

Irish Language Scheme 2008-2011
Monaghan Local Authorities

Message from the County Manager

I welcome this language scheme prepared by Monaghan Local Authorities, under Section 11 of the Official Languages Act 2003. The main aim of the scheme is to support the promotion of the Irish language in the county.

Our Councils see this scheme as an opportunity to support all the ground work which has been done. It will aid the understanding, speaking and the writing of the language. We have three years to meet the commitments laid down in the legislation. During that period there will be ongoing monitoring of its implementation. The scheme has been prepared in consultation with the members who have continually pledged their support to the process.

The Council provides services though the Irish language. We welcome any member of the public who wishes to deal with us through the medium of Irish. The motto of Monaghan County Council is “**Diligence and Best Endeavour**”. We will not be found wanting in the interesting work ahead of us!

Message from the Mayor

As Mayor of County Monaghan it gives me great pleasure to introduce the Monaghan Local Authorities’ Irish language Scheme. The scheme describes the future progress of the use of the Irish language and of the services provided by the Monaghan Local Authorities.

County Monaghan is an area which has supported the Irish language for a long time. There are three all-Irish primary schools and one all-Irish post-primary school in the county. Irish teachers in all schools kept Irish alive throughout the years from the time of the Great Famine onwards. I have no doubt whatsoever but that we will have in the future an all-Irish university in this region of the country.

It is obvious that the public are interested in the language and it is the intention of Monaghan Local Authorities to foster that interest.

We are Ulster people. Because Monaghan is a border county it could be said that we form a bridge between North and South. The Irish language forms part of that bridge, a part that links people and will continue to do so. Monaghan Local Authorities will play a central role in that link. This scheme is a good beginning. A language is alive when spoken. Members of Staff and Councillors are already doing some of their business through Irish. The scheme will give further support to the Irish language and to Irish speakers in the three years ahead. Let us begin in the name of God!

Chapter 1

1.1 Introduction and Background

Monaghan Local Authorities have prepared its Language Scheme under Section 11 of the Official Languages Act 2003. The Scheme was prepared with regard to Guidelines under Section 12 of the Official Languages Act 2003 issued by the Department of Community, Rural and Gaeltacht Affairs. Monaghan County Council published a notice of Intention to prepare a scheme, in accordance with Section 13(1) (a) of the Act, in local newspapers and on www.monaghancoco.ie on the 3 May 2007 and 12 July 2007 respectively.

Monaghan Local Authorities recognise that our customers and the public have the right to choose to do business with us in their preferred language and that they will be facilitated in their dealings with us, whether that is through English or through Irish. One of the main objectives of this Language Scheme is to ensure that higher standards of public services are made available through the Irish Language as the national language and the first official language of the country. Monaghan Local Authorities wish to develop and encourage a bilingual culture in all our offices so that our customers feel comfortable and confident to deal with us in the language of their choice, English or Irish.

This scheme includes a brief overview of Monaghan Local Authorities, the services we provide and the level of services already available through Irish, English and bilingually.

There are certain services which customers are entitled to in accordance with the Official Language Act 2003 such as responses to correspondence in Irish through Irish and key documents, such as Annual Reports, being published simultaneously in both official languages. These rights are provided for in the above mentioned Act and are not repeated in this scheme. The scheme sets to improve other services in Irish, in addition to what is legally required of us under other parts of the Act.

1.2 Commencement Date of Scheme

This Scheme has been confirmed by the Minister for Community, Rural and Gaeltacht Affairs. The Scheme will commence with effect from 1 June 2008 and shall remain in force for a period of three years from this date or until a new scheme has been confirmed by the Minister pursuant to Section 15 of the Act, whichever is the earlier.

1.3 Overview of Monaghan Local Authorities

1.3.1 Corporate Strategy

The Council's corporate strategy is set out in our Corporate Plan 2004 - 2009. Its principal elements are as follows:

Mission Statement

“We aim to provide a quality service, responsive to changing needs, to improve the quality of life in our community by facilitating and promoting economic, social and cultural

development in our county, while protecting its unique landscape and recognizing its location along the border.”

Our Values:

- We believe that the democratic process is essential to the work of local government.
- We recognize the contribution that Community, Social and Voluntary groups can bring to the variety of tasks undertaken for the good of the people of our county and recognize the benefits of working in partnership with the local authorities
- We see the citizens of the local authorities in our county as our valued customers, deserving of an integrated service from the local authorities.
- We are fully aware that our staff are an invaluable resource.
- We are committed to facilitating and servicing a wide range of stakeholders with similar overall interests to our own.
- We are committed to providing our services in an accountable, open and transparent fashion and are constantly seeking to provide value for money.
- We are committed to promoting sustainable development in all our activities.

