

Galway City Council 3rd Language Scheme

2016 – 2019



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Chapter 1: Background & Introduction

Galway City Council was requested by the Minister for Arts, Heritage and the Gaeltacht to review the second Irish Language Scheme and to prepare a third Irish Language Scheme under Section 15 of the Official Languages Act 2003 ('the Act'). The Act provides for the preparation by public bodies of a statutory scheme 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 within an agreed timeframe.

1.1 Preparation of the 3rd Scheme

Galway City Council prepared this Third Language Scheme with support from the Department of Arts, Heritage and Gaeltacht.

1.2 Proposed Commencement Date

This scheme has been confirmed by the Minister for Arts, Heritage and the Gaeltacht. The scheme is commenced with effect from (date to be confirmed once signed by Minister) and will 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 Act, whichever is the later.

Chapter 2: Developments in Galway City since the implementation of Galway City Council 2nd Language Scheme

Galway City has recently self-declared as Ireland's first bilingual city (7th March 2016). While consultation is ongoing to explore what this declaration means to Galway City and its diverse multilingual population, it is expected that the 3rd Language Scheme of Galway City Council will contribute greatly to its implementation. Guidance in the form of examples of best practice in other bilingual cities will be explored to ensure that the initiative is practical and realistic.

This, together with the proposed designation under the Gaeltacht Act 2012 of Galway City as a Gaeltacht Service Town signals the significant developments that are reflective of a vibrant Irish speaking population in Galway City and its surrounds. The agreement and implementation of Galway City Council's 3rd Language Scheme is therefore a positive step in serving that population and in contributing to the diversity of culture in Galway City.

Chapter 3: Current Services available bilingually & proposed measures of the 3rd Scheme

3.1 Brochures/Information Leaflets

Action	Target Date
1.1 All new brochures and information leaflets produced by the Council will be bilingual (Irish and English) within the one document, with both languages given equal status. Any existing brochures and information leaflets, which are not already bilingual, will be made bilingual within the one cover on renewal of publication.	Ongoing
1.2 The preferred format will be both languages side by side with Irish on the left or on the right or Irish above and English below. Irish text shall appear first and will be as prominent, visible, legible, and no smaller than English text, and not abbreviated unless the English is also abbreviated.	Ongoing
1.3 Brochures or information leaflets may be in English only if related to an initiative specific to the English language. (e.g. English language drama/writers group etc.).	Ongoing
1.4 In the case of brochures and information leaflets used or provided by the Council, being issued by another body apart from the Council, bilingual forms will be actively requested.	Ongoing
1.5 Where brochures and information leaflets issuing from another body are produced separately they will be available and distributed together by post or over the counter, where the language preference has not been established.	Ongoing

3.2 Written Communication

Action	Target Date
2.1 The Council will continue to welcome correspondence in either Irish or English.	Ongoing
2.2 Correspondence received by the Council will continue to be acknowledged (where such is required) in the language of the original letter. When further correspondence is required it will continue in the same language.	Ongoing
2.3 Corresponding with the Council in Irish will not cause any undue delay. All correspondence will receive a reply within the target period set out in the Customer Care Plan.	Ongoing
2.4 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.	Ongoing
2.5 Correspondence ensuing from a meeting/telephone conversation where it has been established that the customer's preferred language is Irish, will continue be in Irish, although the meeting/telephone conversation may not have been held through the medium of Irish.	Ongoing

2.6 Where it is known that an individual, group, school, Gaelscoil or an organisation normally uses Irish or prefers to do, so the Council will continue to initiate correspondence in that language.	Ongoing
2.7 When a non Irish-speaking officer deals with correspondence in Irish, he/she will obtain the assistance of the Irish Language Officer, a translator or a competent colleague so that correspondence can be answered in Irish.	
2.8 In the day to day running of services, circulars and standard letters will continue to be issued to the public bilingually.	Ongoing
2.9 A standard statement will continue to be included on the Council's headed paper, compliment slip, advertisements, website etc. to say that correspondence is welcomed in Irish or English.	Ongoing
2.10 A database and register of individuals, groups, schools, Gaelscoileanna and organisations that it is known prefer to carry out communications in Irish will continue to be further developed, either in the form of contact lists for the use of individual officers or wider references for the use of service Units.	Ongoing
2.11 The above principles will apply when corresponding electronically.	Ongoing
2.12 All staff will record the number of transactions / requests for service in Irish via written correspondence in a systematic manner in order to assess and monitor demand on an ongoing basis.	

