

**Language Scheme 2015-2018
Official Languages Act 2003**

Dublin City Council

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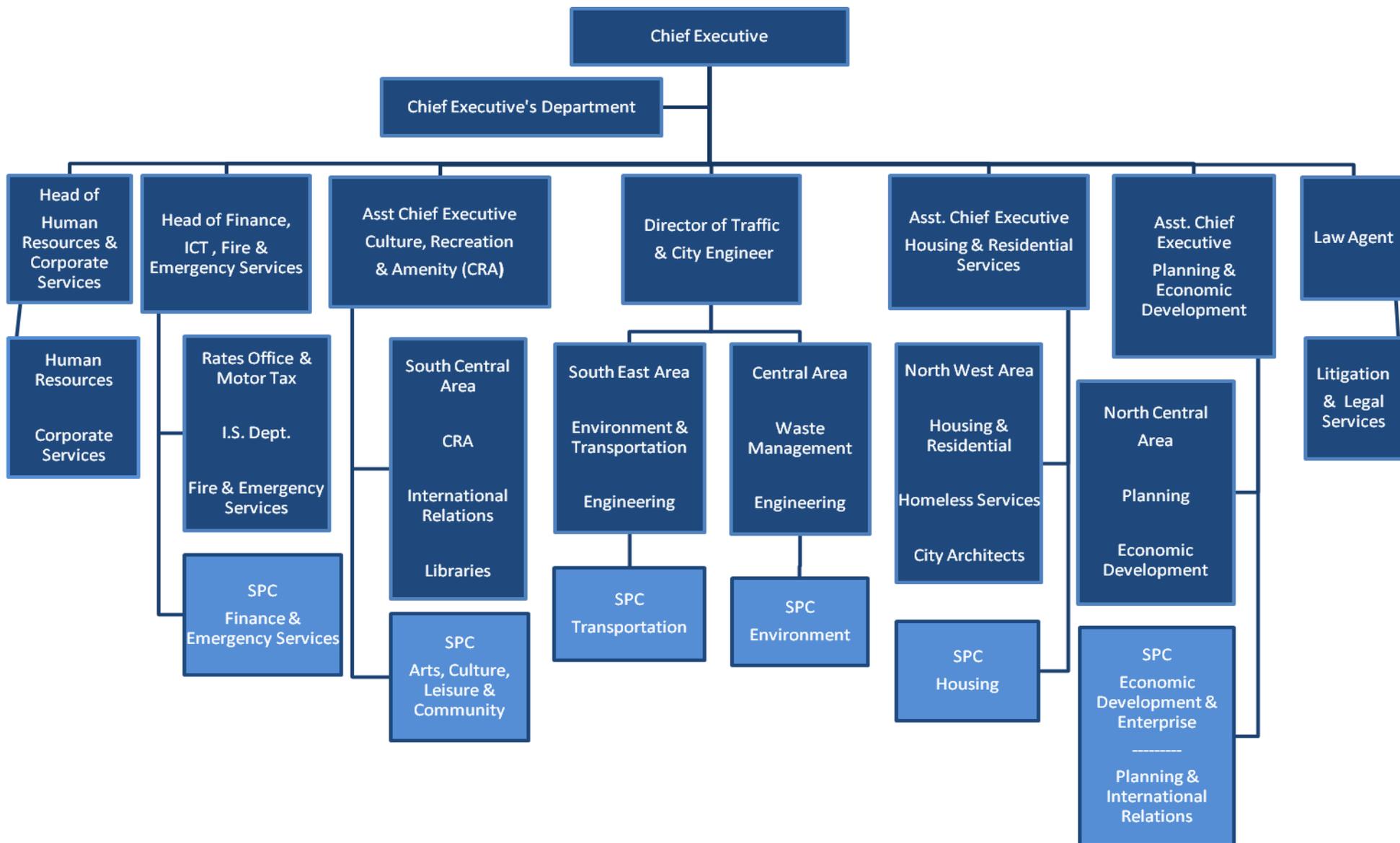
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Chapter 1 Introduction and Background

1.1 Introduction and Background

This is Dublin City Council's second scheme which was prepared under Section 15 of the Official Languages Act 2003.. The Act provides for the preparation by a public body of a statutory scheme specifying the services it proposes to provide:

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

This scheme sets out the measures to be adopted in relation to which services will be provided through the medium of Irish, within a planned timeframe.