Cross Cutting Themes:

- An Equitable and Inclusive County
- A Sustainable County
- A Collaborative County
- A Customer Focused Organisation

1.3.2. Overview of Monaghan County Local Authorities

Monaghan Local Authorities consist of the County Council plus five Town Councils within the county: Monaghan, Clones, Ballybay, Castleblayney, and Carrickmacross.

1.3.3 The Physical Place

Monaghan Local Authorities are responsible for the administration of the county, which has an area of 1294.5 square km and a population approaching 56,000 comprising almost 18,600 households.

There is a vibrant Irish speaking community in County Monaghan which supports the activities of Irish organisations across the county, including Gaelscoileanna and Naíonraí. The three primary Gaelscoileanna are in Carrickmacross, Monaghan Town and Clones. A post-primary Gaelscoil is situated in Monaghan Town.

The huge success of these organisations offers testimony to the interest of the public, our customers, in the Irish Language and their efforts to keep the language strong in the county, efforts which Monaghan Local Authorities intend to develop and support.

1.4 Overview of Services provided by Monaghan County Council

Monaghan County Council is divided functionally into the following Departments:

- Housing

- Roads and Transportation
- Water Services
- Planning & Economic Development
- Environmental Protection & Protective/Emergency Services
- Community and Enterprise & Cultural Services
- Finance
- Motor Taxation
- Corporate Affairs
- Human Resources
- Information Systems

1.5 Principal points of customer contact

The primary service point for Monaghan County Council is at its headquarters in Monaghan Town. The service points for the Town Councils are located in the Monaghan, Carrickmacross, Castleblayney and Clones towns. There is also a network of area offices and libraries throughout the county all of which have extensive customer contact. Staff of Council depots have contact with our customers both in their homes and in the public realm. The Council also interacts with a wide range of Government Departments, State Agencies, Social Partners, Local Development Organisations (such as area- based Partnerships and Leader Groups), Business and Community Groups, Resident Associations, etc.

Extensive and growing use is made of the Internet in the local authorities' dealings with their customers. This will be an important medium in terms of our future promotion of the Irish language in County Monaghan.

1.6 Research Undertaken

In the preparation of this Scheme, Monaghan Local Authorities undertook a four-pronged consultation process, which involved:

- (i) Seeking submissions from the public on the preparation of the scheme.
- (ii) An internal survey of the staff of Monaghan Local Authorities on their proficiency in Irish and willingness to deal with clients through the medium of Irish. The results of this survey will be used as a benchmark for future evaluation of progress under this scheme.
- (iii) A series of hour-long public meetings was held in each of the county's libraries in July 2007.
- (iv) A final public meeting was held on the 25th of July 2007 in Monaghan Town Library to which both the public and staff of Monaghan Local Authorities were invited. The speakers addressed different elements of the Language Scheme.

Chapter 2

Summary of Services /Activities provided by Departments and levels of Irish language proficiency

2.1 Introduction

This Chapter sets out the position in relation to service provision/activities by individual Departments within Monaghan Local Authorities, and the level of Irish proficiency in these.

2.2 Departments operating through the medium of both English and Irish

Currently, no department is capable of delivering its service comprehensively through the medium of Irish and English.

2.3 Departments operating with limited Irish language capability

In the following Departments, there are a number of staff who are capable of providing a bilingual service to customers:

- Library Service
- Corporate Affairs
- Roads
- Fire and Building Control
- Arts

There is however limited availability and such a service is dependent on these individuals being present and available to do so in addition to their normal assigned duties. This work through the medium of Irish has been unstructured and voluntary. These individuals have been extremely accommodating in the past, and remain so in the present.

Library Service

The Council's Library service has its headquarters and County Library at Clones. There are five branch libraries spread across the county and there is also a mobile library service which serves schools and various areas not served by the branch network. The library service is very involved in the promotion of arts, cultural and educational events, for example, Seachtain na Gaeilge. There is generally a high standard of Irish language proficiency in our library service. The public library service is committed to the support of the Irish language and to ensuring accessibility to the Irish language by providing as wide a range of materials to library users as possible. Many Irish language titles are in stock in the libraries.