3.3 Application Forms

Action	Target Date
<p>3.1 All new application forms and associated explanatory material published by the Council will continue to be available in Irish and in English within the one document. It is the policy of the Council to ensure that all application forms and associated documentation are and will continue to be made available simultaneously in both official languages on our website. Any existing application forms and associated explanatory material, which are not already bilingual, will be made bilingual within the one cover on renewal of publication.</p> <p>Where application forms and information leaflets are provided as separate Irish and English language versions, the Council will ensure that equal prominence is given to both versions at all public locations and that the Irish language version will be as readily accessible as the English language version. Customers will proactively be made aware of the availability of a separate Irish version by way of a suitable statement on the English version of the document and by any other means that the Council deems appropriate.</p>	Ongoing
3.2 Application forms may be in 'English only' if related to an initiative specific to the English language (e.g. English language drama/writers group etc). The same principle applies in Irish.	Ongoing

3.3 In the case of application forms used or provided by the Council, being issued by another body apart from the Council, Irish only and bilingual forms will be actively requested.	Ongoing
3.4 Where application forms issuing from another body are produced separately, forms will be equally available and distributed together by post or over the counter, where the language preference has not been established. The Council will request to produce the information on one document.	Ongoing
3.5 The Council will make every effort to ensure that the Irish used in forms is legible and easily understood while having regard to accuracy of standard spelling and grammar.	Ongoing

3.4 Press Releases and Statements

Action	Target Date
4.1 The council has taken the Irish language into account when developing its Communications Strategy and will continue to do so when reviewing the Communications Strategy.	Ongoing
4.2 The Council will ensure that all press releases will continue to be issued bilingually. Where possible, these will be issued simultaneously. In certain situations, this may not be possible due to the urgent nature of some press releases.	Ongoing
4.3 The Council will continue to ensure that an adequate number of Irish speaking spokespersons, of sufficient authority, will be available for media interviews on any Council issues when the need arises.	Ongoing
4.4 The Council currently provides a bilingual media contact for further information and will continue ensure that where contact names for further information are given on press releases/statements that an officer will be available to provide that information in Irish or English.	Ongoing
4.5 Where the Irish Language Media request an interview, a knowledgeable, media trained Irish speaking interviewee will be provided where possible. It would not be appropriate to provide an Irish speaker with little knowledge of the subject matter.	Ongoing
4.6 Where the Irish language media request a written response to a media enquiry, the response will be in Irish.	Ongoing
4.7 When the Council conducts an advertising or promotional campaign through the print, broadcast or electronic media it will ensure that the Irish language will be represented on material produced.	Ongoing
4.8 At least 25% of text on permanent display material, such as pop up banners which will be used on several occasions will be bilingual.	Ongoing
4.9 External Organisations displaying exhibitions or banners within Council buildings or in the ownership of the Council will be encouraged to provide bilingual displays when requesting the display space.	Ongoing

4.10 The Council will ensure that any events the council plans to promote the Irish language will be promoted through the Irish language Media.	Ongoing
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3.5 Publications

Action	Target Date
5.1 All of the Council's bilingual publications will be within the same cover in accordance with best practice except where this is not possible because of the size or nature of the document. All of the Council's bilingual publications will be made available on www.galwaycity.ie and the public will be encouraged to avail of the service by downloading the relevant publications.	Ongoing
5.2 Where a publication is to be produced bilingually, it will continue to be assumed that the document is not ready for publication unless both language versions are available.	Ongoing
5.3 Documents currently published bilingually by the Council and not covered by Section 10 of the Act will continue to be published bilingually.	Ongoing
5.4 Documents of a technical nature will continue to be published in English only, except where there is a wide interest to the public or the document is of local significance in which case a bilingual version or an Irish summary will be made available.	Ongoing
5.5 Other strategic documents of specific interest and or technical in nature will not be required to be produced bilingually. A summary version or an executive summary will be made available bilingually.	Ongoing
5.5 Irish used in publications will continue to be legible and easily understood, having regard to accuracy of standard spelling and grammar.	Ongoing