1.2 Methodology and Research undertaken

In the preparation of this Scheme, Dublin City Council:

- i. Invited submissions from the public on the preparation of a draft scheme
- ii. Conducted an internal review of the Council's first Scheme
- iii. Consulted with Dublin City Council's Executive Managers and Human Resources Training Representatives
- iv. Consulted with the Arts, Culture, Leisure & Youth Affairs SPC and Policy Group

Dublin City Council received a total of one submission from the public, during the consultation process.

The Aonad Forbartha Gaeilge (Irish Language Development Unit) and Senior Management in the Corporate Services Department drafted this Scheme. The scheme builds on Dublin City Council's previous scheme entitled "Scheme 2006-2009". Under the provisions of the Act, the first scheme remains in force until the new scheme is confirmed by the Minister for Arts Heritage and Gaeltacht under Section 11, Official Languages Act 2003".

Responsibility for ensuring implementation, as well as monitoring and reviewing the scheme will rest with senior management within Dublin City Council. Line managers and local management in the City Council's various departments will be responsible for compliance of this Scheme.

1.3 Commencement Date of Scheme

The Minister for Arts, Heritage and the Gaeltacht has confirmed this scheme. The scheme is commenced with effect from the **02 November 2015** and shall remain in force for a period of 3 years from this date or until a new scheme has been confirmed by the Minister pursuant to Section 15 of the Official Languages Act, whichever is later.

1.4 Overview of Dublin City Council

Dublin City Council seeks to fulfill its leadership role and democratic mandate having due regard to the following core values which form the basis for all deliberations and decisions taken by the Council in the delivery of its services. These values serve as our guiding principles:

- Leadership

- Open and Inclusive
- Progressive
- Respect
- Integrity
- Responsible

Our mission:

Dublin City Council will provide quality services for its citizens and visitors and act to protect and promote Dublin's distinct identity in a way that acknowledges our past and secures our future.

Dublin City Council provides a multiplicity of services which fall under a variety of headings which are best summed up by the seven Strategic Policy Committees headings:

- Arts, Culture, Leisure & Community
- Economic Development & Enterprise
- Environment
- Finance & Emergency Services
- Housing
- Planning & International Relations
- Transportation

The Dublin City Council Corporate Plan 2015-2019 has been prepared in compliance with the Local Government Act 2001 and the Local Government Reform Act 2014. The Plan was developed in conjunction with the people of Dublin and is for the people of Dublin.

1.5 Customers and Clients

Dublin City Council is the largest Local Authority in Ireland, covering an area of 11,761 hectares with a resident population of 527,612 (Census 2011). It is one of four local authorities in the Dublin Region with a wider population of 1.273 million which equates to 28% of the national population and is the administrative and political capital of Ireland housing the national government and president of the state. This Council comprises 63 elected members whose term of office commenced in June 2014. The City Council's 5,800 staff provide a wide and diverse range of services to the citizens of Dublin City, to businesses and to visitors to the city.

Activities are carried out in the physical infrastructure works area such as the provision and maintenance of housing and roads infrastructure and also in the areas of arts, sports, recreation, events, leisure, tourism and social services including libraries, sports facilities, parks, community development and housing welfare services. The City Council also provides fire, emergency response and safety services for the region through Dublin Fire Brigade while playing a key control and enforcement role in planning, building control and environmental matters. During the past year, the Local Government Reform Act 2014 changed further the role of local authorities including Dublin City Council in the economic development sector.

Chapter 2

Summary of Services provided by Dublin City Council

2.1 Introduction

This chapter outlines the main areas of responsibility and services provided by the various departments within Dublin City Council.

2.2 Department names – areas of responsibility / services

Chief Executive's Department

The Chief Executive has overall responsibility for all functions of Dublin City Council including implementation of decisions of the City Council.

Chief Executive's Office
Franchise Office
The Lord Mayor and Mansion House

Corporate Services Department

The Corporate Services Department provides a range of services including the following:-

Aonad Forbartha Gaeilge
 This unit is responsible for the promotion and development of the Irish language in Dublin City Council
Customer Services
 The Customer Services Centre comprises of a Call Centre and a One Stop Shop .
Facilities Management
Information Management Unit
Media Relations and Corporate Communications Unit
Social Media and Customer Relationship Management
Management of the Wood Quay Venue

Culture, Recreation, Amenity And Community Department

This department provides a wide range of environmental, cultural, recreational and community services.