New titles in the Irish language are purchased annually and these are made available to all primary schools in the county. County Monaghan Schools Library Service is supportive of the four Gaelscoileanna in the County. All Gaelscoileanna may avail of the School Visits Programme and any other professional advice and assistance we provide.

Corporate Affairs

This Department provides support to Senior Management, Mayor and Elected Members, Council meetings and associated activities. It is responsible for the preparation of the Corporate Plan,

Annual Report, Customer Care Plan, the administration of the Higher Education Grants Scheme, compilation of the Register of Electors, Freedom of Information, and management of corporate property.

The Assistant Irish Language Officer, as a member of Corporate Services, operates through Irish, but can provide services when requested in English. The Officer also assists generally in facilitating Irish language requirements within the department as required. A role of the Irish Officer is to develop Monaghan Local Authorities' bilingual policy in order to facilitate customers doing business with the Council in the Irish language. The Assistant Officer works in close collaboration with the Irish Language Officer who works in the Fire/Building Control Section.

Roads

County Monaghan is identified in the National Spatial Strategy as being on two strategic corridors, one from Dublin to Derry and Donegal on a route linking the East of the county with the northwest, the other on a proposed new National East/West corridor from Dundalk to Sligo. The N2 National Primary Route has a significant impact on the development of the county, the Border Region and the North-West Region. The proposed East West Route will serve as an economic driver along the border and will open up opportunities for County Monaghan by linking it to major towns in the east and west of the county. The local authorities promote regional and cross-border initiatives and are therefore actively engaged in the planning and construction of these strategic routes.

There is a fluent Irish speaker working in the Roads Section.

The responsibilities of the Roads Department include the planning, design and construction of new roads and motorways, the maintenance and upkeep of the existing road network, including public lighting, traffic management measures including provision for traffic safety and the operation of a school warden service. Road signage and directional information is a responsibility of the Roads Department which is advised by the Placenames Committee. The Assistant Irish language officer is secretary to this committee.

Fire and Building Control

Monaghan Fire Authority aims to provide modern and effective fire protection and prevention services to all areas of the county. The part-time Irish Language Officer is assigned to this department.

Arts

Our aim is to support the practice of the arts, in whatever form or medium, which celebrates and enacts creativity and expression. The practice of the arts confers aesthetic values with which to enhance society. In addition to the intrinsic value of the arts, there is also the substantial and recognized value that the arts contribute to the socio-economic development of society. Participation in arts activities is frequently a means of both individual and community celebration.

Monaghan Local Authorities recognise this and have made substantial provision in this area by its development of and continued investment and programming of the Market House Venue & Gallery, the first dedicated arts space operated and owned by the local authority. This provision assists in the continued development of the arts in order to further local cultural, social and economic growth.

There is a fluent Irish speaker working in the Arts Office.

2.4 Departments operating with no Irish language capability

The following Departments currently are not in a position to provide a one-to-one service to customers through the Irish language.

- Housing
- Water Services
- Planning
- Environmental Protection & Protective/Emergency Services
- Community and Enterprise & Cultural Services
- Finance
- Motor Taxation
- Corporate Affairs
- Human Resources
- Information Systems

Housing

The aim of the Council is to ensure that every household can obtain an affordable dwelling of good quality, suited to its needs, in a good environment, and as far as possible in a tenure of its choice. In order that the aim can be achieved it is important that:

- Unfit and overcrowded houses be eliminated.
- The demand for houses be met as it arises.
- The structural and environmental standards of housing be improved.
- Owner occupation be encouraged to the fullest extent compatible with national economic and social development.

The Monaghan Local Authorities contribute to these aims by:

- Managing housing provided by the Council and encouraging tenant involvement.
- Providing long term housing for those who need it.
- Providing good quality rented accommodation for people receiving rent supplement
- Helping persons to provide their own housing.
- Provision of private sites where possible.
- Helping to improve existing private housing.
- Provision of housing and residential caravan parking sites for travellers.

Water Services

Monaghan County Council is the sole sanitary authority in County Monaghan and is responsible for the provision and operation of Water Services (water and waste water) throughout the county.

In addition to the management of public water and waste water schemes - the Council administers the Rural Water Programme. Under this programme the Council has a monitoring role overseeing the workings of 13 Group Water Schemes within the county. This role is performed in partnership with the Group Water Schemes and other rural organisations under the ambit of the Local Water Monitoring Committee. The Council also implements relevant European Environmental legislation, in particular the EU (Drinking Water) Regulations 2000 and the Urban Waste Water Treatment directive. Our services are monitored and audited by the Environmental Protection Agency.

