



Dublin City Council  
Comhairle Cathrach Bhaile Átha Cliath

# SCÉIM 2006-2009

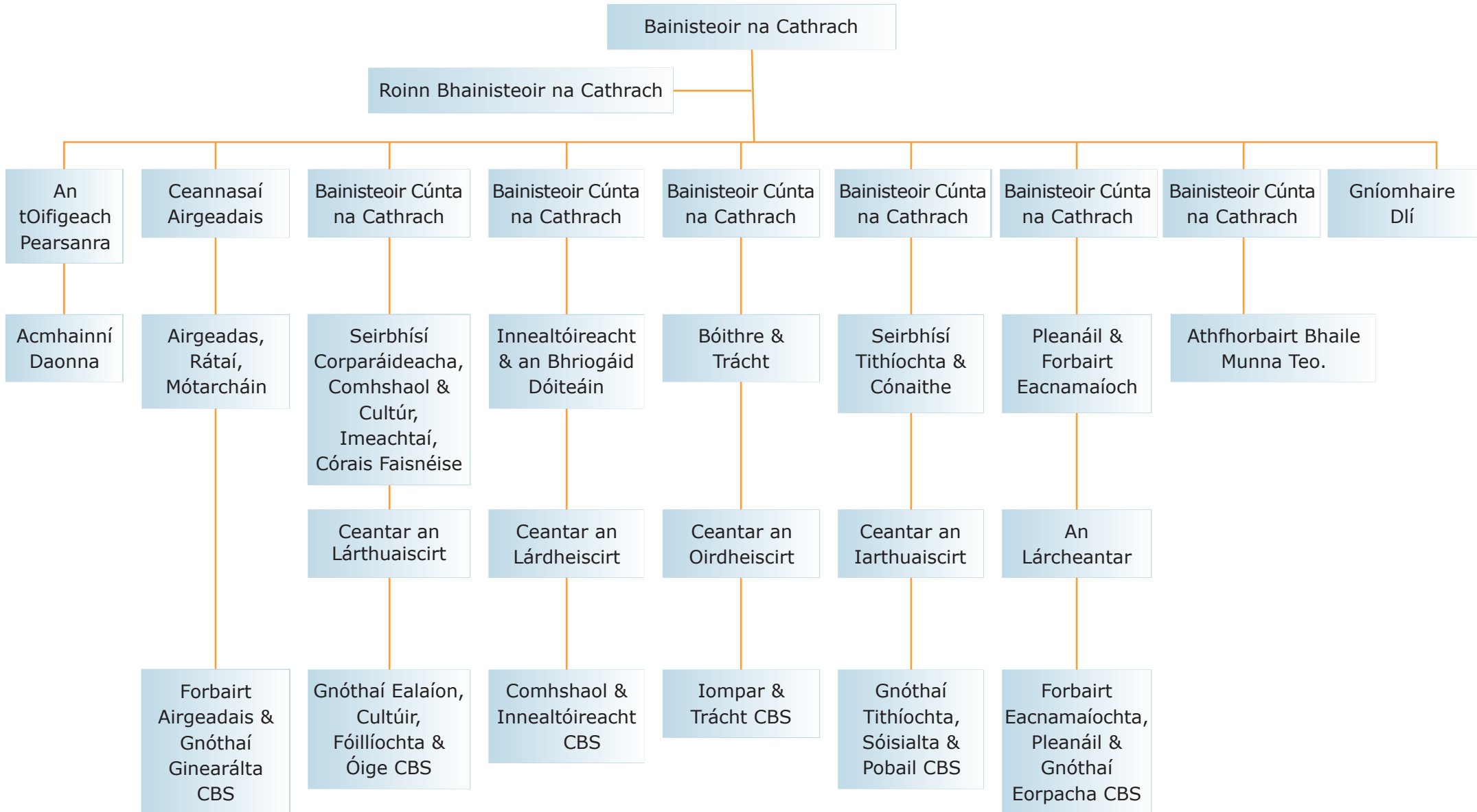
Faoi réir Mhír 11 d'Acht na dTeangacha Oifigúla 2003

# SCHEME 2006-2009

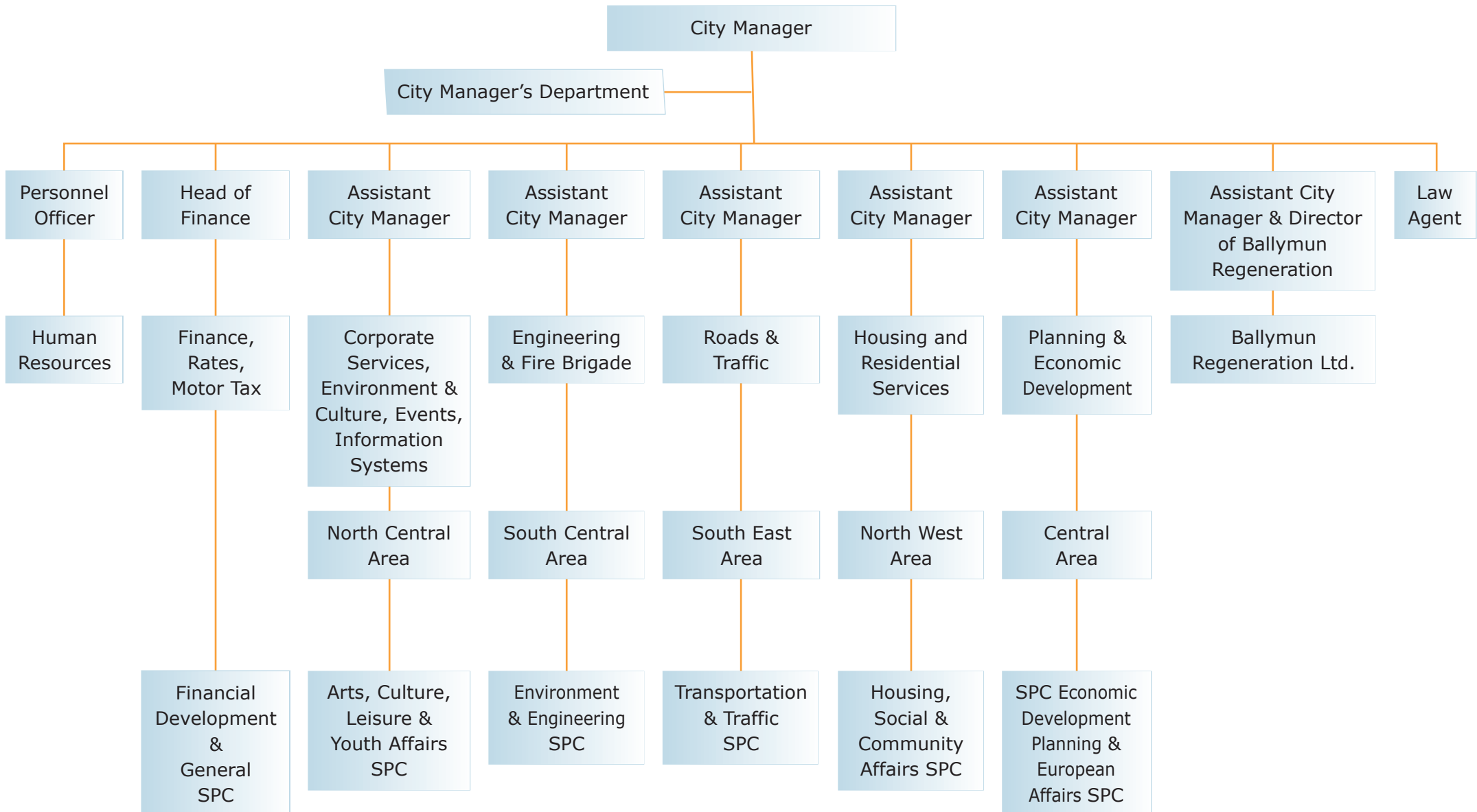
Under Section 11, Official Languages Act 2003



