

**OIFIG NA nOIBREACHA POIBLI**

**Scéim 2007 – 2010**

**Acht na dTeangacha Oifigiúla 2003**

**OFFICE OF PUBLIC WORKS**

**Scheme 2007 – 2010**

**Official Languages Act 2003**

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## **Chapter 1**

### **Introduction and Background**

#### **Introduction**

This scheme was prepared under section 11 of the Official Languages Act 2003 ("the Act") by the Office of Public Works (OPW)

Section 11 provides for the preparation of a statutory scheme by public bodies detailing the services they will provide

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

and the measures to be adopted to ensure that any service not provided by the body through the medium of the Irish language will be so provided in due course.

#### **Request for submissions**

The OPW published a notice under Section 13 of the Act in the national newspapers on 22<sup>nd</sup> May 2006, inviting submissions in relation to the preparation of the draft scheme under Section 11 of the Act from any interested parties.

Submissions were received from 10 individuals and organizations listed at Appendix 1.

#### **Preparation of the Language Scheme**

The OPW's Quality Customer Service network, a subgroup of the Partnership Committee chaired by an officer from within OPW's Corporate Services Division, comprising representatives from each Business Unit within the Office oversaw the preparation of the draft scheme. Membership of this Working Group is outlined at Appendix 2.

Responsibility for monitoring performance of the Scheme will rest with this group, who will report to Partnership Committee and the Management Advisory Committee (MAC) in relation to it.

#### **Content of the Language Scheme**

The starting point for the scheme is the identification of existing bilingual service delivery within OPW and a resolution to build on this for future development.

The scheme also includes a commitment to assess on an ongoing basis through Customers surveys and other mechanisms the level of demand for bilingual services and to ensure that the OPW continues to meet this demand in a planned, coherent and accessible way.

**Commencement date of Scheme**

The scheme will commence with effect from 8<sup>th</sup> May 2007 and shall remain in force for a period of three years from this date or until a new scheme has been confirmed, whichever is the sooner.

## Chapter 2

### Overview of the OPW

#### Mission

The Mission of the Office of Public Works is:

***To deliver, in support of Government policies, high quality customer services in property, flood risk management, general procurement and heritage in the most sustainable, efficient, and economic way possible.***

The OPW is first and foremost a service organisation. Our ethos is client focus, timely delivery and value for money. Our direct customers are Government and other Departments, Offices and Agencies. Indirectly we also serve the public, who are the ultimate recipients of the services delivered through the facilities we provide.

Our core services are property maintenance, property management, architectural and engineering services, heritage services, project management and procurement services.

#### **OPW's Legal Framework.**

The legal framework within which the OPW operates and which guides our activities is:

- Public Works Act, 1831
- Commissioners of Public Works (Functions and Powers) Act, 1996.
- State Authorities (Development and Management) Act, 1993.
- Arterial Drainage Acts, 1945 – 1995.
- State Property Act, 1954.
- National Monuments Acts, 1954 – 1999.

#### **Management Structure**

OPW's senior management structure is organised around the interlinking entities of the Board and the Management Advisory Committee. This group reports through the Chairman directly

to the Minister of State at the Department of Finance with special responsibility for the OPW and, through the Minister for Finance, to the Government.

The Board comprises the Chairman and the two Commissioners, and is the legal entity referred to in relevant legislation and regulations concerning the Commissioners of Public Works. The Board and the Directors of Architecture (Principal Architect), Engineering Services (Chief Engineer) and Corporate Services make up the Management Advisory Committee (MAC). The MAC is the Senior Management group, which advises the Minister of State on policy and directs the normal activities and functions of the Office. It also advises and supports the Board in the exercise of its legally obligated functions.

### **Delivery Structure**

The operations of the OPW are carried out by eight Business Units, headed by a member of the MAC. They are:

- Project Management Services.
- Property Management Services.
- Property Maintenance Services.
- Architectural Services.
- Engineering Services.
- Government Supplies Agency.
- Heritage Services.
- Facilities Management Unit.

The Business Units are supported centrally by the Corporate Services Division managed by the Director of Corporate Services and delivering such shared elements as Human Resource Management services, Financial services, IT services and other supports necessary for the day to day operation of the core activities.

The four main focal points for the activity of the OPW currently are:

- **Property and construction-related services;**

OPW provides property management and maintenance, architectural and engineering services, project management and facilities management to central Government Departments and Agencies. This is our core business.

