

*Scéim Teanga  
Chomhairle Cathrach na Gaillimhe*

*2006-2009*

*Galway City Council  
Language Scheme*

## *Galway City: Introduction & Overview*

*Galway City benefits from its fine coastal location on the Western seaboard, and acts as a gateway to the largest Gaeltacht area in the Country - Conamara. It is bounded to the North by Lough Corrib and to the South by Galway Bay. The River Corrib dissects the city and a number of canals run from the river through the City to Galway Bay. The City is the centre of education in the West and renowned for its variety of cultural activities. It is also the commercial and industrial Capital of the West. The City boasts a fine harbour with an adjacent Enterprise Park for harbour related activities. The Regional Airport facilities on the outskirts of the City have delivered significant expansion in routes and services, generating close to 300% growth in passenger numbers since 2000.*

*Galway is renowned for its cultural creativity. It has a track record of promoting cultural development and in organising artistic events on a scale that far exceeds the physical size of the City. The Irish Language has been an integral part of City life in Galway for many years with cultural and social institutions such as Taibhdhearc na Gaillimhe, Aras na Gaeilge, Gaillimhe le Gaeilge and Arus na nGael, playing a lead role in the cultural promotion of the language in the City.*

*A number of areas within the City are in the official Gaeltacht boundary - such as Cnoc na Cathrach, Mionlach and An Caisleán Gearr. These areas have experienced a great deal of growth within the past number of years - as has the City as a whole. Over the past ten years there has been a growth in the amount of Gaelic speakers living and working in the City - due mainly to the growth of the communications industry as lead by TG4 and the development of the Gaelic wing of NUI,G - Áras na Gaeilge.*

*This growth, coupled with Galway's location as the gateway to the largest Gaeltacht area in the Country, gives Galway City an opportunity to become the leading urban area in the country in relation to the Irish language. Galway City Council is currently co-operating with institutions such as Gaillimh le Gaeilge in order to achieve official status for the City as 'Bilingual Capital of Ireland'.*

## Preparation of the Scheme

Galway City Council prepared this Scheme under Section 11 of the Official Languages Act 2003.

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 Cathrach na Gaillimhe published notices inviting public submissions, regarding the preparation of the draft scheme and also held public meetings in the City. A summary of all the submissions received is included in the appendix. The Scheme was prepared taking all relevant submissions from interested parties into consideration.

A cross-departmental working group was then set up within Galway City Council and met regularly over a period of several months in order to finalise the draft scheme. Sample schemes from all of the various public bodies that have already been ratified by An Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta were also considered as the basis for the structure of this scheme, however this scheme is tailored to the specific linguistic targets of Galway City Council with a view to advancing the joint initiative between Galway City Council and An Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta; 'Gaillimh - Príomhchathair Dátheangach na hÉireann.

## **The Principal Activities of the City Council**

*The City Council has a number of roles. Aside from its function as the vehicle for local democracy, and its associated representative role, it is a service provider, a regulator and a facilitator. It makes and implements public policy. The activities and functions of the City Council are normally described under the headings set out in the annual budget i.e.*

- *Housing and Building*
- *Roads, Transportation and Safety*
- *Water Supply and Sewerage*
- *Development Incentives and Control*
- *Environmental Protection*
- *Recreation and Amenity*
- *Agriculture, Health, Education and Welfare*
- *Miscellaneous Services.*

***Galway City Council is divided into the following Directorates:***

- ***Housing***
- ***Planning***
- ***Transport & Infrastructure***
- ***Environment***
- ***Corporate Services***
- ***Finance***

## ***Current Provision of Services through Irish from Galway City Council***

*At present, Galway City Council has an Irish Language Development Officer. All public policy reports, such as the Annual Report, are published bilingually. A number of application forms for Council services are available bilingually. Media communication from the Council is delivered bilingually. There is an Irish Language Section on the Council's website.*

*The Council also runs a cultural development programme whereby Irish Language Culture, such as sean-nós, drámaíocht, scríbhneoireacht &rl is promoted through the schools. This scheme, entitled 'Infheistiúcht Cultúrtha' was commenced in 2003 and currently runs in 14 of the City's Schools.*

### ***Proposed Commencement Date***

*The proposed date for commencement of the Scheme is September 1<sup>st</sup> 2006. This Scheme will remain in place for a period of three years or until a new Scheme is approved by the Minister, whichever comes first.*