3.6 Website, Online & IT Services

Action	Target Date
6.1 The ICT Section has ensured that the Council's website facilitates bilingual content. Given the structural changes of the website in recent years, it is now available bilingually.	Ongoing
6.2 Forms, Information leaflets, documents and publications published bilingually are available on the website and this will continue as new material becomes available. Responsibility for keeping bilingual forms, leaflets etc updated will rest with the relevant section. These updates will be made simultaneously.	Ongoing
6.3 An Irish Portal has been established on the website www.galwaycity.ie and this will continue to be developed	Ongoing

offering news, guidance, sponsorship and links for Irish Language users.	
6.4 Language compatibility requirements will be included when introducing new internal ICT systems and upgrading existing ICT systems. Given the major technical and resource issues this is an issue to be tackled in the long term.	Ongoing

3.7 Telephone Communication

Action	Target Date
7.1 All telephone customers will continue to be directly informed on a proactive basis of the option of dealing with the Council through Irish, for example: customers calling Galway City Council are greeted bilingually and have the option of proceeding with the call in English or Irish.	Ongoing
7.2 A Customer Service Centre was established in February 2009 and all customer service representatives in addition to receptionists and switchboard operators give Council/section name bilingually and have knowledge of basic greetings in Irish and suitable arrangements are in place so that they can put members of the public in touch, without delay, with whatever office or officer is responsible for offering the service required through Irish. Not all services are fully available bilingually and training and/or recruitment will continue until this can be achieved. Non-Irish speaking operators will explain the situation courteously and will offer to transfer the caller to an Irish speaker.	Ongoing
7.3 If the/an Irish speaker able to deal with the call is not available, the person receiving the call explains the situation courteously and takes the caller's name, number and details of the query and ensures that an Irish speaker from the Council returns the call. This will continue to be done only if it can be ensured that calls will be returned as early as possible within one working day. Otherwise the caller will be offered the choice of being called back in Irish as soon as possible, or continuing in English.	Ongoing
7.4 If the Irish speaker able to deal with a specialised specific enquiry is not available the caller is given the choice of being called back in Irish or continuing the conversation in English.	Ongoing
7.5 The Customer Service Centre answers all calls from the general public and the automatic phone answering systems is fully bilingual and directs callers electronically (through touch tone options) to where Irish services are available. These services have been widely publicised through the establishment of the Customer Service Centre.	Ongoing
7.6 A directory of Irish speakers willing to deal with Irish language calls within the Council is available to staff on switchboard duties and this directory will continue to be developed as Irish Language Skills improve or through recruitment.	Ongoing
7.7 Answer-phone systems of Irish speaking staff will continue to have a bilingual recorded message inviting the caller to leave a message in either language.	Ongoing

7.8 Person specifications for call centre staff will in future contain an ability to communicate via Irish and English as a desirable skill	Ongoing
7.9 The Call Centre will always have at least one member of staff available to provide an Irish Language Service. This will be achieved through recruitment and/or training.	Ongoing

3.8 Counter Services

Action	Target Date
8.1 All callers to the Customer Service Desk will be directly informed on a proactive basis of the option of dealing with the office through Irish, for example by the display of notices at reception areas indicating what Irish language services are available and also listing the Irish language services that are available in a prominent location on the office's website. All callers to the Customer Service Desk and to public counters will continue to be greeted with a simple bilingual greeting.	Ongoing
8.2 The choice of language of the customer will continue to be established. If an Irish speaker is not available, the person dealing with the customer will explain the situation courteously in English and inform the customer of his options to wait or to note his/her contact details and get an Irish speaker to call him/her at a later date or else continue the conversation in English.	Ongoing
8.3 Any correspondence, consequent to a counter transaction where the customer's language preference is determined to be Irish will continue to be in Irish even if the transaction may have transpired in English.	Ongoing
8.4 The Council will ensure that the necessary structures are in place so that all counter services will be available bilingually to assist with customers through either of the official languages.	From commencement of scheme
8.5 Public announcement systems used by or on behalf of the Council on its premises will continue to function bilingually.	Ongoing
8.6 Staff will continue to readily accept any customer's details in Irish and there will be no compulsion or coercion for the customer to change their details to English at any time.	Ongoing
8.7 Person specifications for public counter staff will in future contain an ability to communicate via Irish and English as a desirable skill.	Ongoing
8.8 The Customer Service Desk will always have at least one member of staff available to provide an Irish Language Service. This will be achieved through recruitment and/or training.	Ongoing