- **Management of flood risk;**

OPW is now the lead agency for the management of flood risk measures in Ireland.

- **Procurement services;**

OPW procures a wide range of products and services such as stationery, vehicles, uniforms and furniture on behalf of the State.

- **Heritage services;**

OPW is responsible for the operational management of a large number of key heritage sites and buildings nationwide. Providing access and visitor facilities for the public at these sites is an integral part of this role.

## Chapter 3

### Services already available through Irish

#### Introduction

The OPW is committed under its Customer Service Action Plan and Customer Charter to making every effort to accommodate its customers who wish to conduct their business through Irish.

The OPW's primary role, as stated in Chapter 2, is the provision of property and property-related solutions to Government and the OPW's Civil and Public Service customers, aspects of Flood Risk management, general procurement and the direct operational management of certain key historic sites of national and international importance. Services are provided by the OPW to these customers primarily through English.

Given the nature of these functions, OPW does not, for the majority of its work, provide services directly to individual members of the general public. (The Office does not, for example, generally use a large number of application forms for its customers to source its services in the same manner as other Departments.) However, the office does have a significant degree of contact with members of the general public in the course of providing services to its Civil and Public Service customers. This contact arises through interaction such as dealings with the farming community, fishing interests and tourism bodies, contacts with commercial or trade interests in building, general procurement, professionals such as Architects and Engineers, dealings with adjoining landowners, discourse in relation to Planning Permission issues etc.

**Separately, OPW also provides a range of services to customers though its responsibility for the Heritage Services and parts of Facilities Management Unit, dealing with a wide range of historic and ancient sites and monuments nationwide. In respect of this work, unlike the bulk of its core activity, OPW does have a direct customer relationship with the general public through its management and operational functions at these locations. Through the management of these sites, it also has a high degree of contact with individuals and bodies with an interest in and a remit for the enhancement of the historic life of the nation and the proper custodianship of important aspects of the historical culture.**

#### Documentation/services already available through Irish

1. A number of documents are currently published in both Irish and English:
  - *OPW Statement of Strategy, 2005 – 2008;*
  - *OPW Annual Report.*
2. *Certain Corporate documents have also been published bilingually:*
  - *OPW Customer Charter and Customer Service Action Plan, 2005 – 2008;*
  - *Flood Policy Review, 2003.*

3. A number of individual publications are made available in a range of languages, including Irish, through the OPW's Heritage Service. These are site guides and informational leaflets which are made widely available through local tourism offices and at the sites themselves. Currently, the following sites have publications available in Irish under separate cover:
  - Charles Fort, Co Cork.
  - Clonmacnoise, Co. Offaly.
  - Desmond Castle, Co. Cork.
  - Glendalough, Co. Wicklow.
  - Knowth, Co. Meath.
  - Melifont Abbey, Co. Louth.
  - Trim Castle, Co. Meath.
  - 1848 Famine Warehouse, Co. Tipperary.
  - Jerpoint Abbey, Co. Kilkenny.
  - Loughcrew, Co. Meath.
  - Reginalds Tower, Waterford.
  - Tintern Abbey, Co. Wexford.

Separately within Visitor Services, the standard Application Forms for Guide / Information Officer posts at all of the various sites the OPW maintains around the country are produced bilingually each year.

4. The Heritage Service's general publication "***Heritage Sites of Ireland***" which provides a full listing for all guided sites nationwide under the control of OPW, their contact details and the facilities available at them, is also available through Irish under separate cover.
5. The principal guide publications for both Áras an Uachtaráin and Dublin Castle (which is separately managed by the OPW's Facilities Management Unit) are available in Irish under separate cover.
6. One-to-one services are delivered through Irish by the Heritage Service at a number of sites in Gaeltacht areas:
  - Dún Aonghasa, Inis Mór, Oileáin Arainn, Contae na Gaillimhe;
  - Ionad an Bhlascaoid, Dun Chaoin, Contae Chiarraí;
  - Teach an Phiarsaigh, Ros Muc, Contae na Gaillimhe.

The primary delivery of services at these sites, including Guide Service, is through Irish and staff are fully fluent in the language and capable of dealing with any Irish language requirements that arise. Irish is also the day-to-day working language within these functional

areas. Other than those indicated here, OPW does not currently manage any other centre located in a Gaeltacht area.