Parks & Landscape Services
Sports Section / Sport & Leisure Services
The Arts Office
International Relations
Dublin City Gallery, The Hugh Lane
Events and Tourism Unit
Licensing Section
City Hall
Control of Dogs, Control of Horses and Casual Trading Unit
Community Development including residents training and participation
Children's Services Unit
Community and Social Development Unit
School Meals and Cooked Meals Schemes
Social Inclusion Unit & Age Friendly City
Office for Integration

Dublin.ie
Public Participation Networks
Local Community Development Committees
Parnell Square Cultural Quarter
Temple Bar Cultural Trust

Dublin City Public Libraries and Archives

Research Services
Dublin & Irish Collections
Dublin City Archives
Business Information Centre
Children's & Schools' Library Service
Civic Museum
School Meals and Cooked Meals Schemes
Mobile Library
Music Library
Open Learning Centre
The International Dublin IMPAC Dublin Literary Award

Finance Department

The Finance Department deals with the short and long term financing of the City Council's operations, both of a revenue and a capital nature.

Finance Secretariat
Financial Accounting Unit
Annual Accounts
Central Management Charges
Finance Administration
General Ledger
Oracle Central Support Unit
Treasury
Management Accounting Unit
Internal Audit Unit
Procurement & Stores Management Unit
Payroll
Wages
Salaries
Pensions
Rates Office
Motor Tax
 Motor Taxation Offices:
 Blackhall Walk, Queen Street, Dublin 7
 Civic Centre, Main Street, Ballymun, Dublin 9
Coroner's Court & City Mortuary

Housing And Residential Services

Dublin City Council is the largest housing authority in the country.

This Department is responsible for the management and maintenance of approximately 27,000 rented dwellings together with sourcing new additional stock each year. The main activities of Housing and Residential Services are:

City Architect's Division
Dangerous Building's Section
Dublin Regional Homeless Executive
Environmental Health Unit
Home Grants Section
Homeless Services Section
Housing Allocations & Transfers Section
Housing Development & Regeneration
Housing Information Technology (IT) Unit
Housing Maintenance Section and Estate Management
Housing Management Services
Housing Welfare Section
Loan Accounts and Arrears, Shared Ownership, Annuity Loans
Loans/Sales /Consent
Mortgage Accounts
Mortgage Support Unit
Private Rented Unit
Quantity Surveyors Division
Rent Assessment & Accounts
Rental Accommodation Scheme(RAS)
Rents and Tenant Purchase Section
Structural Engineering Unit
Traveller Accommodation Unit
Voluntary and Co-operative Housing and Long Term Leasing

Human Resources Department

The main activities of Human Resources Department are:

Corporate Health & Safety
Employee Relations
Equality and Diversity
Performance and Development Unit
Resourcing Unit
Staff Support Services
Superannuation / Pensions
Workplace Partnership

Information Systems (Is) Department

This department delivers Information and Communications Technology to Dublin City Council, and provides the following services:

Applications Management
Business Intelligence Unit
End User Computing
Programme Management and Strategy
Service Management
Technical Services and Service Support

Law Department

The duty of the Law Agent is to advise the Chief Executive in relation to the City Council's statutory powers and duties. The Law agent must be aware of all new legislation and report to the

Chief Executive as to the manner in which it affects the existing powers and duties of the City Council.

Purchase and Disposal of Property
Leasing and Tenancies
Litigation
Central Claims Unit

Planning, Property, Enterprise & Economic Development Department

This department is responsible for the orderly development of the city where people can live, work and form communities. The main activities of department are:

Building Control
City Valuer's Office
Conservation, Heritage and Archaeology
Derelict Sites
Development Administration / Strategic Policy Committee
Development Contributions
Development Management
Economic Development Unit
Fruit & Vegetable Market
Local Enterprise Office
Planning Administration
Planning Enforcement
Planning IT Unit
Property Acquisitions
Property Disposals
Property Management
Property Register
Public Realm
Registry & Decisions

Environment and Transportation Department

The Environment and Transportation Department is responsible for the provision of a wide range of essential services in the City. It develops, maintains and manages the City's road network for the benefit of pedestrians, cyclists, motorists and public services and commercial vehicles. It operates through the following Sections/Divisions:

Road Design & Construction
Road Maintenance Services
Road Safety, Education and Training
Roads & Traffic Planning
Roadworks Control
Traffic Asset Management Section
Traffic Control Centre
Traffic Management & Control
Traffic Noise & Air Quality Unit
Intelligent Traffic Systems
LUAS Cross City Liaison Office
Parking Policy and Enforcement
Public Lighting and Electrical Services
Waste Management Services
National TFS (Trans Frontier Shipments) Office

Environmental Health (Air & Noise Pollution Investigations)

The Council operates the following functions on an agency basis for Irish Water

**Water Services, Asset Management and Capital Delivery (& Manage Water Projects for Irish Water)
Central Laboratory
Drainage Division**

Area Management

Dublin City is divided into 5 administrative areas which are responsible for the co-ordination and delivery of services in the community. The following offices have public counters / receptions to deal directly with the public:

Central Area

- **Central Area Office,**
51-53 Seán McDermott Street Lower, Dublin 1
- **Cabra Area Office,**
97 New Cabra Road, Dublin 7

North Central Area

- **Bunratty / Coolock Area Office,**
Northside Civic Centre, Bunratty Road, Coolock, Dublin 17
- **Darndale Area Office,**
Bell Building, Darndale/Belcamp Village Centre Darndale, Dublin 17

North West Area

- **Ballymun Area Office,**
Ballymun Civic Centre, Main Street, Ballymun, Dublin 9
- **Finglas Area Office,**
Finglas Civic Centre, Mellows Road, Finglas, Dublin 11

South Central Area

- **South Central Area Office,**
Floor 1 Eblana House, Marrowbone Lane, Dublin 8
- **Ballyfermot Area Office,**
Ballyfermot Civic Centre, Dublin 10
- **Crumlin Area Office,**
13 Crumlin Village, Crumlin, Dublin 12

South East Area

- **South East Area Office,**
Block 2, Floor 4, Civic Offices, Wood Quay, Dublin 8

Chapter 3

Provision of General Council Services/Activities

3.1 General Policy

This second language Scheme is predicated on all of the commitments in the first Scheme being implemented. The objective of this second Scheme is to continue the delivery of these commitments and build on the progress achieved across the Council over the period of the last Scheme. It sets out a commitment by the Council regarding services currently available through Irish and it identifies areas for future enhancement.

The new Scheme also builds on the principles of Quality Customer Service and accordingly the Council will continue to ensure that persons who wish to conduct their business in Irish are facilitated.

3.2 Methods of Communication with the Public

Dublin City Council communicates with the public by four different methods:

- **Written**
- **Web Site**
- **Media**
- **Oral**

3.2.1 Written Communication

Written communication methods take the form of:

- a. Application Forms
- b. Public Information Leaflets and Brochures
- c. Invitations
- d. Publications
- e. Other printed material
- f. Letters / Mailshots
- g. Email
- h. Social Media

Application forms and accompanying information leaflets, public information leaflets and brochures and invitations produced by Dublin City Council are and will continue to be provided bilingually through the medium of Irish and English in the one cover across all departments. Certain larger more detailed versions of the above listed items are and will continue to be produced as separate Irish and English versions.

Publications, Policy Documents, Statements of Strategy etc. covered by Section 10 of the Official Languages Act 2003 are produced in Irish and English in accordance with Section 10 of the Official Languages Act 2003.

Letters and mailshots covered by Section 9(3) Official Languages Act 2003 are produced in Irish and English in accordance with Section 9(3) of the Official Languages Act 2003.

Dublin City Council shall continue to ensure that any new computer software being purchased for use in the processing of written communications is fully capable of handling the Irish language, i.e. will be capable of dealing with names and addresses input in Irish.

Existing computer systems will, where necessary and in so far as it is under our control, be made compatible with the Irish language.

3.2.2 Web Communication:

Dublin City Council's official website can be accessed either on www.baileathacliaith.ie or www.dublincity.ie. The website contains comprehensive information on all the services delivered by Dublin City Council including statutory services (Housing, Roads and Traffic, Water and Drainage), various other community services and information of a community and cultural interest.

Application forms and accompanying information leaflets, public information leaflets, brochures, press releases and other documents which are produced bilingually through the medium of Irish and English by Dublin City Council are published on the website. Certain larger more detailed documents are published as separate Irish and English versions.

On-line Interactive systems

Payments Online

Dublin City Council's 24-hour secure Internet payments system allows the general public to make payments for the following services on line:

Housing Loans
Litter Fines
Housing Rents
Tenant Purchase

The above services are all provided bilingually.

