hosted and maintained on behalf of the National Statistics Board (NSB).

## Appendix C – Public bodies with datasets hosted by the CSO

Department of Agriculture, Food and the Marine  
Department of Education and Skills  
Department of Health  
Department of Housing, Planning, Community and Local Government  
Health Research Board (HRB)  
Irish Maritime Development Office (IMDO)  
Office of the Revenue Commissioners  
Residential Tenancies Board (RTB)  
Road Safety Authority (RSA)  
Sustainable Energy Authority of Ireland (SEAI)  
Transport Infrastructure Ireland (TII)