7. An Irish language guide service (ie: an Irish-speaking guide) is also available at a number of Dublin sites managed by the OPW's Facilities Management Unit. These are:
  - Dublin Castle;
  - Áras an Uachtaráin;
  - Farmleigh.
  
8. In terms of website availability currently, the principal Heritage Services website [www.heritage.ie](http://www.heritage.ie) is fully bilingual. The [www.flooding.ie](http://www.flooding.ie) website is also bilingual except for certain documents of a technical nature of other external documentation and reference sources from other parties generated from a search.

### **Documentation/services not available through Irish**

Apart from the material outlined above, the majority of documentation produced by OPW is not available bilingually currently. This reflects the fact that most of the work of OPW - though it may involve *contact* with individual members of the public – is primarily focused on the provision of direct services to other official organisations. The exception to this is the Heritage Service, which has a direct customer relationship with the general public through its responsibility for the operation and presentation of heritage sites, and the Facilities Management Unit, which has a similar responsibility in relation to particular sites such as Farmleigh, Castletown House, Áras an Uachtaráin and Dublin Castle. The position in respect of these Heritage areas is specifically addressed in the context of the OPW's Language Scheme (see Chapter 5).

Many more general documents, mainly of an internal nature, which are generated by OPW and which are not of specific interest to the wider public, will continue to be available in English only. This includes documents of a specialist or technical nature produced by the OPW not designed for issue to the general public, including invitation to tender documentation, detailed specifications, drawings and contract documentation, legal documentation including leases and contracts for sale and various circulars and internal instruction and ISO manuals.

## Chapter 4

### Enhancement of Services to be provided bilingually

#### Introduction

Notwithstanding that OPW does not have an extensive direct customer relationship with the general public, it does have a high degree of contact with the public through its operations throughout the State and its response to the Official Language Act must be considered in this light.

In order to meaningfully address the need to set out commitments, it will first be necessary to explore the current situation within OPW in regard to:

- The current profile of the OPW, including details of the number of staff, their locations and their current level of language skills;
- The challenges to the successful delivery of a more fully bilingual service;
- The current position in regard to training in language skills.

#### OPW's current profile

The OPW's workforce is currently<sup>1</sup> broken down as follows:

<b>Property Services</b>	<b>Project Management Services</b>	<b>Architectural Services</b>	<b>Engineering Services</b>	<b>Corporate Services</b>
1675	70	93	496	216
<b>Total : 2550<sup>2</sup></b>				

The OPW's Headquarters is currently located at 51 St. Stephens Green, Dublin 2, but is due to relocate under the Decentralisation Programme to Trim, Co. Meath. Regional Offices will also be created under the Programme in Claremorris, Co. Mayo and Kanturk, Co. Cork.

The full list of locations where OPW currently operates is at Appendix 3.

In order to ascertain the level of expertise in Irish among staff a survey of staff has been carried out (July 2006) asking them to address the following:

- Their ability to write, read and speak Irish;

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<sup>1</sup> As at 1 June 2006

<sup>2</sup> Established staff: 726.83

- If they were satisfied their existing level of knowledge and skills would enable them to function in the Irish language
- Their readiness to undertake training in the Irish language.

The results of this survey are at Appendix 4.

### **Challenges to the delivery of bilingual services**

In common with other public service organisations, OPW is now obliged by law to work progressively towards increasing the level of services delivered bilingually. In order to satisfy this legal obligation, we will need to build on the existing levels of knowledge and competency in relation to Irish language skills currently available within the Office. We need therefore to continually gauge the challenges to the effective delivery of bilingual services. At this stage, we assess the following challenges to be present:

- **Level of available expertise**

The response to the staff survey indicates that, relative to the total OPW staff complement, there is not a large resource in terms of skilled staff currently available to support the delivery of bilingual services. Based on the returns received, roughly 3% of established staff grades claim a competency level which would enable them to function at even a minimal level in a bilingual working environment. Notwithstanding that it is reasonable to surmise that that a number of staff with skills failed to respond to the survey, this clearly indicates that the existing level of competence within OPW to deal with business bilingually is limited.

The Office must therefore commit to manage the various elements such as training and recruitment to ensure that the level of expertise increases.

- **Changes in the staff profile**

OPW is scheduled under the Government's Decentralisation Programme, to move to Trim, Co. Meath, Claremorris Co. Mayo and Kanturk Co. Cork within the next 2- 3 years.