8.9 Customer Service Desk Staff with bilingual skills will be encouraged to wear a badge clearly identifying (bilingually) their name and level of language ability.	Ongoing
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3.9 Public Meetings/Meetings with the public

Action	Target Date
9.1 Contributions in Irish or English will continue to be welcome at meetings with the public, organised by or on behalf of the Council.	Ongoing
9.2 Upon organising a meeting, in the office, home or outside the office the choice language of the client will continue to be established and should that choice language be Irish, the Council will continue to ensure that a bilingual officer meets with the client for the purposes of providing a bilingual service.	Ongoing
9.3 If previous dealings with the client have been through Irish it will be assumed that the language of the meeting and any consequent contact will continue to be through Irish.	Ongoing
9.4 If the meeting occurs without adequate time to arrange for a bilingual officer to meet with the client the situation will continue to be explained courteously and the client will be given a choice of: <ul style="list-style-type: none"> • arranging a further appointment with an Irish speaking officer; or • Holding the discussion in English. 	Ongoing
9.5 An interpretative service will continue to be available for members of the public to use their preferred language, Irish or English, at public meetings where the language preference is known.	Ongoing
9.6 Staff making presentations at public meetings will be encouraged to prepare part of the presentation in Irish.	Ongoing
9.7 The language preference of those attending a public meeting, whether in English or Irish will be sought in advance by inviting them to declare their language preference in the notice of the meeting.	Ongoing
9.8 If a meeting is organised by the local authority dealing with Irish Language issues, that meeting will continue to be held in Irish with interpretative services available.	Ongoing
9.9 When the Council arranges meetings with organisations that normally work in Irish, the meeting will continue to take place in Irish.	Ongoing
9.10 All public meetings organised by the Council will have translation facilities available.	Ongoing
9.11 The Council will make arrangements to organise work teams so as to include, or have availability of, an Irish-speaking employee at public meetings where the language preference is known in advance.	Ongoing

3.10 Corporate Image, Signage, General Measures

Action	Target Date
10.1 The Council's official bilingual name will continue as Comhairle Cathrach na Gaillimhe/Galway City Council.	Ongoing
10.2 The Council has adopted a fully bilingual corporate identity and will continue to promote this.	Ongoing
10.3 The Council will continue to fully facilitate any area within the City that would by public consensus wish to have signage in their area in Irish only, with regard to the guidelines as laid out in the relevant Placenames Orders.	Ongoing
10.4 The Council will continue to explore and develop a staged strategic plan to implement the bilingual city status of Galway City, in conjunction with relevant stakeholders in Galway City.	Ongoing: Long term initiative, expected to be implemented over longer period of time than 3 rd Scheme.
10.5 Any new residential developments will continue to be named in Irish. The Council's Placenames Committee will have the responsibility of vetting and selecting such names according to its terms of reference, in consultation with the Placenames commission if required and having consideration for the existing placenames, history and local heritage of the area.	Ongoing
10.6 Adoption of Irish names for new streets, roads, features will be promoted and appropriate consultation will be conducted in order to define the name of the street, road etc. This will be the responsibility of the Council's placenames committee.	Ongoing
10.7 The relevant Placenames Orders will be used by the Council for official purposes.	Ongoing
10.8 Where there is a need for change/correction of errors in relation to placenames and street names, this will take place in the course of maintenance and improvements works.	Ongoing