Planning and Development

The vision of the Planning Department is to facilitate and promote the highest quality planning and sustainable development of this unique County, with maximum participation of the citizens in its physical, economic, social and cultural development. The Planning Department's aim is to achieve good planning and development in the county by means of the County Development Plan, decisions on applications for planning permission, control of on-going development and the enforcement of standards.

The naming and numbering of new developments in Monaghan County Council fall under the remit of the Planning Department which ensures that appropriate Irish translations are provided in all cases, in consultation with the Irish Officers and the Placenames Committee. The Council is very supportive of encouraging the use of Irish names for new housing developments. In accordance with the County Monaghan Development Plan, 2007 – 2013, proposed names shall be “in bilingual format OR Irish only” and shall reflect local place names, town lands, cultural features in the area etc. The use of non-traditional or non-local names shall be avoided. Many of its social housing schemes have been named in Irish only, e.g., Tailte an Chlochair in Carrickmacross and Ard Liagar in Clones.

Environmental Protection & Protective/Emergency Services

Environmental Protection is increasingly becoming a topic taking centre-stage in the International arena. However, it is primarily by protecting the Environment at local level that we can hope to safeguard it for future generations.

The Environment Section is charged with the responsibility of overseeing the protection of the county's land, waters and air from pollutants that are harmful to humans, animal and plant life respectively. But responsibility for protecting the Environment rests with each individual living and working in the county. The Council's staff need the support and co-operation of the wider community in order to discharge their duties.

The Council has a broad range of environmental functions including:

- Waste Management
- Litter Control
- Water Quality Protection and Improvement
- Environmental Awareness
- Food Safety
- Dog Control

Community and Enterprise & Cultural Services

The local authorities recognise that it is not sufficient simply to provide basic physical infrastructure such as housing, roads, parks, etc. for new communities, it is also necessary to provide for the human dimension. The aim of Community Services through its Community Development Policy is to help the community to create a better social and economic environment. Among the many services offered are Community Development Supports, Community Grants Scheme, Comhairle na nÓg, Comhairle na bPáistí, Young Peoples Facilities, Community/Public Events etc.

Finance

The Finance Department is responsible for the short and long-term financing of the Council's operations, both of a Revenue and Capital nature. This encompasses monitoring and control of income and expenditure in all areas, arranging long-term borrowing and leasing requirements and investment of surplus funds. It is also concerned on a daily basis with accounting for all money paid by, or to, the Council. The Finance Department funds the Gaeltacht Scholarship Scheme and provision is made to Corporate Affairs for the promotion of the Irish Language.

Motor Taxation

The Motor Taxation/Driver Licensing Section deals with transactions relating mainly to ownership of vehicles, taxation of vehicles and the issue of driving licences. The total number of licensed vehicles is steadily on the increase which has an escalating effect on the volume of transactions processed in Motor Tax.

Human Resources

The Human Resources Department has responsibility for recruitment and selection of new staff, training and development of staff, promoting family friendly policies, attendance management, employee relationships and partnership in the workplace. Training policy will play a significant role in the successful implementation of this scheme.

Information Systems

The Information Systems department has responsibility for the strategic planning, co-ordination and implementation of all Information and Communication Technology (ICT) matters throughout the local authorities. Policy and work programmes are developed through consultation with other departments to reflect the overall needs of the organisation. ICT will play a significant part in promoting and facilitating information and service provision through the medium of the Irish language.

Chapter 3

Scheme Commitments for Enhancement of Service Provision through the Irish language

3.1 Means of Communication with the Public

Many of Monaghan Local Authorities methods of communication with the general public in terms of service provision are currently made available in English, with some Irish included.

These methods of communication include:

- Brochures & Information Leaflets
- Application Forms
- Publications
- Press releases
- Website
- One to one communication at our public offices
- Educational visits to schools within the county.