The Central Applications Facility (CAF), which schedules all applicants for decentralised locations shows that approx. 25 – 30% of current OPW staff intend to transfer to the new locations - this means that we can expect a staff turnover of up to 70% in order to meet the target set by Government. We do not have information on the language proficiency of these new entrants. Planning for the delivery of bilingual services in the absence of this knowledge about our future staff cohort will be a significant challenge.

The Office will address the issue of measuring on a continuing basis the language skills available to it post decentralisation and, in the context of this inaugural Scheme, assess the skills level of the new staff intake as they arrive in OPW.

- **Technical terminology within OPW**

Apart from its responsibilities in regard to heritage, OPW operates to a significant degree in the areas of property and construction and the related fields of Architecture and Engineering. These areas depend heavily on use of technical terminology commonly used for matters related to building and design, heritage conservation, legal issues, planning and commerce etc.

The sourcing of proper training for staff to allow them to become conversant with these terminologies will be important. We will ensure that any training is appropriate to the OPW's needs and specific reference to these particular technical aspects is included. We will also ensure that basic translation assistance is available to staff dealing with technical aspects of OPW's work.

- **Staff support**

It is clear that there exists currently a significant well of general goodwill towards the Irish language within society. It is also clear from even the limited response to OPW's staff survey that there is a strong degree of support for and enthusiasm about the initiative to improve the delivery of a bilingual service in OPW and to train to improve language skills. Harnessing this goodwill will be essential to ensuring the success of any Language Scheme and will present a significant challenge.

### **Irish Language Training – current position**

A wide range of supports are available to meet any demands for increased training for staff. These range from the Civil Service effort to support Irish at various levels of competency through the work of Gaeleagras, to the various Diploma and Degree-level courses offered by the third level institutions and the Irish language education offered commercially within the professional training community. OPW operates a training refund scheme that allows staff to partake in various training initiatives at little or no cost to themselves. This is and will continue to be the case for the foreseeable future. All of the quality Irish training generally available is covered by this scheme. However, no staff within OPW currently avail of these initiatives in respect of Irish language training.

The budgetary position regarding training indicates that sufficient finance will be available in each of the years covered by this Scheme to meet any Irish language training needs arising.

## Chapter 5

### OPW's commitments under this Scheme

OPW will do the following by the end of this scheme in 2010:

- 1. We will set up internal structures to deal with OPW's obligations under the Act;**
- 2. We will put arrangements in place to assess the level of customer demand for bilingual services among our customers to help us to prioritise the needs;**
- 3. We will make arrangements for the delivery of an increased amount of services bilingually in certain initial key work areas;**
- 4. We will provide additional access to language and translation resources for staff;**
- 5. We will progressively increase the amount of Irish language content on the OPW website;**
- 6. We will progressively increase the amount of Irish language publications in the Heritage Services area;**
- 7. We will set out our training strategy to underpin the delivery of an increasing amount of bilingual services in the OPW's second and subsequent schemes.**

#### **1. We will set up internal structures to deal with OPW's obligations under the Act**

In order to drive and monitor the implementation effectively, we will set up structures internally to deal with these new requirements. As stated earlier, the preparation of this Scheme has been guided by the internal Quality Customer Service (QCS) Network, a Working Group of Partnership. Membership of this Network is representative of all Business Units across the office.

The remit of this Group will now be extended to include responsibility for the implementation and monitoring of the OPW's Language Scheme within their various Business Units. It will be the responsibility of this group to monitor activity in relation to Irish language delivery in the Office, to ensure compliance with both the terms of the Official Language Act and the OPW's Irish Language Scheme 2007 – 2010 and to report to Management in relation to all of these matters.

## **2. We will put arrangements in place to assess the level of customer demand for bilingual services among our customers to help us to prioritise the needs**

As part of its commitments under the Customer Service Action Plan (2005 – 2008) OPW has undertaken to address the issue of regularly surveying its customer base to secure feedback in relation to the services we provide. This work is coordinated through the OPW's PR Office and is overseen by the QCS Network. The results are submitted to the OPW MAC through the Partnership Committee.

The first OPW-wide survey prepared by the QCS Network was undertaken late 2004 / early 2005 and was published in OPW's 2005 Annual Report. This included a section about the suitability of the format of OPW's service delivery, including language diversity. Separately, the Heritage Services regularly undertake a range of surveys across a broad selection of the sites they operate nationwide.