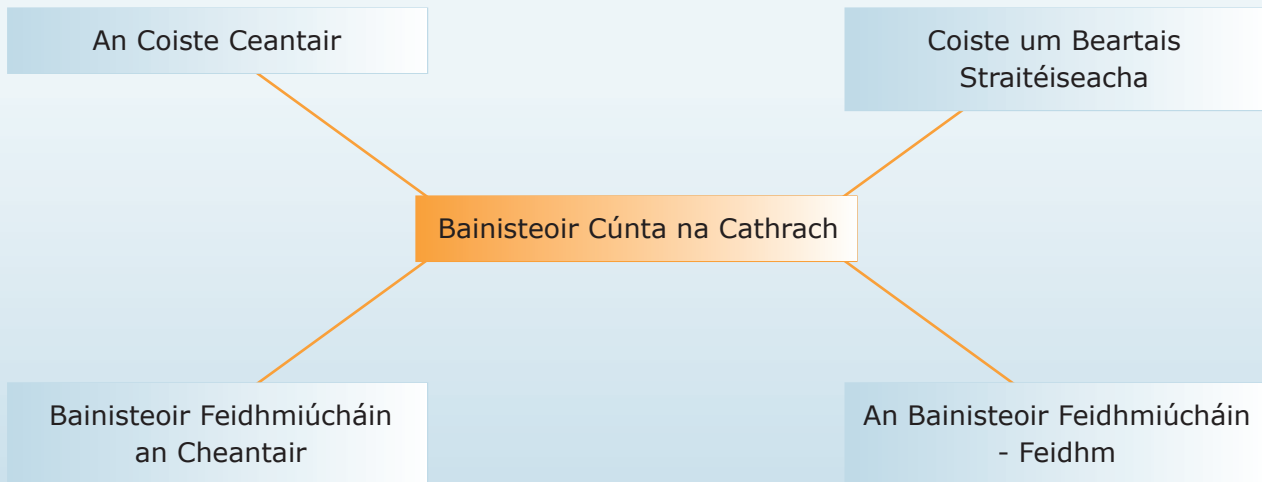
# Struchtúr Chomhairle Cathrach Bhaile Átha Cliath



# Structure of Dublin City Council



## Naisc Cumarsáide le Bainisteoir Cúnta na Cathrach



## Communications Links with the Assistant City Manager



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## Caibidil 1 Intreoir agus Cúlra

Is í Comhairle Cathrach Bhaile Átha Cliath a d'ullmhaigh an scéim seo faoi réir Mhír 11 d'Acht na dTeangacha Oifigiúla, 2003. Tá foráil i Mír 11 maidir le comhlacht poiblí scéim reachtúil a ullmhú ina sonrú na seirbhísí a bheartóidh sé a sholáthar:

- trí mheán na Gaeilge,
- trí mheán an Bhéarla, agus
- trí mheán na Gaeilge agus an Bhéarla araon.

Tá na bearta leagtha amach sa scéim seo a chuirfear i gcrích maidir le cén seirbhísí a sholáthrófar trí mheán na Gaeilge laistigh de chlár ama pleanáilte.

### 1.2 Ábhar na Scéime Teanga

Is iad an tAonad Forbartha Gaeilge agus Bainisteoirí Sinsearacha sa Roinn Seirbhísí Corparáideacha a dhréachtaigh an Scéim seo. Cuireann an scéim "le Plean Gníomhaíochta don Ghaeilge 1999/2003" de chuid Chomhairle Cathrach Bhaile Átha Cliath. Is é rud a chabhraigh meitheal oibre inmheánach de chuid na Straitéisithe Cumarsáide leis an tionscadal seo, meitheal ina raibh ionadaithe ag feidhmiú thar cearn bainisteoirí sinsearacha.

Is iad bainisteoirí sinsearacha de chuid Chomhairle Cathrach Bhaile Átha Cliath a bheidh freagrach as an scéim a chur i bhfeidhm, monatóireacht a dhéanamh uirthi agus í a athbhreithniú.

Is amhlaidh a bheidh an scéim ina chéad céim le cur leis na seirbhísí Gaeilge atá ar fáil i láthair na huaire.

## Chapter 1 Introduction and Background

This scheme was prepared under Section 11 of the Official Languages Act 2003 by Dublin City Council. Section 11 provides for the preparation by a public body of a statutory scheme specifying the services it proposes to provide:

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

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

### 1.2 Content of the Language Scheme

The Irish Development Unit and Senior Management in the Corporate Services Department drafted this Scheme. The scheme builds on Dublin City Council's "Action Plan for the Irish Language 1999/2003". The Communications Strategists internal working group consisting of representatives of senior management assisted in this project.

Responsibility for ensuring implementation, as well as monitoring and reviewing the scheme will rest with senior management within Dublin City Council.

The scheme builds on the extent to which services are currently available through Irish as a starting base.

### 1.3 Dáta Tosach Feidhme na Scéime 13 Iúil 2006

Cheadaigh an tAire Gnóthaí Pobail, Tuaithe agus Gaeltachta an scéim seo. Beidh tosach feidhme leis an scéim seo le héifeacht ó 13 Iúil 2006 agus beidh sí i bhfeidhm go ceann tréimhse trí bliana ón dáta seo nó go dtí go gceadóidh an tAire scéim nua de bhun Mhír 15 d'Acht na dTeangacha Oifigiúla cibé acu is luaithe.

### 1.4 Forléargas ar Chomhairle Cathrach Bhaile Átha Cliath

Déanann Comhairle Cathrach Bhaile Átha Cliath gach dícheall a ról ceannaireachta a imirt agus a sainúdarás daonlathach a chomhlíonadh ina bhfuil aird ar leith aici ar na croíphrionsabail seo a leanas:

- Cuimsiú Sóisialta
- Inmharthanacht
- Caighdeán Beatha

#### **Ár misean:**

Príomhchathair bhríomhar, tharraingteach, shábháilte a chothú i dtimpeallacht inbhuanaithe agus béim láidir ar dhaoine inti; timpeallacht fhisiceach, shóisialta, chultúrtha eacnamaíochta na cathrach a fheabhsú agus a chur chun cinn faoi threoir éifeachtach lucht ceannais na cathrach agus gach saoránach a bheith rannpháirteach go daonlathach san obair sin.

### 1.3 Commencement Date of Scheme – 13 July 2006

The Minister for Community, Rural & Gaeltacht Affairs, has confirmed this scheme. The scheme is commenced with effect from the 13 July 2006 and shall remain in force for a period of 3 years from this date or until a new scheme has been confirmed by the Minister pursuant to Section 15 of the Official Languages Act, whichever is earlier.

### 1.4 Overview of Dublin City Council

Dublin City Council seeks to fulfill its leadership role and democratic mandate having due regard to the following core principles:

- Social Inclusion
- Sustainability
- Quality of Life

#### **Our mission:**

To foster a vibrant, attractive, safe and environmentally sustainable capital City with a strong human focus, to advance and promote the physical, social, cultural and economic environment of the City, through effective civic leadership and the active democratic participation of our citizens.

Is ilchineálach na seirbhísí a sholáthraíonn Comhairle Cathrach Bhaile Átha Cliath atá le rangú faoi theidil éagsúla ach is fearr achoimre a dhéanamh orthu de réir theidil na sé Coiste um Beartais Straitéiseacha seo:

- Gnóthaí Tithíochta, Sóisialta & Pobail
- Forbairt Eacnamaíochta, Pleanáil agus Gnóthaí Eorpacha
- Comhshaol agus Innealtóireacht
- Iompar agus Trácht
- Gnóthaí Ealaíon, Cultúir, Fóillíochta agus Óige
- Forbairt Airgeadais agus Gnóthaí Ginearálta

Ullmhaíodh Plean Corparáideach Chomhairle Cathrach Bhaile Átha Cliath 2005-2009 i ndiaidh beart comhairliúcháin a rinneadh ar bhonn forleathan, lena n-áiríodh plé le gach uile ghrúpa agus pháirtí leasmhar sa Chathair agus agallamh a chur orthu. Ghlac an Chomhairle Cathrach leis an bplean seo in Eanáir 2005 ina bhfuil cuspóirí agus straitéisí leagtha amach don Chomhairle ar feadh na tréimhse suas go dtí na chéad toghcháin áitiúla eile in 2009.