3.11 New Policies & Initiatives

Action	Target
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	Date
11.1 New policies and initiatives will be consistent with the Scheme and will not undermine it.	Ongoing
11.2 New policies and initiatives will promote the cultural and linguistic heritage of the City.	Ongoing
11.3 New policies and initiatives will promote and facilitate the use of Irish wherever possible.	Ongoing
11.4 Staff and consultants involved in policy formulation will be informed of the Scheme and of the organisation's obligations under the Official Languages Act 2003.	Ongoing
11.5 Existing policies will be reviewed and altered if deemed necessary to be in line with the provisions of this Scheme.	Ongoing
11.6 A policy has been implemented to make staff aware of obligations under the Language Scheme, when uploading static material to Galway City Council website. A reminder will appear to staff when uploading material to make them aware of obligations, and full audit trail will be logged with the software.	Ongoing
11.7 In the absence of Irish language print media, a temporary policy has been implemented to update article 11.6 of Galway City Council 2 nd Language Scheme, which states: 'Where the Council publishes public notices in the print media, it will ensure that an Irish language version will continue to be published in the Irish language print media'. Bilingual versions of the same notice will be published in the current local contracted newspaper (subject to conditions).	Ongoing
11.8 A Temporary Traffic Signage Guide has been implemented to regulate use of Irish on traffic signage erected on a temporary basis. This will apply to both external contractors and GCC sections that erect temporary signage.	Ongoing

3.12 Services delivered on behalf of the Council

<i>Action</i>	<i>Target Date</i>
12.1 Standard procedures for dealing with third parties delivering services to the public in conjunction with or on behalf of the Council will make provision to ensure that account is taken of this Scheme and its requirements, and the Official Languages Act 2003 and any regulations made under that Act.	Ongoing
12.2 Where services involve contact with the public, agents or contractors will continue to be asked to state how those services will be delivered bilingually. This will be achieved by including relevant details of the Scheme's requirements in the tendering documents, contract agreements and conditions and where appropriate, asking for statements on how these services will be delivered.	Ongoing
12.3 In letting any new contract for the delivery of services, the relevant Director of Services will be responsible for ensuring that the agency or company that undertakes the work on the Council's behalf conforms to the requirements of the scheme.	Ongoing
12.4 There may be contracts or arrangements of short duration and for a specific task where it is not practicable to	Ongoing

require full compliance with the scheme, in which case, as full compliance as possible in the circumstances will be sought.	
12.5 Guidance on the procedures to be followed will be available to staff involved in the preparation of contracts and this will include preparing a standard clause to be added to contracts and tender documents.	Ongoing
12.6 When working in partnership with other organisations the Council will continue to inform all parties of the Language Scheme and ensure that the measures contained are implemented. Wherever possible the Council will encourage, promote and strengthen the use the Irish Language.	Ongoing

3.13 Grants & Sponsorship

Action	Target Date
13.1 The Council will encourage organisations, bodies or individuals that do not represent a public body, which receive financial sponsorship from this Council, to provide bilingual or Irish medium services to the public.	Ongoing
13.2 Similarly, in the case of organisations, bodies or individuals that do not represent a public body and with which the Council co-operate or in the case of any partnership between the Council and any organisation, such projects or partnerships will be urged to operate in accordance with this scheme.	Ongoing
13.3 Application Forms for funding and grants will include a section for the applicant to indicate how the Irish Language will be used and promoted in activities, public events, publications etc.	Ongoing

Chapter 4

4.1 Training

Action	Target date
1.1 Members of staff are and will be encouraged to attend appropriate courses aimed at facilitating their use of Irish with the public at work, according to the requirements of their job.	Ongoing
1.2 Staff will be encouraged to apply for Gaeltacht Scholarship Schemes, where available.	Ongoing
1.3 Training Priority will be given to officers in those areas of service delivery where there is regular contact with the Irish speaking public or where there is an identified shortfall of Irish speaking staff as outlined and agreed in personal and team development plans and also contained in Directorate Training Plans.	Ongoing
1.4 All staff members who complete Irish Language training at the expense of the Council do so with the understanding that they will in turn provide an Irish Language Service in behalf of the Council when requested.	Ongoing
1.5 Galway City Council will continue to provide Irish Language supports for staff on an ongoing basis through the Irish Language Officer – phrases, terminology, letters, forms and advertisements. Officers who are learning Irish are encouraged to use it at every opportunity without being deterred by lack of confidence or practice.	Ongoing
1.6 Language Awareness Training sessions will be provided subject to budget.	Ongoing
1.7 Specialist Language Training will be provided for the Customer Service Team and staff dealing directly with the public at public counters and or public telephones subject to budget.	Ongoing
1.8 All staff inductions will include bringing the requirements and implications of the Irish Language Scheme to the individual's attention.	Ongoing
1.9 The Council will support staff members that are learning Irish. This includes provision of inhouse Irish language classes, training leave for said classes, and the provision of break/lunchtime conversation groups.	Ongoing
1.10 The Council will establish an annual acknowledgement system for staff members that have undertaken to act as an Irish contact point or who have undertaken a training course or attended an Irish Language Scholarship.	Ongoing