### ***Gaeltacht Areas within the City***

*Galway City Council will continue to add to the provision of services as Gaeilge to areas in the City that are within the official Gaeltacht boundaries. The City Council does not have an Office within the Gaeltacht boundaries in the City at present, however, the Council will continue to provide services in Irish throughout the City, including within the official Gaeltacht region.*

## ***The Measures of the Scheme***

*Comhairle Cathrach na Gaillimhe, gaining from the expertise acquired by other Councils whose schemes have been ratified by An Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta, decided to structure the measures of the scheme under the following headings:*

### **1. Brochures/Information Leaflets**

2. Application Forms
3. Written Communication
4. Press Release & Statements
5. Publications
6. Website, Online & IT Services
7. Telephone Communications
8. Counter Services
9. Public Meetings/Meetings with the public
10. Consultation
11. Corporate Image, Signage and General Measures
12. New Policies & Initiatives
13. Services Delivered on Behalf of the Council

## Implementation

The second part of the scheme deals with Implementation & Monitoring under the following headings:

### 1. Responsibility

2. Training

3. Staffing

4. Recruitment

## *Measures of the Scheme*

### *1. Brochures/Information Leaflets*

This section has 5 key points towards providing a fully bilingual service as regards brochures/leaflets by the end of this scheme.

	<i>Action</i>	<i>Target Date</i>
<b>1.1</b>	All new brochures and information leaflets produced by the Council will be bilingual (Irish and English)	January 2007

within the one document with both languages given equal status.	
<b>1.2</b> All brochures and information leaflets produced by the Council will be fully bilingual by the end of the Scheme.	By end of this Scheme
<b>1.3</b> 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.)	Ongoing
<b>1.4</b> In the case of brochures and information leaflets used or provided by the Council, being issued by another body apart from the Council, bilingual forms will be actively requested.	Start of the Scheme
<b>1.5</b> Where brochures and information leaflets issuing from another body are produced separately they will be available and distributed together by post or over the counter, where the language preference has not been established.	Start of Scheme

## ***2. Written Communication***

This section outlines 10 points towards becoming fully bilingual with regard to written correspondence.

<i>Action</i>	<i>Target Date</i>
<b>2.1</b> The Council will welcome correspondence in either Irish or English.	Ongoing
<b>2.2</b> Correspondance 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.	
<b>2.3</b> 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 Care Plan.	March 2006
<b>2.4</b> All correspondence following a telephone or face-to-face	Jan 2007



conversation in Irish will be in Irish unless the member of the public has indicated otherwise.	
<b>2.5</b> 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.	Jan 2007
<b>2.6</b> 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.	Jan 2007
<b>2.7</b> In the day to day running of services, circulars and standard letters will be issued to the public bilingually.	End of the Scheme
<b>2.8</b> 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.	Jan 2007
<b>2.9</b> 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
<b>2.10</b> The above principles will apply when corresponding electronically.	Lifetime of this Scheme

### *3. Application Forms*

This section outlines 5 points towards becoming fully bilingual with regard to application forms

<i>Action</i>	<i>Target Date</i>
<b>3.1</b> All application forms and associated explanatory material published by the Council will be available in Irish and in English within the one document.	Jan 2007
<b>3.2</b> Application forms may be in 'English only' if related to an initiative specific to the English language (e.g. English	Ongoing

language drama/writers group etc.)	
<b>3.3</b> 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 be actively requested.	Start of Scheme
<b>3.4</b> 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. The Council will request to produce the information on one document.	Start of Scheme
<b>3.5</b> 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

#### *4. Press Releases and Statements*

The following section outlines four actions towards providing a bilingual service for Press Releases and Statements to the media.

<i>Action</i>	<i>Target Date</i>
<b>4.1</b> The council will take the Irish language and this Scheme into account for any Communications policy prepared.	During policy preparation
<b>4.2</b> All general press releases and statements will be issued bilingually	Lifetime of this Scheme
<b>4.3</b> 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
<b>4.4</b> 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

## *5. Publications*

The following section outlines six actions towards providing a bilingual policy regarding the Council's publications.

<i>Action</i>	<i>Target Date</i>
<b>5.1</b> 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.	Start of Scheme
<b>5.2</b> 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.	Start of Scheme
<b>5.3</b> Documents currently published bilingually by the Council and not covered by Section 10 of the Act will continue to be published bilingually.	Ongoing
<b>5.4</b> 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.	End of Scheme
<b>5.5</b> Irish used in publications will be is legible and easily understood while having regard to accuracy of standard spelling and grammar.	Ongoing
<b>5.6</b> The Council will establish a planned structure for the translation needs of the Council.	Oct 2006

## *6. Website, Online & IT Services*

This section outlines seven actions to be carried out in the life of the scheme regarding the Website, Online and IT Services of Galway City Council.