### **1.5 Custaiméirí agus Cliaint**

Is é Comhairle Cathrach Bhaile Átha Cliath an t-údarás áitiúil is mó sa tír agus is í an Chomhairle atá freagrach as réimse mór de sheirbhísí ilghnéitheacha do chustaiméirí iléagsúla. Soláthraíonn Comhairle Cathrach Bhaile Átha Cliath seirbhísí do dhaonra ina bhfuil amuigh agus istigh ar 500,000 agus a chuimsíonn limistéar de 115 ciliméadar cearnógach. Cuirfear na seirbhísí seo ar fáil go díreach don phobal nó cuirfear ar fáil iad trí shocruithe a bheith déanta le heagraíochtaí eile na hearnála poiblí nó príobháidí chun iad sin a sholáthar. Imríonn Comhairle Cathrach Bhaile Átha Cliath ról ionadaíoch agus oibríochtúil thar ceann gach uile pháirtí leasmhar den Chathair, lena n-áirítear iad seo a leanas:

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

- Housing, Social & Community Affairs
- Economic Development, Planning and European Affairs
- Environment and Engineering
- Transportation and Traffic
- Arts, Culture, Leisure and Youth Affairs
- Financial Development and General

The Dublin City Council Corporate Plan 2005-2009 was prepared following an extensive process of consultation, which involved discussions and interviews drawn from all interests and stakeholders in the City. This plan was adopted by the City Council in January 2005 and sets out objectives and strategies for the Council for the period up to the next local elections in 2009.

### **1.5 Customers and Clients**

Dublin City Council is the largest local authority in the country and has responsibility for delivering a wide and complex range of services to a diverse customer base. Dublin City Council provides services for a population of approximately 500,000 spread over an area of 115 square kilometers. These services are provided either directly to the public or through arrangements made for their provision with other public or private sector organisations. Dublin City Council performs both a representational and an operational role on behalf of all stakeholders in the City. These include:

- Cónaitheoirí,
- Páirtithe leasmhara ón earnáil ghnó
- Ionadaithe tofa agus baill foirne na Comhairle
- Eagraíochtaí pobail
- Gníomhaireachtaí Rialtais agus stát tionscanta.

### **1.6 A mheasúnú a mhéad agus atá seirbhísí i nGaeilge ar fáil cheana féin**

Is é is príomhchuspóir don Acht go gcinnteofar go gcuirfear níos mó seirbhísí poiblí i nGaeilge ar fáil agus go bhfuil siad ar chaighdeán níos airde.

Is amhlaidh a chuireann Comhairle Cathrach Bhaile Átha Cliath seirbhísí áirithe trí Ghaeilge agus trí Bhéarla ar fáil cheana féin. Is é rud a dhearbhaíonn Cairt Custaiméirí Chomhairle Cathrach Bhaile Átha Cliath seo a leanas: Déanaimid gach iarracht freastal ar chustaiméirí uile dár gcuid a dteastaíonn uathu a ngnó a dhéanamh trí Ghaeilge, tríd an Teanga Chomharthaíochta nó trí theangacha eile de réir mar is féidir sin.

- Residents,
- Business interests
- Elected representatives and staff of the Council
- Community organisations
- Government and semi-state agencies.

### **1.6 Assessment of the extent to which services are already available through Irish**

The primary objective of the Act is to ensure better availability and a higher standard of public services through Irish.

Dublin City Council already provides certain services through Irish and English. Dublin City Council's Customer Charter states: We endeavour to accommodate all our customers who wish to conduct their business through the medium of Irish, Sign Language or other languages where possible.

## Caibidil 2

### Seirbhísí/Gníomhaíochtaí Ginearálta Comhairle a Sholáthar

#### 2.1 Modheolaíocht agus Taighde in Úsáid

Maidir leis an Scém seo a ullmhú:

- (i) D'iarr Comhairle Cathrach Bhaile Átha Cliath aighneachtaí ar an bpobal i leith dréachtscéim a ullmhú
- (ii) Rinne an Chomhairle iniúchóireacht inmheánach ar sheirbhísí Gaeilge a bhíonn gach rannóg a chur ar fáil nó ar sheirbhísí Gaeilge is féidir leo a chur ar fáil.
- (iii) Rinne an Chomhairle suirbhé ar bhaill foirne lena fháil amach cá mhéad ball foirne atá ábalta cumarsáid a dhéanamh i nGaeilge agus cad é an leibhéal Gaeilge atá acu agus cad iad na riachtanais atá ann maidir le baill foirne a oiliúint amach anseo.

Fuair Comhairle Cathrach Bhaile Átha Cliath líon iomlán de 7 n-aighneacht ón bpobal le linn an beart comhairliúcháin a bheith ar siúl.

#### 2.2 Modhanna Cumarsáide leis an bPobal

Is amhlaidh is mó i mBéarla a dhéantar cumarsáid leis an bpobal. Maidir le seirbhísí a sholáthar, is é rud a chuirtear formhór na modhanna cumarsáide de chuid Chomhairle Cathrach Bhaile Átha Cliath leis an ngnáthphobal ar fáil i mBéarla. Déantar sciar áirithe de chumarsáid scríofa na Comhairle i nGaeilge agus i mBéarla nó go dátheangach in aon fhoilseachán amháin, lena n-áirítear na nithe seo a leanas:

- Foirmeacha Iarratais
- Bileoga agus Bróisiúir Eolais Phoiblí
- Foilseacháin
- Suíomh Idirlín
- Cuirí
- Ábhar clóite eile

## Chapter 2

### Provision of General Council Services/Activities

#### 2.1 Methodology and Research undertaken

In the preparation of this Scheme, Dublin City Council:

- (i) Invited submissions from the public on the preparation of a draft scheme.
- (ii) Conducted an internal audit of services provided/capable of being provided through Irish by each section.
- (iii) Conducted a survey of staff to ascertain current levels and numbers of staff with communication skills in Irish and the future upskilling needs of staff.

Dublin City Council received a total of 7 submissions from the public during the consultation process.

#### 2.2 Means of Communication with the Public

Communication with the public is done mainly through English. Most of Dublin City Council's methods of communication with the general public in terms of service provision are currently made available in English. A certain amount of written communication is made through Irish and English or bilingually within the one cover, including:

- Application Forms
- Public Information Leaflets and Brochures
- Publications
- Website
- Invitations
- Other printed material

## 2.3 Doiciméadacht Scríofa

Is é an polasaí atá ag Comhairle Cathrach Bhaile Átha Cliath go gcuirfear na seirbhísí seo a leanas ar fáil go dátheangach trí mheán na Gaeilge agus an Bhéarla ar fud ranna uile Chomhairle Cathrach Bhaile Átha Cliath le linn an scéim seo a bheith i bhfeidhm:

### Foirmeacha Iarratais:

Nuair a fhoilseofar na foirmeacha iarratais nua uile agus aon bhileoga eolais a ghabhann leo, beidh siad go hiomlán dátheangach in aon fhoilseachán amháin nó ina leaganacha scartha Gaeilge agus Béarla.

Foirmeacha iarratais atá le fáil i láthair na huaire nó aon bhileoga eolais a ghabhann leo, beidh siad go hiomlán dátheangach in aon fhoilseachán amháin nó ina leaganacha scartha Gaeilge agus Béarla.

Foirmeacha iarratais áirithe is mó agus is mionsonraithe mar aon leis na bileoga eolais a ghabhann leo, cuirfear iad sin ar fáil ar leithligh i nGaeilge agus i mBéarla.