All of the survey activity undertaken to date or contemplated for the future is broadly-based and is designed to generally ascertain whether OPW is achieving its mission in regard to the services it delivers to its customers and to assist in devising strategies to improve customer service delivery. In future, OPW will include a section on the survey to specifically assess the demand for bilingual services. The survey will seek to identify those Customers or Customer groups who wish to be dealt with through the medium of Irish, quantify this demand, monitor any change in it and report appropriately to OPW MAC.

## **3. We will make arrangements for the delivery of an increased amount of services bilingually in certain initial key work areas**

We will, by the conclusion of the Scheme:

### **Public Relations Unit**

- Provide a minimum of 10% of all Press Releases annually bilingually;
- Provide at least one member of staff in the Public Relations Unit capable of dealing with enquiries through Irish.

### **Personal One to One contact**

- Identify staff willing to deal with callers in Irish on internal telephone databases and organization charts;
- Provide guidance to individual staff members who wish to leave bilingual telephone voicemail announcements on their personal handsets;
- Provide training to telephone switch staff to provide basic greetings in Irish. The OPW will ensure that by the end of the scheme standard Quality Customer Service (QCS) practice applies

in the area of receptionists/switchboard operators, which is that:

- Reception/switchboard staff are able to give the name of the Office in Irish.
- They are at a minimum familiar with the basic greetings in Irish.
- Suitable arrangements are in place so that members of the public can be put in contact with officers responsible for delivering services in Irish, where available.

#### **4. We will provide additional access to language and translation resources for staff**

We have identified a need among the staff body for access to Irish language skills to help them to deliver on the OPW's obligations under the Act. This includes in particular information on how to properly translate technical terminology correctly and how to access established and quality-assured translation services.

We will, by the conclusion of the Scheme;

- Establish, on an outsourced basis, a shared resource for use by staff who need practical assistance in translation and interpretation services. This resource will include:
  - Access to on-demand translation services for text material;
  - Compilation over time of a glossary of frequently-used terms in common usage in the areas where OPW operates (ie: construction, architecture, engineering, property, procurement etc.)

#### **5. We will progressively increase the amount of Irish language content on the OPW website**

We will, by the conclusion of the Scheme:

- Ensure that 100% of the static content on the main OPW Website ([www.opw.ie](http://www.opw.ie)) is bilingual by the end of the Scheme;
- Progressively increase the Irish language content on the main OPW Website ([www.opw.ie](http://www.opw.ie)) to approx 10% of the total volume (excluding the static content);
- Ensure that the main pages of any new sections added to the website are bilingual;
- Ensure that any interactive<sup>3</sup> content is fully bilingual<sup>4</sup>;
- Ensure that any new computer systems will be capable of handling the Irish language and that existing systems will be made compatible with the next planned maintenance or upgrade.

<sup>3</sup> Interactive content is defined as content designed to be accessed by an individual user on a customised, personalised basis. (This excludes generic interactions available to casual users such as searches or other database enquiries). OPW currently has no interactive services meeting this definition.

<sup>4</sup> Content at lower levels may not be bilingual in every case: particularly documentation of a specialist or technical nature or external reference documentation derived as a result of a search.

**6. We will progressively increase the amount of Irish language publications in the Heritage Services area;**

Currently, as indicated earlier, the OPW produces a number of guides to Heritage sites in Irish. As part of the drive to increase the amount of Irish language material available in this area, we propose to publish more material in the language.

We will, by the conclusion of the Scheme:

- Increase by at least 50% the number of site brochures made available under separate cover in the Irish language for sites operated by the Heritage Service.

**7. We will set out our training strategy to underpin the delivery of an increasing amount of bilingual services in the OPW's second and subsequent schemes**

Given the level of competency in the Irish language as evidenced by the staff survey, it is clear that there will be a need for significant effort over a number of years to raise the level of skill in Irish within the office. The principal mechanism to improve the level and standard of Irish competence within OPW so that we can deepen the capacity of the office to transact more of its business bilingually is the training and development of the OPW's staff. The following steps will be taken throughout the duration of the scheme to enhance the level of Irish among staff in the OPW.