<i>Action</i>	<i>Target Date</i>
<b>6.1</b> The ICT Section will ensure that the Council's website will facilitate bilingual content. The Home page, all section pages and news pages will be fully bilingual and responsibility for providing bilingual content will rest with the relevant department.	Within the lifetime of this Scheme
<b>6.2</b> Forms, Information leaflets, documents and publications published bilingually will be available on the website.	On launch of new Website or within the lifetime of this Scheme whichever is the earlier.
<b>6.3</b> A system will be put in place whereby content not available 'as Gaeilge' can be requested and if such material is available bilingually it will be provided on the site.	
<b>6.4</b> A generic email address will be established for queries in the Irish Language.	
<b>6.5</b> A 'Gaeilge' section of the Intranet will be developed as a support and resource for staff.	
<b>6.6</b> Any new interactive services which allow the public to make applications or receive benefits online will be introduced simultaneously in both languages.	End of Scheme
<b>6.7</b> Existing interactive services will be made available bilingually as soon as resources allow.	By January 2010

<p><b>6.8</b> Language compatibility requirements will be included when introducing new internal systems and upgrading existing systems. Given the major technical and resource issues this is an issue to be tackled in the long term.</p>	<p>Ongoing</p>
---	----------------

## *7. Telephone Communication*

This section outlines six actions in relation to telephone communication with Galway City Council.

	<i>Action</i>	<i>Target Date</i>
<p><b>7.1</b> All Receptionist/switchboard operators will give Council/section name 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.</p>		<p>Phased to the end of the scheme</p>
<p><b>7.2</b> 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 as early as possible within one working day. Otherwise the caller will be offered the choice of being called back in Irish or continuing in English.</p>		<p>January 2007</p>
<p><b>7.3</b> 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.</p>		<p>January 2007</p>
<p><b>7.4</b> 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.</p>		<p>January 2007</p>

<b>7.5</b> A directory of Irish speakers willing to deal with Irish Language calls within the Council will be available to staff on switchboard duties.	October 2006
<b>7.6</b> Answer-phone systems, of Irish speaking staff, will have a bilingual recorded message inviting the caller to leave a message in either language.	October 2006

### *8. Counter Services*

The following section outlines six actions in relation to developing bilingual Counter Services in Galway City Council.

	<i>Action</i>	<i>Target Date</i>
<b>8.1</b>	All callers to public counters will be greeted with a simple bilingual greeting.	Phased to Feb. 2007
<b>8.2</b>	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 in English and inform the customer of his options to either wait while an Irish speaker is found to deal with the query, write down his details and get an Irish speaker to call him at a later date or else continue the conversation in English.	Phased basis until end of August 2007
<b>8.3</b>	Any correspondence, consequent to a counter transaction where the customer's language preference is determined to be Irish will be in Irish even if the transaction may have transpired in English.	Start of Scheme
<b>8.4</b>	Over a series of three Schemes the Council will ensure that structures are in place so that all counter services will be available bilingually and competent to deal with fluent Irish speakers. This will commence with the reception desk of the main office, and the traffic reception area which will be competent to deal with fluent Irish speakers within the lifetime of the first scheme.	End of third scheme (9 years – January 2015)

<b>8.5</b> Public announcement systems used by or on behalf of the Council on its premises will function bilingually.	Sept. 2006
<b>8.6</b> Staff will readily accept any customer's details in Irish and there will be no compulsion or coercion for the customer to change their details to English at any time.	Sept. 2006

### *9. Public Meetings/Meetings with the public*

This section outlines eight actions towards providing a bilingual service in relation to public meetings/meetings with the public

<i>Action</i>	<i>Target Date</i>
<b>9.1</b> Contributions in Irish or English will be welcome at meetings with the public, organised by or on behalf of the Council.	–
<b>9.2</b> Upon organising a meeting, in the office, home or outside the office the choice language of the client will be established and should that choice language be Irish, the Council will ensure that a bilingual officer meets with the client for the purposes of providing a bilingual service.	Phased from Sept. 2006 to lifetime of Scheme
<b>9.3</b> 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
<b>9.4</b> 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) holding the discussion in English.	Phased from Sept. 2006 to lifetime of Scheme
<b>9.5</b> An interpretative service will be available for members of the public to use their preferred language, Irish or English, at public meetings where the language preference is known.	End of Scheme