### Bileoga agus Bróisiúir Eolais Phoiblí:

Beidh Bileoga agus Bróisiúir Eolais Phoiblí go hiomlán dátheangach. Tá Cód Iompair agus Cairt Custaiméirí de chuid Chomhairle Cathrach Bhaile Átha Cliath ar fáil i nGaeilge agus i mBéarla araon.

### Foilseacháin:

Cuirfear Pleananna Corparáideacha go hiomlán dátheangach ar fáil.

## 2.3 Written Documentation

It is Dublin City Council's policy that the following services will be provided bilingually through the medium of Irish and English, across all departments of Dublin City Council during the lifetime of this scheme:

### Application Forms:

All new application forms and any accompanying information leaflets produced shall be fully bilingual within the one cover or as separate Irish and English versions.

Existing applications forms and any accompanying information leaflets shall be fully bilingual within the one cover or as separate Irish and English versions.

Certain larger, more detailed application forms with information leaflets shall be separately available in Irish and in English.

### Public Information Leaflets and Brochures:

Public Information Leaflets and Brochures shall be fully bilingual within the one cover or as separate Irish and English versions. Dublin City Council's Code of Conduct and Customer Charter are available in both Irish and English.

### Publications:

Corporate Plans shall be available fully bilingual.

### **Suíomh Idirlín:**

Chuir Comhairle Cathrach Bhaile Átha Cliath sé mol-leathanaigh ar a suíomh idirlín ([www.dublincity.ie](http://www.dublincity.ie) agus [www.baileathacliath.ie](http://www.baileathacliath.ie)) in áirithe do mhíreanna i nGaeilge. Tá sé beartaithe ábhar na leathanach seo a mhéadú faoi 100% le linn an Scéim a bheith i bhfeidhm. Doiciméid polasaithe, preaseisiúintí agus eolas ginearálta don phobal a bheidh i measc an ábhair seo.

### **Preasráitis:**

Cuirfear 25% de Phreasráitis amach i nGaeilge agus i mBéarla nó go dátheangach in aon fhoilseachán amháin agus scaipfear iad chuig na meáin Ghaeilge agus Bhéarla go comhuaineach le linn an Scéim a bheith i bhfeidhm.

## **2.4 Cumarsáid Bhéil**

Is minic a bhíonn Aonad Seirbhísí Custaiméirí agus Oifigí Mótarchánach Chomhairle Cathrach Bhaile Átha Cliath mar aon le Leabharlanna Poiblí Chathair Bhaile Átha Cliath ag plé leis an bpobal ar bhonn duine le duine. Tá Ionad Teagmhála le haghaidh cuairteoirí a thagann isteach go hOifigí na Cathrach agus Ionad Glaonna le haghaidh daoine a ghlaonn ar Chomhairle Cathrach Bhaile Átha Cliath suite san Aonad Seirbhísí Custaiméirí. Is é is ról don Ionad Teagmhála go soláthrófar de réir a chéile ionad aonair laistigh den ollionad áit ar féidir le custaiméirí a ngnó a dhéanamh leis an gComhairle Cathrach. Bíonn Gníomhairí sainoilte Seirbhísí Custaiméirí ag déileáil le formhór ghnó na Comhairle gan riachtanas a bheith orthu leis an gcustaiméir a chur ar aghaidh i dteagmháil le Roinn ar leith.

Roimh dheireadh na scéime reatha cuirfear cleachtas Scothsheirbhíse Caighdeánta Custaiméirí (QCS) i gcrích sna réimsí seo a leanas:

- Beidh fáilteoirí/teileafónaithe in ann ainm an Údaráis Áitiúil a thabhairt i nGaeilge,

### **Website:**

Dublin City Council has dedicated six hub pages on its website ([www.dublincity.ie](http://www.dublincity.ie) and [www.baileathacliath.ie](http://www.baileathacliath.ie)) to items in Irish. It is intended to increase the content on these pages by 100% during the lifetime of the Scheme. Content will include policy documents, press releases and general information of public interest.

### **Press releases:**

25% of Press releases will be produced in Irish and English or bilingually within the one cover and circulated to the Irish language and English language media simultaneously, within the lifetime of the Scheme.

## **2.4 Oral Communication**

Dublin City Council's Customer Service Centre, Motor Tax Offices and Dublin City Public Libraries have a significant level of one-to-one communication with the public. The Customer Services Centre has a Contact Centre for customers calling to Civic Offices and a Call Centre to deal with all phone contact to Dublin City Council. The role of the Contact Centre in Civic Offices is to provide on a phased basis, a single location within the complex where customers can transact business with the City Council. Specially trained Customer Service Agents deal with most elements of Council business without the need to refer the customer onwards to a specific Department.

By the end of the current scheme Standard Quality Customer Service (QCS) practice will apply in these areas:

- reception/switchboard staff are able to give the name of the Local Authority in Irish,

- Beidh 50% den fhoireann fáilte riaracháin/ den fhoireann ionad glaonna eolach ar bheannachtaí simplí Gaeilge
- agus beidh socruithe oiriúnacha i bhfeidhm le go mbeidh siad in ann baill an phobail a chur i dteagmháil gan mhoill leis an oifig nó leis an oifigeach atá freagrach as an tseirbhís Ghaeilge a chur ar fáil de réir mar atá sin féin ar fáil.

Cuirfidh Comhairle Cathrach Bhaile Átha Cliath urlabhraithe ar fáil le hagallaimh a dhéanamh leis na meáin Ghaeilge nuair is cuí sin.

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

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

## Caibidil 3

# Achoimre ar Sheirbhísí/ Ghníomhaíochtaí a chuireann Rannóga ar fáil

### 3.1 Intreoir

Tá achoimre sa Chaibidil seo ar na gníomhaíochtaí agus ar an tseirbhís is mó a chuireann na rannóga agus na haonaid éagsúla de chuid Chomhairle Cathrach Bhaile Átha Cliath ar fáil.

### 3.2 Teanga Oibre i nGach Rannóg

Is é an Béarla an teanga oibre atá in úsáid i ngach rannóg/aonad de chuid Chomhairle Cathrach Bhaile Átha Cliath gan An tAonad Forbartha Gaeilge a áireamh.

#### 3.2.1 Rannóga a bhíonn ag obair i nGaeilge

##### **An tAonad Forbartha Gaeilge, an Roinn Seirbhísí Corparáideacha**

Bíonn na hOifigigh Forbartha Gaeilge de chuid an Aonaid Forbartha Gaeilge ag feidhmiú trí Ghaeilge agus cuireann siad gach seirbhís ar fáil trí Ghaeilge seachas nuair a iarrann an custaiméir/an cliant, ach go háirithe, orthu a mhacasamhail de sheirbhís a chur ar fáil dóibh i mBéarla.

##### **Rannóg Chlárú na dTogthóirí, Roinn Bhainisteoir na Cathrach**

Tá an rannóg seo freagrach as clár toghthóirí a chur i dtoll a chéile. Tá gach foirm iarratais, gach cumarsáid scríofa agus gach cumarsáid bhéil ar fáil i nGaeilge i láthair na huairé agus beidh sin amhlaidh le linn an scéim seo a bheith i bhfeidhm.

## Chapter 3

# Summary of Services/Activities provided by Sections

### 3.1 Introduction

This chapter outlines the main activities/service provided by the numerous sections and units within Dublin City Council.

### 3.2 Operating Language of Each Section

English is the working language used in all sections/units of Dublin City Council with the exception of An t-Aonad Forbartha Gaeilge (Irish Development Unit).

#### 3.2.1 Sections Working in Irish

##### **An tAonad Forbartha Gaeilge, Corporate Services Department**

The Irish Development Officers in the Aonad Forbartha Gaeilge (Irish Development Unit) work through the Irish language and provide all services through the medium of Irish, except where the customer/client specifically requests such a service be provided to them in the English language.