We will, by the conclusion of the Scheme:

- Seek additional volunteers willing to train to provide Irish Language services across the office to facilitate extended Irish language service delivery. With the agreement of these staff, they will be identified in an appropriate way on telephone databases and organisation charts (see above);
- Identify those claiming the proficiency on telephone databases and organization charts (see above);
- Facilitate staff attending a range of Irish language classes especially those provided by Gaeleagras;
- Facilitate staff attending Irish language classes during office hours;
- Provide advice to staff in relation to the range of high-quality Irish language classes available outside office hours (e.g. third-level Diploma in Irish; Sult, Gael-Linn, etc.) and provide financial support to qualifying members of staff to pursue such courses under the terms of the Refund of Fees Scheme;
- Make training available to Receptionist/switchboard operators, who are the first points of contact with the public to enable them to be able to provide the name of the Department in Irish and English and to be familiar with the basic greetings in Irish.

## **Chapter 6**

### **Monitoring and Review**

#### **Monitoring**

The day-to-day monitoring function of OPW's Language Scheme will be carried out primarily by the QCS Network, in tandem with line managers in each Business Unit.

- Achievement of stated targets will be monitored;
- Letters, phone calls, requests, etc., received in Irish will be logged to allow for monitoring of demand;
- Level of expenditure on translation of letter correspondence, Press Releases, Website etc. will be recorded;
- Level of expenditure on training in Irish will be recorded;
- Level of expenditure on bilingual advertising will be recorded.

Monitoring undertaken by the QCS Network will be reported at minimum annually to the Management Advisory Committee through Partnership.

#### **Review**

The OPW MAC will keep the effective operation of the scheme under review. Its analysis of changes that may be necessary mid stream will be informed by the annual reports provided by the QCS Network.

## **Chapter 7**

### **Publicising of Agreed Scheme**

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

- Press Release launching the scheme;
- Circulation to appropriate agencies and public bodies;
- Website.

A copy of this scheme will also be forwarded to the Office of the Official Language Commissioner.

## Appendix 1

### Individuals & Organisations making submissions to the OPW in respect of the Draft Language Scheme under Section 11 of the Official Language Act 2003.

- Aighleann O Shaughnessy. OPW Architectural Services, Dublin.
- Áine Ní Chonghaile Comdháil Náisiúnta na Gaeilge, Dublin.
- Annette Schiller Irish Translators' and Interpreters' Association (ITIA), Dublin
- Colm Ryder OPW Engineering Services, Dublin
- Gearóid Ó Gibne Droichead Átha, Co. na Mí
- Máire Ní Laoire Iar-Uachtarán, Comhar na Múinteoirí Gaelige  
Dúglas, Corcaigh
- Martin Connolly OPW Valuation Section
- Mícheál de Mórdha Seirbhísí Oidhreachta Oifig na nOibreacha Poiblí, Dun Chaoin.
- Dr Pádraig Ó Laighin Cluan Tarbh, Baile Átha Cliath.
- Paul Mc Mahon OPW Architectural Services, Dublin.

## **Appendix 2**

### **Quality Customer Service Officers Network.**

#### **Chair**

Úna Ní Fhaircheallaigh

Policy Unit, 51, St. Stephens Green, Dublin 2.

#### **Property Management Services**

Jim Berrigan

Property Management Services, 51, St. Stephens Green, Dublin 2.

#### **Property Maintenance Services**

Eileen Leahy

Property Maintenance Services. 51, St. Stephens Green, Dublin 2.

#### **Project Management Services**

Frank Fingleton

Project Management Support Services. 51, St. Stephens Green, Dublin 2.

#### **Architectural Services**

Michael Haugh

Assistant Principal Architect, OPW Architectural Services – New Works 1.

51, St. Stephens Green, Dublin 2.

#### **Engineering Services**

Michael Caden

Engineering Services. 51, St. Stephens Green, Dublin 2.

#### **Government Supplies Agency**

Pat Granahan.

Deputy Director, Government Supplies Agency. 51, St. Stephens Green, Dublin 2

#### **Corporate Services Division**

Frank Coffey.

Training Unit. Corporate Services Division. 51, St. Stephens Green, Dublin 2.