Specific commitments for improvements in this situation under this scheme are as follows:

3.2 Written Documentation

(i) Brochures, Information Leaflets & Application Forms

- All new Publications and Information Leaflets will contain a short Introduction and Summary in the Irish language to convey the general content.
- The local authorities will welcome correspondence in either Irish or English. On renewal of existing stocks of stationery a statement to the effect that a reply in Irish would be welcome will be included on our headed paper, compliment slips, etc.
- Corresponding with the local authorities in Irish will not cause any undue delay. All correspondence will receive a reply within the target period set out in the Customer Action Plan.
- All correspondence following a telephone or face-to-face conversation in Irish will be in Irish unless the member of the public has indicated otherwise.
- Correspondence ensuing from a meeting/telephone conversation where it has been established that the customer's preferred language is Irish, will be in Irish, although the meeting/telephone conversation may not have been held through that medium.
- All Application Forms and any associated/accompanying information leaflets produced by Monaghan Local Authorities shall be available bilingually by the end of 2009. Forms and leaflets will be bilingual within the one cover except where this is not feasible because of the size or nature of the document and in such cases separate Irish and English language versions shall be made available.
- Internal documents such as Time Sheets, Claim Forms, etc. will be available bilingually or in separate Irish and English versions by the end of this scheme.

(ii) Major Policy documents

- Major Policy documents will be published on our website in both English and Irish simultaneously.
- On request, a hard copy of such documents or CD versions in both English and Irish will be made available under the one cover.

(iii) Press releases

Press releases relating to Irish language issues will be produced bilingually and circulated to the Irish language and English language media simultaneously. All other press releases will have an Irish language summary including an indication that, if requested, the full text will be provided in Irish. Twenty five per cent per annum of the press releases will be bilingual.

3.3 Oral Communication

The Corporate Affairs Section deals with all general queries from customers. Receptionists and Telephone Operators are the first points of contact with the public. It shall be the policy of Monaghan Local Authorities to ensure that standard Quality Customer Service (QCS) practice applies in this area, which is that by the end of the scheme:

- Reception/switchboard staff will be able to give the name of the Local Authority in Irish.
- They will at least be familiar with the basic greetings in Irish, and will be in a position to acknowledge a request for service in Irish. They will put customers in touch with the minimum possible delay with the appropriate officer responsible for offering the service required through Irish, where such is available.
- At least one member of the Corporate Affairs Section and one person in each library will be in a position to offer a bilingual counter service.
- There will be a symbol and search capability on the staff listing on the Intranet indicating members of staff who are capable and willing to deal with the public in Irish.
- High profile public events shall incorporate an element of bilingualism in the proceedings as part of our efforts to positively promote Irish in the community.
- Monaghan Local Authorities are committed to educational visits to local schools having an element of Irish. Any documentation created for the students of these schools will include an introduction and summary in Irish.

3.4 Information & Communications Technology

- A separate website page will be developed to bring together links to all Irish language content from within the site to facilitate access to relevant material by Irish speakers.
- The information on the homepage and description of each Department will be available in Irish by the end of this scheme. This will be activated by clicking on an “As Gaeilge” button.
- Monaghan County Council is responsible for the websites of Castleblayney and Clones Town Councils. These websites will be addressed as part of the local authorities’ second and subsequent language schemes.
- The Intranet system will be developed as a staff resource for the promotion of bilingualism: proper spelling of place-names, help on writing letters, phrases for receptionists, names of posts and services within the local authorities, formal speeches, etc.
- The potential for expanding the use of translation software within the organisation will be examined.
- Any new computer systems being installed will be fully capable of handling the Irish language. All existing computer systems will, where necessary, be made compatible with the Irish language in conjunction with the next suitable planned maintenance or upgrade work.
- The standard disclaimer on e-mail correspondence will be bilingual from the commencement of the scheme.

- Monaghan Local Authorities will ensure that the availability of all above-mentioned computer packages to handle the Irish language will be raised in all initial contacts and subsequent dealings with consultants, companies, etc. The local authorities are dependent on the Local Government Computer Services Board for the provision of many of its systems and we will request that the Board should provide new systems which can handle the Irish language.
- All application forms will be available to the public in Irish on our website. All publications required to be published in Irish in accordance with Section 10 of the Official Languages Act will also be made available on our website in Irish.
- Any new interactive services which allow the general public to make applications or receive benefits on line will be introduced simultaneously in both languages by the end of the scheme. Existing systems will be upgraded as soon as resources and pressures on other work in the Informations Systems area allow.
- The content of our website will be reviewed on an ongoing basis with a view to expanding its Irish language content.
- An Irish Page for the Internet and Intranet will be developed by the end of 2010 collating links to all Irish elements of our website.
- A simple Irish lesson will be posted weekly on our Internet and Intranet.
- All Irish language forms will be made available on our website for online submission (when this service is available) or for download.
- A generic e-mail address for queries ‘as Gaeilge’ will be established. Monaghan Local Authorities will ensure that such queries are addressed promptly in the same manner as English language queries.