##### **Franchise Section, City Manager's Department**

This section is responsible for the production of the register of electors. All applications forms, written and oral communication is currently available through Irish and will for be for the duration of the lifetime of this scheme.

### 3.2.2 Rannóga a bhfuil de chuspóir tosaíochta acu seirbhís mhéadaithe a sholáthar i nGaeilge

Is minic a bhíonn **an tAonad Seirbhísí Custaiméirí, Oifigí na Mótarchánach agus Leabharlanna Poiblí Chathair Bhaile Átha Cliath** ag plé leis an bpobal ar bhonn duine le duine. Is féidir líon áirithe seirbhísí a chur ar fáil i nGaeilge agus i mBéarla cheana féin sna háiteanna seo ach baineann na seirbhísí seo go príomha leis an teanga scríofa. Sainaithníodh na hionaid seo ina réimsí tosaíochta maidir le hoiliúint teanga agus feacht teanga a sholáthar do bhaill foirne (féach pointe 4.4 Oiliúint & Forbairt). Tá feidhmeanna agus gníomhaíochtaí na Rannóg thuasluaite leagtha amach mar seo a leanas:

#### **An tAonad Seirbhísí Custaiméirí, An Bunurlár, Bloc 3, Oifigí na Cathrach:**

Bainfidh an tAonad Seirbhísí Custaiméirí úsáid as Bainistíocht Caidrimh Chustaiméirí, as Bainistíocht Eolais agus Ardteicneolaíocht Teileafóin chun ionad aonair a chur ar fáil de réir a chéile laistigh den ollionad áit ar féidir le custaiméirí gach uile ghnó dá gcuid a dhéanamh leis an gComhairle Cathrach. Beidh Gníomhairí sainoilte Seirbhísí Custaiméirí atá lonnaithe ann ábalta déileáil le formhór ghnó na Comhairle gan riachtanas a bheith orthu leis an gcustaiméir a chur ar aghaidh i dteagmháil le Roinn ar leith, lena n-áirítear na seirbhísí seo:

- Ceadúnais Tacsaí/Fruilchairr/Limisín a eisiúint
  - Dátheangach
- Ceadanna Páirceála do Chónaitheoirí a Eisiúint
  - Litir i mBéarla, tá an Diosca Ceada Dátheangach
- Oifig Phoiblí an Airgid de chuid na Roinne Innealtóireachta, Bóithre & Tráchtá, Comhshaoil agus Cultúir, agus na Roinne Tithíochta & Pobail
  - Seirbhís i mBéarla amháin go dtí go gcuirfear an oiliúint chuí ar fáil (féach

### 3.2.2 Sections prioritised to provide an enhanced service through Irish

The **Customer Service Centre, Motor Tax Offices and Dublin City Public Libraries** have a significant level of one-to-one communication with the public. These areas can already provide a certain level of services in Irish and English, however this is mainly pertaining to the written language. These locations have been identified as the priority areas for upskilling of staff in language training and language awareness (see point 4.4 Training & Development). The following sets out the functions/activities of the Sections referred to above:

#### **Customer Services Centre, Ground Floor, Block 3, Civic Offices:**

Using Customer Relationship Management, Knowledge management and advanced Telephone Technology, the Customer Services Centre will provide, on a phased basis, a single location within the complex where customers can carry out any and all business with the City Council. Specially trained Customer Service Agents located there will be able to deal with most elements of Council business without the need to refer the customer onwards to a specific department. Services included are:

- Issue of Taxi/Hackney/Limousine Licences
  - Bilingual
- Issue of Residential Parking Permits
  - Letter in English, Permit disc is Bilingual
- Public Cash Office for Engineering, Roads & Traffic, Environment & Culture and Housing & Community Departments
  - English service only pending training (see point 4.4 Training & Development)

- pointe 4.4 Oiliúint & Forbairt)
- Lipéid Eora-Araidí agus Lipéid Málaí Dramhaíola Tí a Dhíol
    - Dátheangach
  - Baill foirne a chur ar dualgas ar 2 Dheasc Fáilte ag Bealach Isteach Shráid Sheamlas an Éisc agus ag an Aonad Seirbhísí Custaiméirí
    - Seirbhís i mBéarla amháin go dtí go gcuirfear an oiliúint chuí ar fáil (féach pointe 4.4 Oiliúint & Forbairt)

### **Ionad Glaonna na Seirbhísí Custaiméirí**

- Soláthraíonn Ionad Glaonna na Seirbhísí Custaiméirí seirbhís den chineál céanna agus mar a chuireann an tAonad Seirbhísí Custaiméirí ar fáil do chustaiméirí a roghnaíonn dul i dteagmháil linn ar an teileafón. Is féidir leis an bhfoireann ansin a bhaineann úsáid as an teicneolaíocht chéanna agus mar atá san Ionad Teagmhála an tseirbhís iomlán a sholáthar do chustaiméirí maidir le cuid mhór gnéithe d'fheidhmeanna na Comhairle. Déanfar cumarsáid bhéil leis an rannóg i mBéarla amháin go dtí go gcuirfear oiliúint foirne ar fáil (féach pointe 4.4 Oiliúint & Forbairt)

Uimhir Theagmhála Phríomhúil: 01 222 2222.

### **Oifigí Mótarchánach:**

Eisíonn an Oifig Mótarchánach na nithe seo a leanas:

- dioscaí cánach
- ceadúnais tiomána
- deimhnithe ar Ródacmhainneacht
- athruithe Úinéireachta
- aisíocaíochtaí agus deimhnithe úinéireachta

Tá gach foirm iarratais ábhartha i nGaeilge agus i mBéarla araon chun na bearta gnó sin a dhéanamh le fáil gan dua i ngach oifig.

- Selling of Eurobin and Domestic Bag Household Waste Labels - Bilingual
- Staffing of the 2 Reception Desks at the Fishamble Street Entrance and the Customer Services Centre
  - English service only pending training (see point 4.4 Training & Development)

### **Customer Services Call Centre:**

- The Customer Services Call Centre provides a similar service to the Customer Services Centre for customers who choose to contact us by telephone. Staff there using the same technology as those in the Contact Centre, are in a position to provide the complete service to customers in respect of many aspects of the Council's functions. Until staff training has been made available oral communication with the section will be in English only (see point 4.4 Training & Development).

Main contact number: 01 222 2222.

### **Motor Tax Offices:**

The Motor Tax Office issues:

- tax discs
- driving licences
- certificates of roadworthiness
- changes of certificates of ownership
- refunds and certificates of ownership

All relevant application forms for these transactions are readily available in all offices in both Irish and English.

### **Scáileáin Phlasmacha:**

Tá eolas mionsonraithe le léamh ar na scáileáin seo mar aon le treoracha faoi fhoirmeacha iarratais a chomhlánú don cháin agus faoi cheadúnais tiomána a athnuachan. Is iondúil go mbíonn an téacs le feiceáil i mBéarla ach d'fhéadfaí an téacs a mhalartú idir an Béarla, an Ghaeilge agus an Fhraincis.

### **Oifigeach Idirchaidrimh Gaeilge:**

Tá Oifigeach Idirchaidrimh Gaeilge ainmnithe ag feidhmiú i láthair na huaire i bPríomhoifig na Mótarchánach le seirbhísí trí Ghaeilge a chur chun cinn agus oiliúint foirne a chomhordú sna hOifigí Mótarchánach.

### **Suíomh Idirlín:**

Tá nasc idir an suíomh idirlín [www.dublincity.ie](http://www.dublincity.ie) nó [www.baileathacliath.ie](http://www.baileathacliath.ie) chuig [www.motortax.ie](http://www.motortax.ie) lena chabhrú leat foirmeacha mótarchánach i nGaeilge nó i mBéarla a chur i gcló agus a chomhlánú.