## **Appendix 3**

### **Office of Public Works – HQ and Regional locations**

#### **Head Office**

Office of the Minister of State,  
Office of the Chairman,  
Corporate Services,  
Property Management Services,  
Project Management Services,  
Property Maintenance Services,  
Architectural Services,  
Engineering Services,  
Government Supplies Agency

51 St. Stephen's Green, Dublin 2.

Tel: (01) 647 6000

LoCall: 1890 213 414

Main fax No: (01) 661 0747

Website: [www.opw.ie](http://www.opw.ie)

E-mail: [info@opw.ie](mailto:info@opw.ie)

#### **Heritage Services**

6/7 Upper Ely Place, Dublin 2

Dún Scéine, Harcourt Lane, Dublin 2

#### **Quantity Surveying Section, Professional Accountants**

4 - 5 Harcourt Road, Dublin 2

#### **Arterial Drainage – Design Section, Hydrology & Hydrometric Section, Structural Engineering Section**

17-19 Lower Hatch Street, Dublin 2

#### **Financial Services**

Government Offices, Hebron Road, Kilkenny

#### **Government Supplies Agency**

51 St Stephen's Green, Dublin 2

Government Publications Sales Office,  
Sun Alliance House, Molesworth St, Dublin 2

**Furniture Branch**

Mountshannon Road, Rialto, Dublin 8

**Building Maintenance Service**

Collins Barracks, Benburb Street, Dublin 7

**Dublin Castle Conference Centre**

Dublin Castle, Dublin 2

**Farmleigh**

White's Road, Castleknock, Dublin 15

**Central Engineering Workshop**

Jamestown Road, Inchicore, Dublin 8

**Arterial Drainage Maintenance**

Newtown, Trim, Co Meath

Fairgreen, Ardee, Co Louth

Robinstown, Mullingar, Co Westmeath

Ballycraigne, Castlebridge, Co Wexford

Drumbear, Cootehill Road, Monaghan

Main Street, Headford, Co Galway

Foxford Road, Ballina, Co Mayo

Gallows Brae, Lifford, Co Donegal

Corrib Sluice Barrage, Sluice House, Galway

Templemungret House, Mungret, Limerick

Inch Bridge, Listowel, Co Kerry

Connaught Harbour, Portumna, Co Galway

**Hydrology & Hydrometric Services**

Barrack Street, Athlone, Co Westmeath

Hebron Road, Kilkenny

Fair Green, Ardee, Co Louth

Templemungret House, Mungret, Co Limerick

Foxford road, Ballina, Co Mayo

### **Regional Architectural Offices**

Steward's House, White's Road, Castleknock, Dublin 15

Dublin Castle, Dublin 2

Govt Buildings, St Alphonsus Road, Dundalk, Co Louth

2 Chapel Street, Sligo

Government Offices, High Road, Letterkenny

Barrack Street, Athlone, Co Westmeath

13 Catherine Street, Waterford

Government Buildings, Portlaoise

Government Buildings, Arklow, Co Wicklow

Government Buildings, Anne St, Wexford

14 Old Blackrock Road, Cork

The Demesne, Killarney, Co Kerry

2 Mallow Street, Limerick

Government Offices, Thurles, Co Tipperary

Eyre Square, Galway

Pavilion Road, Castlebar, Co Mayo

### **Heritage Services Depots**

Athenry Depot

District Works Manager, Raheen, Athenry, Co. Galway

Kilkenny Depot

District Works Manager, Hebron Road Industrial Estate, Kilkenny

Killarney Depot

District Works Manager, Ross Castle, Killarney, Co. Kerry

Mallow Depot

District Works Manager, Mallow, Co. Cork

Dromahair Depot

District Works Manager, Dromahair, Co. Leitrim

Trim Depot

District Works Manager, Newtown, Trim, Co. Meath

## Appendix 4

### Results of Irish Language Staff Survey

The survey posed the following questions:

<b>1. Have you any Irish language skills?</b>	None	Small amount of skills / just functional	Good level of skills / working knowledge	Excellent / fluent
<b>2. Describe your language skills</b>	Can read in Irish only	Can read and write in Irish	Can handle simple conversations in Irish and translate simple text, letters etc	Can handle complex conversations in Irish and translate complex and technical text
<b>3. Are you willing to train to improve your level of skills?</b>	Yes		No	

In total, 21 staff responded to the Survey request

<b>1. Have you any Irish language skills?</b>	None	Small amount of skills / just functional	Good level of skills / working knowledge	Excellent / fluent
	<b>1*</b>	<b>6</b>	<b>8</b>	<b>6</b>

<b>2. Describe your language skills</b>	Can read in Irish only	Can read and write in Irish	Can handle simple conversations in Irish and translate simple text, letters etc	Can handle complex conversations in Irish and translate complex and technical text
	<b>2</b>	<b>3</b>	<b>12</b>	<b>2</b>

<b>3. Are you willing to train to improve your level of skills?</b>	Yes	No
	<b>21</b>	<b>0</b>

\* No response in respect of Q2