3.5 Staff Placement

- We will, in the context of our staff mobility policies, have regard to proficiency in the Irish language (both written and oral) where such would facilitate the achievement of specific commitments made in this scheme. Such issues will be incorporated through the Partnership process.

3.6 Training & Development

Monaghan Local Authorities acknowledge the importance of having a highly trained workforce to ensure efficient and effective delivery of service. If continued improvement is to be sustained, we must develop the knowledge, skills and competencies of all staff to full potential. This involves significant investment in training and development.

In the light of the above strategy as outlined in the Corporate Plan and this scheme, the local authorities will:

- Identify, in each Directorate, staff with reasonable or good skills in Irish but who are not yet fluent and offer them training in the Irish language over the duration of the scheme;
- Continue to support the provision of a range of high quality Irish language training courses to staff, both during and after normal working hours, as an integral part of the Authority’s overall training plan;
- Provide a range of courses through the medium of Irish for members of staff who are currently fluent in the language (e.g., simultaneous translation, media skills, use of Irish on computers, grammar and letter-writing skills, etc.);

- Provide Irish language materials and resources (dictionaries, computer software, publications, etc.) to staff to facilitate the development and delivery of services through Irish;
- Include language awareness as part of both Induction and Customer Service training courses so as to ensure that staff
 - (a) understand why the Councils implement a bilingual policy,
 - (b) are fully informed about how the policy will affect their work,
 - (c) gain an empathetic understanding of the needs and concerns of Irish-speaking customers;
- Examine other mechanisms (e.g., award schemes) to encourage and promote the development of services through Irish by staff and members of services through Irish and to recognise their endeavours.
- Facilitate the delivery of the European Language Certificate and Diploma courses in Irish for interested members and staff.

3.7. Placenames

Monaghan Local Authorities will continue to support the work of An Coiste Logainmneacha. They will continue to promote actively the use of Irish and local knowledge, culture and heritage in the selection of place names for new developments both public and private.

3.8 Gaelscoileanna & Other Irish Language Organisations

Monaghan Local Authorities recognise and acknowledge the particular linguistic preferences of Naíonraí and Gaelscoileanna in County Monaghan, as well as other Irish Language organisations and groups operating throughout the county and nationally. The provision of services in Irish to these particular bodies and groups will be facilitated over the lifetime of this scheme.

The Council will organise an annual forum to enable all interested individuals and groups within the county to come together with the purpose of coordinating the promotion of the Irish language.

3.9 General

Monaghan Local Authorities will

- provide sufficient resources to implement this Scheme;
- extend the Gaeltacht Scholarship Scheme from 2008;
- provide help for Leaving Certificate students as they prepare for their Irish oral examination;
- assist traditional Irish music and song concerts;
- assist the Arts Scheme;
- fund the promotion of Irish literature;
- foster in young people reading through Irish with the assistance of the libraries;
- provide in its libraries books in Irish by Ulster authors;
- help to promote the Irish language in the everyday activities and events of the community at large ;
- liaise with other organisations such as the G.A.A. and collaborate with them in the advancement of the language.

Chapter 4

Monitoring, Revision & Publication of Scheme

4.1 Monitoring & Revision

The Working Group (Implementation Committee) will meet monthly to monitor the performance of the scheme. Monaghan Local Authorities will keep the effective operation of this scheme under review as part of its process of annually reviewing its performance. In particular, it will continue to assess all courses on a regular basis, including Irish language courses and courses delivered through Irish, to ascertain how effectively they meet the Councils' goals. The Irish Officers will prepare an annual report of progress under the scheme to the Management Team. Details of progress will be published in Monaghan Local Authorities' Annual Report.

4.2 Publication of Scheme

The contents of this scheme will be advertised to the general public by means of:

- ◆ Press Release
- ◆ Official Launch
- ◆ Publication on the Council's Internet, Intranet, Library website
- ◆ Communication of improved Irish Services to our Customers
- ◆ Circulation to appropriate agencies, public bodies and individuals who have expressed interest and any individual or agency from whom we received a submission.

A copy of this scheme will be forwarded to Oifig Choimisinéir na dTeangacha Oifigiúla.