### **Oiliúint:**

Cuireadh an deis ar fáil don fhoireann uile bunoiúint i nGaeilge a fháil. Chuir líon áirithe den fhoireann in iúl go mbeidís sásta bheith páirteach in oiliúint níos airde agus táthar ar lorg cúrsaí níos oiriúnaí faoi láthair (féach pointe 4.4 Oiliúint & Forbairt).

### **Leabharlanna Poiblí Chathair Bhaile Átha Cliath:**

Is amhlaidh a sholáthraíonn Comhairle Cathrach Bhaile Átha Cliath líonra de 21 bhrainte leabharlainne, líon airithe de sheirbhísí saineolais agus seirbhís leabharlann taistil chun freastal ar riachtanais eolais atá ag saoránaigh Bhaile Átha Cliath. Is í an Phríomhoifig Leabharlainne a riarann an líonra leabharlainne agus tá rannáin na Príomhoifige freagrach as na nithe seo a leanas:

- Seirbhísí Léitheoirí
- Acmhainní Daonna
- Tionscadail Taighde
- Forbairt
- Bailiúcháin Bhaile Átha Cliath agus

### **Plasma Screens:**

These screens give detailed information and instructions on completing application forms for tax and driving licences renewals. Text is normally displayed in English but may be switched between English, Irish and French.

### **Irish Liaison Officer:**

There is currently a designated Irish Liaison Officer in the Motor Tax Head Office to promote the services through Irish and co-ordinate the training of staff within the Motor Tax Offices.

### **Website:**

There is a link from the website [www.dublincity.ie](http://www.dublincity.ie) or [www.baileathacliath.ie](http://www.baileathacliath.ie) to [www.motortax.ie](http://www.motortax.ie) to facilitate the printing and completion of motor tax forms in Irish and English.

### **Training:**

All staff have been afforded the opportunity to avail of basic training in Irish. A number of staff have volunteered for more advanced training and suitable courses are being sourced (see point 4.4 Training & Development).

### **Dublin City Public Libraries:**

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

- Readers Services
- Human Resources
- Research Projects
- Development
- Dublin & Irish Collections

- Bailiúcháin Éireannacha
- An Lárleabharlann
  - Lárionad Bibleagrafaíochta na Cabraí

Cártaí Leabharlainne – leagan dátheangach  
Foirmeacha iarratais leabharlainne – i nGaeilge agus i mBéarla  
Bileoga Eolais – i nGaeilge agus i mBéarla

### **3.2.3 Rannóga a Sholáthraíonn Seirbhís trí Bhéarla amháin**

Tá feidhmeanna agus gníomhaíochtaí na Rannóg thuasluaite leagtha amach mar seo a leanas. Beidh gach foirm iarratais ábhartha ar fáil i nGaeilge agus i mBéarla nó go dátheangach roimh dheireadh na scéime.

#### **An Bhriogáid Dóiteáin**

Cosc Dóiteáin  
Cumarsáid  
Oibríochtaí  
Traenáil

#### **An Roinn Acmhainní Daonna**

Aoisliúntas  
Caidreamh Tionsclaíoch  
Comhionannas  
Comhpháirtíocht  
Earcaíocht  
Polasaithe & Riarachán  
Sláinte agus Sábháilteacht  
Tacaíocht Foirne  
Traenáil & Forbairt (féach pointe 4.4)

#### **An Roinn Airgeadais**

Aonad an tSoláthair  
Lárionad Éileamh  
Rátaí

#### **An Roinn Bóithre agus Tráchtá**

Achomhairc in éadan na Clampála  
Bainistíocht Tráchtá  
Ceadanna Páirceála  
Ceadúnais Clárlach  
Ceadúnais Scipeanna  
Ceadúnais Tacsáí  
Iarratais i leith an Bóthar a Dhúnadh

- Central Library
- Cabra Bibliographic Centre

Library cards – bilingual  
Library application forms – Irish and English  
Information Leaflets – Irish and English

### **3.2.3 Sections Providing an English language only Service**

The following sets out the functions/activities of the Sections referred to above. All relevant application forms will be available in Irish and English or bilingually by the end of the scheme.

#### **Fire Brigade**

Fire Prevention  
Communications  
Operations  
Training

#### **Human Resources Department**

Superannuation  
Industrial Relations  
Equality  
Partnership  
Recruitment  
Policy & Administration  
Health & Safety  
Staff Support  
Training & Development (see point 4.4)

#### **Finance Department**

Procurement  
Claims  
Rates

#### **Roads and Traffic Department**

Clamping Appeals  
Traffic Management  
Parking Permits  
Hoarding licences  
Skip licences  
Taxi Licences  
Road closure applications

Rialú Oibreacha Bóthair  
Troscán Sráide  
Spásanna Páirceála a Chealú

### **An Roinn Comhshaoil agus Cultúir**

An Hugh Lane, Dánlann Chathair Bhaile Átha Cliath  
An Rannóg Spóirt  
An tAonad Imeachtaí  
Corrthrádail  
Deontais Ardoideachais  
Páirceanna

### **An Roinn Córais Faisnéise**

#### **An Roinn Díl**

Tíolacadh agus Dílthíocht

#### **An Roinn Innealtóireachta**

An Rannán Draenála  
Athchúrsáil  
Bailiúcháin Dramhaíola  
Bainistíocht Dramhaíola  
Bruscar  
Feasacht Comhshaoil  
Glantachán Sráide  
Seirbhísí Leictreachais  
Seirbhísí Uisce

#### **An Roinn Pleanála agus Forbairt Eacnamaíochta**

Athghiniúint Tráchtála  
Bainistíocht Maoine  
Chosaint  
Feidhmiú Pleanála  
Forbairt Eacnamaíoch  
Láithreáin Thréigthe  
Oidhreacht  
Oidhreacht Ailtireachta a Chaomhnú/a Pleanáil  
Plean Forbartha  
Rialú Forbartha/Clárlann/Cinntí  
Rialú Tógála  
Seandálaíocht  
Tionscadail Straitéiseacha

Roadworks control  
Street Furniture  
Suspension of Parking Spaces

### **Environment & Culture Department**

Dublin City Gallery Hugh Lane  
Sports Section  
Events Unit  
Casual Trading  
Higher Education Grants  
Parks

### **Information Systems Department**

#### **Law Department**

Conveyancing and Litigation

#### **Engineering Department**

Drainage Division  
Recycling  
Waste Collections  
Waste Management  
Litter  
Environmental Awareness  
Street Cleaning  
Electrical Services  
Water Services

#### **Planning & Economic Development Department**

Commercial Regeneration  
Property Management  
Architectural Heritage  
Planning Enforcement  
Economic Development  
Derelict Sites  
Planning  
Conservation/Protection of Heritage  
Development Plan  
Development Control/Registry/Decisions  
Building Control  
Archaeology  
Strategic Projects

## **An Roinn Seirbhísí Corparáideacha**

An Oifig Preas  
An tAonad Cumarsáide  
Bainistíocht Áiseanna  
Bainistíocht Faisnéise  
Riarachán/AE

## **Roinn Bhainisteoir na Cathrach**

Halla na Cathrach  
Oifig an Ardmhéara agus Teach an Ardmhéara  
Oifig Bhainisteoir na Cathrach

## **Seirbhísí Tithíochta agus Cónaithe**

Ailtire na Cathrach  
Cíosanna  
Cóiríocht don Lucht Siúil  
Cothabháil  
Forbairt Pobail  
Iasachtaí, Díolacháin agus Deontais  
Leas Tithíochta  
Leithdháiltí & Aistrithe  
Pobal & Fiontar  
Seirbhísí do Dhaoine ar easpa Dídine  
Sláinte Comhshaoil  
Suirbhéirí Cainníochta  
Tithíocht Dheonach  
Tithíocht Inacmhainne

## **An Lárcheantar**

**Ceantar an Lárthuaiscirt**  
**Ceantar an Iarthuaiscirt**  
**Ceantar an Lárdheiscirt**  
**Ceantar an Oirdheiscirt**

Is coitianta na seirbhísí seo a leanas i ngach uile Oifig Ceantair:

An tAonad Iompair Fhrithshóisialta  
Athshuímh  
Bainistíocht Eastáit  
Bainistíocht ollionad tithíochta  
Forbairt Pobail  
Forbairt Spóirt  
Leas Tithíochta  
Leithdháiltí Tithíochta  
Riaráistí Cíosa  
Seanóirí  
Seirbhísí Comhshaoil

## **Corporate Services Department**

Press Office  
Communications Unit  
Facilities Management  
Information Management  
Administration/EU

## **City Manager's Department**

City Hall  
The Lord Mayor and Mansion House  
City Manager's Office

## **Housing and Residential Services**

City Architect  
Rents  
Traveller Accommodation  
Maintenance  
Community Development  
Loan, Sales and Grants  
Housing Welfare  
Allocations & Transfers  
Community & Enterprise  
Homeless Services  
Environmental Health  
Quantity Surveyors  
Voluntary Housing  
Affordable Housing

## **Central Area**

**North Central Area**  
**North West Area**  
**South Central Area**  
**South East Area**

The following services are common to all Area Offices:

Anti Social Unit  
Relocations  
Estate Management  
Management of housing complexes  
Community Development  
Sports development  
Housing welfare  
Housing Allocations  
Rent arrears  
Senior citizens  
Environmental Services

De réir mar a chuirfidh na Ranna eile foirmeacha iarratais ábhartha ar fáil i nGaeilge, cuirfear ar fáil iad sna hOifigí Ceantair seo.

As relevant application forms become available in Irish from other departments they will be made available in these Area offices.

## Caibidil 4

# Seirbhísí atá le Soláthar go Dátheangach a Mhéadú

### 4.1 Polasaí Ginearálta

Tá Comhairle Cathrach Bhaile Átha Cliath tiomanta do líon cothrom de bhaill foirne a oiliúint go mbeidh sé ar a gcumas seirbhís trí Ghaeilge a sholáthar i ngach rannóg den Chomhairle a bhíonn ag plé go rialta leis an bpobal. Faoi réir na Cairte Cúram Custaiméirí atá againn, gabhann an Chomhairle de láimh freastal ar ár gcustaiméirí uile ar mian leo a ngnó a dhéanamh trí Ghaeilge.

### 4.2 An tAonad Seirbhísí Custaiméirí (CSC)

Tá ionad glaonna agus ionad ilfhreastail le fáil san Aonad Seirbhísí Custaiméirí. Is é is aidhm don Aonad go mbeidh Comhairle Cathrach Bhaile Átha Cliath in ann ilréimse seirbhísí custaiméirí a chur i gcrích in aon ionad cuí amháin. Cuirfear seirbhísí Gaeilge chun tosaigh nó fógrófar ag gach pointe teagmhála custaiméara (cuntar) go bhfuil na seirbhísí seo le fáil. Is é an CSC a dhéanfaidh liosta de bhaill foirne ar fud na heagraíochta atá toilteanach agus ábalta cumarsáid a dhéanamh leis an bpobal i nGaeilge a nuashonrú agus a bhainistiú. Cuirfear oiliúint feacht teanga ar fáil don fhoireann uile atá ag obair sa CSC. Sainaitheofar baill foirne den rannóg seo atá toilteanach bheith páirteach in oiliúint oiriúnach teanga agus cuirfear an oiliúint sin orthu.

### 4.3 Teicneolaíocht an Eolais

#### Ríomhphost:

Is amhlaidh nach bhfuil aon teachtaireacht ná séanadh caighdeánta ar chomhfhreagras ríomhphoist ag Comhairle Cathrach Bhaile Átha Cliath i láthair na huaire. Nuair a bheidh a leithéid in úsáid, cuirfear leagan dátheangach ar fáil.

## Chapter 4

# Enhancement of Services to be Provided Bilingually

### 4.1 General Policy

Dublin City Council is committed to training an adequate number of staff competent to provide a service through Irish in all sections of the Council that deal regularly with the public. The Council undertakes, in accordance with our Customer Care Charter to accommodate all our customers who wish to conduct their business through the medium of Irish.

### 4.2 Customer Services Centre (CSC)

The Customer Services Centre comprises a call centre and a one-stop shop. The aim of the centre is to allow Dublin City Council to carry out a wide range of customer services in one convenient location. Irish language services will be promoted by advertising the availability of the services at each customer contact point (counter). A listing of staff throughout the organisation that is willing and competent to conduct communications through Irish with the public will be updated and managed by the CSC. All Staff working in the CSC will be given language awareness training. Staffs within this section who are willing to take tailored language training will be identified and trained.

### 4.3 Information Technology

#### E-mail:

Dublin City Council has no standard message or disclaimer on e-mail correspondence at present. Should one be introduced it will be provided bilingually.

### **Córais Ríomhairí:**

Cinntoidh Comhairle Cathrach Bhaile Átha Cliath go bhfuil aon bhogearraí ríomhaire a cheannófar lánchumasach an Ghaeilge a láimhseáil, is é sin le rá gur féidir le haon bhogearraí den chineál sin déileáil le hainmneacha agus le seoltaí Gaeilge a chuirfear isteach i nGaeilge.

Cuirfear córais láithreacha in oiriúint le linn an scéim seo a bheith i bhfeidhm nuair is féidir sin (sa mhéad is go bhfuil sé ar ár gcumas sin a dhéanamh).

### **Córais Teileafóin:**

Beidh fáilteoirí/teileafónaithe in ann ainm an Údaráis Áitiúil a thabhairt i nGaeilge. Beidh 50% den fhoireann fáilte riaracháin / den fhoireann ionad glaonna eolach ar bheannachtaí simplí Gaeilge.

Cuirfear liosta de chainteoirí Gaeilge i gComhairle Cathrach Bhaile Átha Cliath ar fáil don fhoireann fáilte riaracháin / don fhoireann ionad glaonna chun baill an phobail a chur i dteagmháil le cibé oifig nó oifigeach atá freagrach as an tseirbhís riachtanach Ghaeilge a chur ar fáil nuair is féidir sin. Cuirfear sin i gcrích le linn an scéim a bheith i bhfeidhm. Tiocfaidh méadú ar líon na gcainteoirí ar an liosta tar eis oiliúint cuí a chur ar fáil dóibh.

### **Suíomh Idirlín:**

Is féidir cuairt a thabhairt ar shuíomh idirlín Chomhairle Cathrach Bhaile Átha Cliath ag **www.dublincity.ie** nó ag **www.baileathacliath.ie**. Méadófar an t-ábhar eolais i nGaeilge agus an t-ábhar sainspéise don phobal Gaeilge faoi 100% ar a laghad le linn an scéim seo a bheith i bhfeidhm.

### **Computer Systems:**

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

Existing systems will, where necessary, (in so far as it is under our control) be made compatible within the lifetime of this scheme.

### **Telephone systems:**

Reception/switchboard staff shall be able to give the name of the Local Authority in Irish. 50% of administrative reception staff / call centre staff shall be familiar with the basic greetings in Irish.

Administrative reception staff / call centre staff will be provided with a list of Irish speakers within Dublin City Council so that where customers seek a service through Irish they will be provided with a contact, if the department providing the service has an Irish speaker. The list of Irish speaker within Dublin City Council will be provided to staff within the lifetime of the scheme. This list will increase through training with time.

### **Web:**

Dublin City Council's website can be accessed at **www.dublincity.ie** or at **www.baileathacliath.ie**. The content of information in Irish and of interest to the Irish speaking community will be increased by at least 100% within the lifetime of the scheme.