4.2 Staffing

Action	Target date
2.1 In deciding on the Irish language skill requirements of posts the Council will continue to consider <ul style="list-style-type: none"> • Job specific skills; 	Ongoing

<ul style="list-style-type: none"> • Skills required by the wider team; • Cultural, environmental and linguistic factors linked to the nature of the language skills of the post and the public/area it serves. 	
2.2 The Council will identify in an objective manner the posts where an ability to speak Irish is an essential skill and those where it is desirable, in line with Government policy (please see 2.7).	Ongoing
2.3 Once Irish Language posts are identified, the Council will decide how to meet its staffing requirement. This may involve recruiting and or training.	Ongoing
2.4 Having regard to Government policy for enhanced provision of services in Irish, the Council will, by the end of year 1 of the scheme, identify any posts for which Irish language competency is an essential requirement. Every effort will be made to fulfil these requirements by the end of this scheme having regard to recruitment, promotion and training policies, as appropriate. This will enable Galway City Council to plan and prioritise the incremental improvement of services in Irish in a more strategic manner.	End of year 1 of the Scheme
2.5 This examination will continue to deliver an analysis of the level of linguistic competence required in each Department to ensure that those wishing to do their business with the Council through the medium of Irish can do so; provide the basis for appropriate training & upskilling programmes for staff.	Ongoing
2.6 The Council's aim is to increase the number of staff members who are able to provide services through the medium of Irish throughout the lifetime of this scheme and in this regard, the Council will actively encourage employees to develop Irish language Skills in order to facilitate the effective implementation and operation of this Scheme.	Ongoing

4.3 Recruitment

Action	Target date
3.1 Linguistic ability will continue to be one of a number of skills considered in staff appointments.	Ongoing
3.2 Where bilingual communication skills through the medium of Irish and English are considered essential or desirable for any post, this will be specified in the job specification and in the advertisement when recruiting to that post.	Ongoing
3.3 In a situation where two candidates for a post for which the ability to communicate bilingually is desirable have equal essential qualifications and experience, the ability to communicate through the medium of Irish and English to a high standard will be considered an additional skill.	Ongoing
3.4 Oral and written bilingual skills for a post will be specified in the job specification and in the advertisement.	Ongoing

3.5 All new members of staff will be given an introduction to the Irish Language Scheme and its implications for the way they execute their job as part of their induction training. They will be advised of the various support mechanisms in place in facilitating the use of Irish as part of their duties.	Ongoing
3.6 Data on bilingual skills of new employees will be captured via new starter forms and on documentation completed by managers.	Ongoing
3.7 Where Irish is considered desirable for a particular post the recruitment advertisement will be fully bilingual.	Ongoing
3.8 Where it has not been possible to appoint an individual with the requisite language competency to a post requiring Irish Language Skills, the candidate appointed will be required to accept as a condition of appointment the acquisition of an acceptable level of fluency in the Irish language in terms of meeting the requirements of the post.	Ongoing
3.9 To encourage applicants with Irish Language skills, a partnership will be developed with educational/training institutes to facilitate initiatives such as work experience opportunities and participation in career fairs.	Ongoing
3.10 To assist the recruitment of Irish speakers, HR will be encouraged to consider carefully where posts are advertised. Consideration should be given to advertising in the Irish Language Media.	Ongoing
3.11 All of the above will be in line with national recruitment policies and relevant employment legislation.	Ongoing