Other Online Services are available through the City Councils *Self Service Portal* as follows:

Apply for it...

HGV Permits	Irish and English service
Household Charge	Irish and English service
Join the Library	English only service
Motor Tax Online	Irish and English service
NPPR	Irish and English service
Planning Applications	English only service
Request an Application Form	All forms available in Irish

Find it English only service

Pay for it Irish and English service

Report it English only service

More online services

Library Online English only service

International Delegation Visit Request	English only service
Voters Register	Irish and English service
Your Dublin Your Voice	English only service

Web computer systems

Dublin City Council shall continue to ensure, in so far as it is under our control, that any new computer software being purchased for use in the processing of Web Communications is fully capable of handling the Irish language, i.e. will be capable of dealing with names and addresses input in Irish.

Existing computer systems will, where necessary and in so far as it is under our control, be made compatible with the Irish language.

3.2.3 Media Communication

The Media Relations & Corporate Communications Unit deal with the media. This office is responsible for forwarding / issuing Press releases and arranging spokespersons for Dublin City Council.

Dublin City Council issue approximately 250 press releases per year.

25% of Press releases are produced in Irish and English or bilingually within the one cover and are circulated to the Irish language and English language media simultaneously.

Dublin City Council makes spokespersons available to give interviews to the Irish language media where appropriate.

3.2.4 Oral Communication

Dublin City Council's **Customer Service Centre, Motor Tax Offices and Dublin City Public Libraries** have a significant level of one-to-one oral communication with the public.

Standard Quality Customer Service (QCS) practice will apply in these areas so that:

- reception/switchboard staff are able to give the name of the Local Authority in Irish,
- 50% of administrative reception staff / call centre staff shall be familiar with the basic greetings in Irish
- and suitable arrangements are in place so that they can put members of the public in touch, without delay, with the office or officer responsible for offering the service required through Irish, where available.

Staff in these areas are provided with ongoing help, support and training to ensure that oral Irish services can be provided to the public as and when required.

A list of Irish speakers willing to conduct business through Irish with the public is updated and managed by An tAonad Forbartha Gaeilge and is made available to all staff in Dublin City Council.

The Customer Services Centre

The Customer Services Centre has a **Contact Centre** for customers calling to the Civic Offices and a **Call Centre** to deal with all phone contact to Dublin City Council.

The role of the Customer Services Centre is to provide a single location where customers can transact business with the City Council. Specially trained staff deal with most elements of Council business without the need to refer the customer onwards to a specific Department.

The Customer Services Centre deals with an average of half a million queries per year.

Motor Tax Office

Dublin City Council is responsible for dealing with motor taxation matters for customers residing in the whole county of Dublin. The Motor Tax Office deals with an average of 53,066 queries per month (based on the 2012 figures).

Dublin City Public Libraries

Dublin City Council provides a network of twenty-one branch libraries, a number of specialist information services and a mobile library service to meet the information needs of the citizens of Dublin. The library network is administered from library headquarters.

“Currently attracting over 3 million visitors a year Dublin City Public Libraries represents one of the City Council’s key and most inclusive cultural services and institutions.” Development Plan 2012-2016

Staff in these areas are provided with ongoing help, support and training to ensure that oral Irish services can be provided to the public as and when required.

Chapter 4

Further Enhancement of Services

4.1 Introduction

In addition to the services currently available to the public through the medium of Irish, Dublin City Council will, during the lifetime of its second language Scheme 2015-2018, make further enhancements to its services. These enhanced services will concentrate on the social and cultural aspects of life in Dublin City.

4.1.1 Official listing of Dublin City streetnames

Dublin City Council will publish a new edition of *Sráidainmneacha Bhaile Átha Cliath*, Dublin City Council's official listing of Dublin city streetnames in both Irish and English — with additional information such as the official names of public parks, open spaces, geographical features and bridges.

4.1.2 Handout - common phrases

The Council will continue to encourage staff (in an informal way) to use Irish both within the working environment and outside work. A pocket sized leaflet "Cúpla Focal" with common phrases and words in Irish will be published and provided to staff.

4.1.3 Email Correspondence

Where a signature file is used Dublin City Council Department and Section names and addresses will be printed in both Irish and English.

4.1.4 Enhancement of Website

A dedicated area for Irish language users will be prominently displayed on the Home page of Dublin City Council's website *and will be directly accessed by website address www.baileathacliaith.ie*. Users will gain access to Irish Language Services including the links to the bilingual on-line payments system from this dedicated location. General and static information on Dublin City Council and its services will be available here in Irish. This will be achieved within the lifetime of this scheme.