<b>9.6</b> The language preference of those attending a public meeting, whether in English or Irish, will be sought in advance by inviting them to declare their language preference in the notice of the meeting.	End of Scheme
<b>9.7</b> If a meeting is organised by the local authority dealing with Irish Language issues that meeting will be held in Irish with interpretative services available.	Start of Scheme
<b>9.8</b> When the Council arranges meetings with organisations that normally work in Irish, the meeting will take place in Irish.	End of Scheme
<b>9.9</b> All public meetings organised by the Council will have translation facilities available.	End of Second Scheme
<b>10.0</b> The Council will make arrangements to organise work teams so as to include, or have availability of, an Irish-speaking employee at public meetings.	End of Scheme

### *10. Consultation*

This section outlines six actions towards providing a bilingual consultation service in Galway City Council.

	<i>Action</i>	<i>Target Date</i>
<b>10.1</b>	In this section 'Consultation' is meant as 'Consultation by, or on behalf of, Galway City Council, in relation to policies or policy reviews.	
<b>10.2</b>	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, with the preference being made known in advance.	

<b>10.3</b> Questionnaires will be available and submissions will be welcome in either Irish or English.	End of Scheme
<b>10.4</b> Stakeholders will be given the choice of participating in discussion groups or interactive forums in English or Irish.	End of Scheme
<b>10.5</b> When planning consultation, consideration will be given to whether Irish speakers or English speakers should be consulted as a specific target group.	Start of Scheme
<b>10.6</b> 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.	End of Scheme

## *11. Corporate Image, Signage, General Measures*

This section outlines ten actions in relation to Corporate Image, Signage and General Measures

<i>Action</i>	<i>Target Date</i>
<b>11.1</b> The Council's name is Comhairle Cathrach na Gaillimhe / Galway City Council.	Ongoing
<b>11.2</b> The Council will adopt a fully bilingual corporate identity.	Phased to Scheme end
<b>11.3</b> Where the Council name appears on uniforms and identity badges it will continue to be bilingual.	Currently in force
<b>11.4</b> Any text on the council's current logo and any new logo developed will continue to be bilingual.	Start of scheme
<b>11.5</b> The Council will ensure that the text on all signage will be accurate, understandable, clear and checked with an appropriate linguistic expert.	Start of Scheme
<b>11.6</b> The Council will fully facilitate any area within the City that would by public consensus wish to have signage in their area in Irish only.	Start of Scheme
<b>11.7</b> A policy promoting and encouraging bilingual signage in the City from the private and public sector will be developed in line with our discussions with An Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta regarding 'Gaillimh - Príomhchathair Dátheangach na hÉireann'.	Within the lifetime of the Scheme
<b>11.8</b> Any new residential developments will continue to be named in Irish. 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.	Ongoing
<b>11.9</b> All public notice advertisements from the Council will be issued bilingually.	End of Scheme
<b>11.10</b> Adoption of Irish names for new streets, roads, features will be promoted and appropriate consultation will be conducted in order to define	Ongoing

the name of the street, road etc. This will be the responsibility of the Council's placenames committee.	
<b>11.10</b> An t-Ordú Logainmneacha (Ceantair Ghaeltachta) 2004 will be used by the Council for official purposes.	Start of Scheme

### *12. New Policies and Initiatives*

This section outlines five actions in relation to all new policies and initiatives from Galway City Council

	<i>Action</i>	<i>Target Date</i>
<b>12.1</b>	New policies and initiatives will be consistent with the Scheme and will not undermine it.	Start of Scheme
<b>12.2</b>	New policies and initiatives will promote the Cultural and Linguistic Heritage of the City.	Start of Scheme
<b>12.3</b>	New policies and initiatives will promote and facilitate the use of Irish wherever possible.	Start of Scheme
<b>12.4</b>	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
<b>12.5</b>	Existing policies will be reviewed and altered if deemed necessary to be in line with the provisions of this Scheme.	Lifetime of Scheme

### *13. Services delivered on behalf of the Council*

This section outlines three actions in relation to services delivered on behalf of the Council

<i>Action</i>	<i>Target Date</i>
<b>13.1</b> 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
<b>13.2</b> Where services involve contact with the public, agents or contractors will be asked to state how those services will be delivered bilingually.	September 2007
<b>13.3</b> 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.	January 2007

## *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.

## *Responsibility & Administration*

<i>Action</i>
The City Council's Management Team, in consultation with the monitoring committee (appointed by the City Manager) will be responsible for the overall monitoring and implementation of the 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 annually.
A Senior Officer within each directorate/section may be nominated to take managerial responsibility for implementation within a Directorate/section.
A Senior Officer within the Corporate Affairs Directorate 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.
Complaints concerning the implementation of the Scheme will be investigated through the complaints procedure set out in the Customer Service Action Plan.
Directorates/sections will ensure that all members of staff are made aware of the requirements and implications of the Scheme.