4.4 Implementation

Action	Target date
4.1 The Chief Executive and all Directors will be responsible for ensuring that every officer and every department within the Council acts in accordance with the requirements of this Scheme, the Official Languages Act 2003 and any Statutory Regulations made under its direction.	Ongoing
4.2 A Senior Officer within each directorate/section will be formally appointed to take managerial responsibility for implementation within a Directorate/section; this group will be formally referred to as the 'Cross Departmental Implementation Group'.	Ongoing
4.3 The Senior Executive Officer in the Corporate Services Department will chair the Cross Departmental Implementation Group (CDIG).	Ongoing
4.4 The Senior Executive Officer in Corporate Services will coordinate the corporate implementation of the Scheme for the organisation as a whole and will evaluate the Council's performance in delivering the requirements of the Scheme and to report on these matters to the Management Team and if required to the Language Commissioner also.	Ongoing
4.5 Members of the CDIG will be responsible for implementing the scheme within their own sections and for reporting	Ongoing

on progress on implementation annually.	
4.6 Members of the CDIG will ensure that all staff within their respective sections are aware of the requirements of the scheme, will promote the implementation of the Language Scheme and will seek opportunities to advise departments and to encourage them to mainstream the Irish Language into new policies and initiatives.	Ongoing
4.7 Members of the CDIG will be required to prepare an Action Plan for their respective Directorates and to include this task in their own annual personal (PDP) and team development plans (TDPs) which will detail the actions required to ensure implementation of the requirements of the Scheme, together with target dates which correspond to the target dates set out in this scheme.	Ongoing
4.8 Every member of the Council's staff will be responsible for acting in accordance with the requirements of this scheme.	Ongoing
4.9 Complaints concerning the implementation of the Scheme will be investigated through the complaints procedure set out in the Customer Service Action Plan.	Ongoing

4.5 Monitoring

Action	Target date
5.1 Members of the CDIG, chaired by the SEO of Corporate Services will take managerial responsibility for monitoring implementation within a Directorate/section.	Ongoing
5.2 The implementation of the scheme will be subject to regular review by the Management Team	Ongoing
5.3 Members of the CDIG will prepare a monitoring report on how well their respective sections are meeting the commitments in the scheme.	Ongoing
5.4 The monitoring reports for each section will monitor how well it is meeting its commitments under the scheme and will contain feedback under the following headings: <ul style="list-style-type: none"> • ACTION PLAN <ul style="list-style-type: none"> ○ How is the organisation forward planning in relation to the Scheme's Action Plan? Is the organisation meeting the targets set out in the action plan for implementation in the scheme? • INTERNAL MONITORING <ul style="list-style-type: none"> ○ Awareness of individual staff and the organisation corporately of its requirements under the scheme; ○ Supporting the Scheme – are there sufficient arrangements in place to facilitate the implementation of the scheme on a day-to-day basis? 	Ongoing

<ul style="list-style-type: none"> • EXTERNAL MONITORING <ul style="list-style-type: none"> ○ Need/Demand for bilingual services – staff to keep a record of requests; ○ Complaints – a complaints mechanism will be developed by managers within sections taking account of the nature and incidence of complaints. 	
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4.6 Publicising the agreed scheme

Action	Target date
6.1 The Scheme will be published and distributed widely – media, elected officials, libraries, Town Hall Theatre, Leisureland, Galway City Museum, and neighbouring Councils.	Ongoing
6.2 The Scheme will be publicised in the local media.	Ongoing
6.3 The Scheme will be publicised internally at staff seminars and via email and will be made available for all staff on the Intranet.	Ongoing
6.4 The Scheme will be published on the Council’s website www.galwaycity.ie and a press release will be issued once it has been agreed with the Department of Arts, Heritage and the Gaeltacht.	Ongoing
6.5 The Scheme will be referenced in other Council publications such as the City Development Plan, Customer Care Plan etc.	Ongoing
6.6 The information publicising the scheme will include a description of the purpose and scope of the scheme and when and where members of the public may have access to the scheme, including details on the extent to which members of the public can deal with the Council in Irish.	Ongoing
6.7 The Council will take every opportunity in its day-to-day interactions with customers to promote and publicise the services it provides through Irish, including: <ul style="list-style-type: none"> • Directly informing customers on a proactive basis of the option of dealing with the Council through Irish, for example, 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; • Including footnotes on selected guidelines, leaflets, and applications forms explaining that these documents are also available in Irish (in cases where bilingual printed material is not produced under a single cover); and • Including notes in publications and advertisements that the Council provides services through Irish and, accordingly, welcomes customers who wish to deal with it in Irish, according to the commitments in its agreed Scheme. 	Ongoing

A copy of this Scheme will be forwarded to Oifig an Choimisinéara Teanga.

The English language version is the original text of this scheme.