4.1.5 Enhancement of Interactive Systems

Two more services will be added to Dublin City Council's 24-hour secure Internet payments system within the lifetime of this scheme. These will include online payment services for Renewal of Parking Permits and Dog Licence and they will be provided bilingually.

4.1.6 Proactive offer of Irish Language Services

The council will continue to adopt a pro-active approach to the promotion of the Irish Language throughout the organisation and will take every opportunity in its day-to-day interactions with customers to promote and publicise the services it provides through Irish. It will inform customers of the option of dealing with the Council through the medium of Irish.

This will be achieved by the display of notices at reception areas indicating the Irish language services that are available and also by prominently listing these on the Council's website.

4.1.7 Promoting / Highlighting obligations regarding Irish Language services

Dublin City Council will place Compliance with Official Languages Act 2003 on all levels of team talk meetings in order to ensure that staff will be reminded of obligations on a continuous and regular basis

4.1.8 Recruitment and Mobility / Placement Process

The HR Department in conjunction with Corporate Services Department will examine the issue of the Irish Language and our obligations under the Official Languages Act, 2003 with a view to increasing the level of staff who are capable of conducting business through Irish.

4.2 Training & Development

Dublin City Council is committed to developing the potential of all staff. The Corporate Plan 2015-2019 sets out in its objectives and strategies the steps to be taken to ensure that the level of customer service continues to increase. As stated in the Corporate Plan .

“In acknowledgment of the city’s rich linguistic and historical ties to the Irish language Dublin City Council strives to provide the highest level of Irish Language services to our customers. Cuirimid fáilte roimh Ghaeilge i gcónaí. Leanfaimid orainn de thacaíocht a thabhairt i dtaobh úsáid agus chur chun cinn na Gaeilge agus de sheirbhísí Gaeilge a fheabhsú.”

The City Council is committed to improving knowledge & skills of employees and for the benefit of the organisation. In relation to the Irish Language, staff are encouraged to improve their Irish language skill through training and development courses and including Irish language awareness as part of both Induction and Customer Service Training courses.

The Aonad Forbartha Gaeilge (Irish Language Development Unit) will examine the various training and development options available with a view to increasing the capabilities of Council staff in the use of the Irish Language.

The Corporate Services Department support the provision of Irish language services by:

- Seeking volunteers to provide Irish language services in relevant sections across the organisation.
- Ensuring that staff volunteering to provide services through Irish will be given all necessary support.
- Language Awareness Classes will, where necessary, be provided to staff.
- Tailored Irish Language Training will be provided to staff in areas where one-to-one oral communication takes place with the public.
- Irish Language classes will continue to be provided to staff in general in order to actively encourage staff to improve their spoken standard ability in Irish.

Chapter 5

Monitoring, Revision & Publicising of Agreed Scheme

5.1 Monitoring & Revision

Senior Management within Corporate Services Department will manage the effective operation of this scheme as set out hereunder:-

Regular quarterly reports will be produced for the Chief Executive outlining levels of demand for Irish and the usage of services through Irish.

Complaints regarding Irish Language Services will be monitored by the Customer Services Centre and reported to the Irish Development Unit.

While compliance with the Official Languages Act 2003 is routinely monitored by the Irish Development Unit, Corporate Services Department, responsibility for ensuring implementation, as well as monitoring and reviewing the scheme will rest with senior management within Dublin City Council. Each Executive Manager is responsible for ensuring compliance within his own department.

5.2 Publicising of Agreed Scheme

This Scheme, along with the commitments and provisions of the scheme, will be published to the general public by means of Dublin City Website, www.dublincity.ie or www.baileathacliaith.ie

This Scheme, along with the commitments and provisions of the scheme, will be advertised to the general public by means of:

Press Release
Launch of the scheme
Circulation to appropriate agencies
Dublincity.ie website
Dublin City Libraries

The English language version is the original text of this scheme.
A copy of the agreed scheme will be forwarded to the Office of An Coimisinéir Teanga.
Further information available from:

Irish Development Unit
Corporate Services Department
Dublin City Council
Floor 3, Block 3
Civic Offices
Dublin 8

Phone: 01 222 5150
gaeilge@dublincity.ie
www.baileathacliaith.ie