## *Training*

Comhairle Cathrach 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.

The Council will continue to raise the confidence and competence of Comhairle Cathrach 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.

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 job.
Learners progress will be regularly monitored.
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.
The Council will provide Irish Language support for staff on the Gaeilge section of the Council's Intranet with phrasebooks, terminology, template letters, forms and advertisements.
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, ciorcal comhrá, comhlacht drámaíocht & other events may be organised to support Irish learning staff in this instance.
The Council will ensure that Irish Language Awareness and sensitivity training will be provided to all sections.

## *Staffing*

<i>Action</i>
<p>In deciding on the Irish language skill requirements of posts the Council will consider:</p> <ul style="list-style-type: none"><li>- Job specific skills,</li><li>- Skills required by the wider team,</li><li>- Cultural, environmental and linguistic factors linked to the nature of the language skills of the post and the public/area it serves.</li></ul>
<p>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.</p>
<p>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.</p> <p>This examination will :</p> <ul style="list-style-type: none"><li>(a) deliver an analysis of the level of linguistic competence required in each Department to ensure that those wishing to do their business with the Council through the medium of Irish can do so;</li><li>(b) provide the basis for appropriate training &amp; upskilling programmes for staff.</li></ul>
<p>The Council will actively encourage employees to develop Irish Language Skills and to facilitate the effective implementation and operation of this Scheme.</p>

## *Recruitment*

<i>Action</i>
<p>Linguistic ability will be one of a number of skills considered in staff appointments.</p>
<p>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.</p>
<p>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.</p>



Oral and written bilingual skills for a post will be specified in the job specification and in the advertisement.
All new members of staff will be given an introduction to the Irish Language Scheme and it's implications for the way they execute their job as part of their induction training.
Where Irish is considered desirable for a particular post the recruitment advertisement will be fully bilingual.
We will seek to modify the criteria for the Irish language interview for additional 3%/6% credit in the interview process to reflect the commitments of this scheme.
All of the above will be in line with national recruitment policies and relevant employment legislation.

## *Príomhchathair Dátheangach na hÉireann*

***This scheme will be placed in the context of the wider strategy to develop Galway as the Bilingual Capital of Ireland. This strategy is being developed by Galway City Council and An Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta.***

### ***Monotoring and Review of scheme***

This Scheme has the full support of the Council's Management Team. An Bainisteoir Cathrach will be responsible for the overall implementation of the Scheme. Directors of Services and analogous grades will be responsible for implementing the Scheme in their own Directorates/Sections and for reporting progress on implementation at least annually. Each directorate will be required to prepare an Action Plan or to include in their own annual action plan details of the actions required to ensure implementation of the requirements of the Scheme, together with target dates which correspond to the target dates set out in this scheme.

A Senior Officer within each directorate may be nominated to take managerial responsibility for implementation within a Directorate/Section. A Monitoring & Review Group will be established to oversee the overall monitoring of the Scheme and to co-ordinate the corporate implementation of the Scheme for the organisation as a whole and to evaluate the Council's performance.

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 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.

### ***Publicising of agreed scheme***

The contents of the Scheme along with 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 the Scheme.
  - Circulation to appropriate agencies and public bodies.
- Inclusion and easy access to Scheme on the Councils website.

Reports on monitoring and review of the Scheme will be made annually through the City Council's Annual Report. A copy of this Scheme has been sent to the Office of the Coimisinéar Teanga.

## ***Apendix***

### ***Submissions from the public***

#### ***Submissions were received from:***

***Conradh na Gaeilge, Árus na nGael, Sráid Doiminic, Gaillimh***  
***Conradh na Gaeilge, Baile Átha Cliath***  
***Nollaig Ó Gadhra, Na Forbacha, Gaillimh***  
***Áine Ní Shiúradáin, Gaelscoil Mhic Amhlaidh, Gaillimh***  
***Irish Translators' and Interpreters' Association / Cumann Aistritheoirí agus Teangairí na hÉireann***  
***Gaillimh le Gaeilge***  
***Comhdháil Náisiúnta na Gaeilge***  
***Grúpa Forbartha Gaeilge Mhionlaigh***