### **Seirbhísí Idirghníomhacha:**

Is féidir leis an ngnáthphobal úsáid a bhaint as seirbhís shlán 24 uaire íocaíochtaí idirlín de chuid Chomhairle Cathrach Bhaile Átha Cliath agus íocaíochtaí a dhéanamh ar líne do na seirbhísí seo a leanas:

- Muirir Dramhaíl Comhshaoil
- Iasachtaí Tithíochta
- Fíneálacha Bruscair
- Cíosanna Tithíochta
- Ceannach Maoine Tionóntaí

Cuirtear an tseirbhís seo ar fáil i mBéarla amháin. Táthar ag dréim le go gcuirfead na seirbhísí idirghníomhacha thuasluaite ar fáil go dátheangach roimh dheireadh na scéime.

### **4.4 Oiliúint & Forbairt**

Tá Comhairle Cathrach Bhaile Átha Cliath tiomanta do chumas na foirne uile a fhorbairt. Tá na bearta luaite sna cuspóirí agus sna straitéisí de chuid Phlean Corparáideach 2005 – 2009 a chaithfead a dhéanamh lena chinntiú go leanfaidh méid na seirbhísí custaiméirí de bheith ag fás.

Tá an tAonad Traenála agus Forbartha sa Roinn Acmhainní Daonna atá againn tiomanta d'éolas, do scileanna agus do dhearcaí na bhfostaithe a fheabhsú agus na fostaithe a fhorbairt a oiread is féidir ar mhaithe leis an eagraíocht. Cuirfead sin i gcrích leis na bearta seo a leanas:

- Cinnteofar go spreagfar an fhoireann uile agus go gcuirfead deis ar fáil dóibh ar bhonn cóir cothrom a gcuid scileanna Gaeilge a fheabhsú i gcúrsaí oiliúna agus forbartha, lena n-áireofar feasacht teanga mar chuid inmheánach de chúrsaí Ionduchtaithe agus de chúrsaí Oiliúna Seirbhísí Custaiméirí.
- Beifear ar lorg fostaithe a bheidh sásta seirbhísí Gaeilge a sholáthar sna rannóga cuí ar fud na heagraíochta.

### **Interactive services:**

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

- Environmental Waste Charges
- Housing Loans
- Litter Fines
- Housing Rents
- Tenant Purchase

This service is provided in English only. It is intended that the above mentioned interactive services will be made available bilingually by the end of the scheme.

### **4.4 Training & Development**

Dublin City Council is committed to developing the potential of all staff. The Corporate Plan 2005 – 2009 sets out in its objectives and strategies the steps to be taken to ensure that the level of customer service continues to increase.

The Training and Development Unit in our Human Resources Department is committed to improve knowledge, skills and attitudes of employees and to maximise personal development for the benefit of the organisation. This will be achieved by:

- Ensuring that all staff are given equal encouragement and opportunity to improve their Irish language skill through training and development courses and including language awareness as part of both Induction and Customer Service Training courses.
- Seeking volunteers to provide Irish language services in relevant sections across the organisation.

- Cinnteofar go dtabharfar gach tacaíocht riachtanach do bhaill foirne a bheidh sásta seirbhísí a sholáthar trí Ghaeilge.

Tá An Foras Riaracháin fostaithe ag Comhairle Cathrach Bhaile Átha Cliath chun Cúrsaí Feasacht Teanga a reáchtáil do bhaill foirne. Cuireadh tús leo sin in Eanáir 2006. I ndiaidh na cúrsaí Píolótacha seo dár gcuid a athbhreithniú, cuirfear na cúrsaí ar fáil de réir a chéile ar fud na heagraíochta.

Beidh An Foras Riaracháin fostaithe chomh maith ag Comhairle Cathrach Bhaile Átha Cliath go luath in 2006 chun Oiliúint Teanga Oiriúnaithe do Sheirbhísí Custaiméirí a sholáthar. Cuirfear dhá chúrsa, a bheidh spriocdhírthe ar dhá leibhéal cumais nó níos mó ná sin, ar fáil don fhoireann sin a bhíonn ag obair sna rannóga ina gcuirtear Seirbhís dhátheangach ar fáil, is é sin le rá san Aonad Seirbhísí Custaiméirí, sna hOifigí Mótarchánach agus i Leabharlanna Poiblí Chathair Bhaile Átha Cliath.

- Ensuring that staff volunteering to provide services through Irish will be given all necessary support.

The Institute of Public Administration has been engaged by Dublin City Council to run Language Awareness Courses for staff. These commenced in January 2006. Following the review of our Pilot courses these courses will be rolled out across the organisation.

The Institute of Public Administration will also be engaged by Dublin City Council early in 2006 to provide Tailored Language Training in Customer Service. Two courses geared at two or more levels will be provided for the staff working within sections providing a bilingual Service i.e. Customer Service Centre, Motor Tax Offices and Dublin City Public Libraries.

## Caibidil 5 Monatóireacht a Dhéanamh ar an Scém Chomhaontaithe, í a Athbhreithniú & a Fhoilsiú

### 5.1 Monatóireacht & Athbhreithniú

Is iad na Bainisteoirí Sinsearacha den Roinn Seirbhísí Corparáideacha a athbhreithneoidh feidhmiú éifeachtach na scéime seo.

Is é an Straitéisí Cumarsáide i ngach Roinn a dhéanfaidh monatóireacht ar an scém a chur i bhfeidhm i gcomhar leis an Aonad Forbartha Gaeilge.

Tabharfaidh an tAonad Idirlín agus an tAonad Seirbhísí Custaiméirí tuairiscí ráithiúla rialta don Aonad Forbartha Gaeilge ar a mhéad a iarrfar seirbhísí trí Ghaeilge agus ar a mhíne a bhainfear úsáid astu.

Déanfar monatóireacht ar ghearáin agus tabharfaidh an tAonad Seirbhísí Custaiméirí tuairiscí orthu don Aonad Forbartha Gaeilge.

### 5.2 Scém Chomhaontaithe a Fhoilsiú

Foilseofar an Scém seo mar aon le tiomantais agus forálacha na scéime don phobal ar Shuíomh Idirlín Chomhairle Cathrach Bhaile Átha Cliath, **[www.dublincity.ie](http://www.dublincity.ie)** nó **[www.baileathacliath.ie](http://www.baileathacliath.ie)**

Fógrófar an scém seo mar aon le tiomantais agus forálacha na Scéime don phobal trí na modhanna seo a leanas:

- Preasráiteas
- Seoladh scéime
- Scaipeachán na scéime chuig na gníomhaireachtaí cuí
- Suíomh Idirlín
- Leabharlanna Chathair Bhaile Átha Cliath.

## Chapter 5 Monitoring, Revision & Publicising of Agreed Scheme

### 5.1 Monitoring & Revision

The Senior Management within Corporate Services Department will keep the effective operation of this scheme under review.

The Communications Strategist in each Department will monitor the operation of the scheme with the assistance of the Irish Development Unit.

Regular quarterly reports on the levels of demand for and usage of Services through Irish will be given by the Web Unit and Customer Services Centre to the Irish Development Unit.

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

### 5.2 Publicising of Agreed Scheme

This Scheme, along with the commitments and provisions of the scheme, will be published to the general public by means of Dublin City Website, **[www.dublincity.ie](http://www.dublincity.ie)** or **[www.baileathacliath.ie](http://www.baileathacliath.ie)**

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

- Press Release
- Launch of the scheme
- Circulation to appropriate agencies
- Website
- Dublin City Libraries.

## Tuilleadh eolais le fáil ó:

An tAonad Forbartha Gaeilge  
An Roinn Seirbhísí Corparáideacha  
Comhairle Cathrach Bhaile Átha Cliath  
16-19 Cé Wellington  
Baile Átha Cliath 2

Teilifón: 01 222 5150  
Facs: 01 222 3921  
rómhphost: [gaeilge@dublincity.ie](mailto:gaeilge@dublincity.ie)  
idirlíon: [www.baileathacliath.ie](http://www.baileathacliath.ie)

## Further information available from:

Irish Development Unit  
Corporate Services Department  
Dublin City Council  
16-19 Wellington Quay  
Dublin 2

Phone: 01 222 5150  
Fax: 01 222 03921  
email: [gaeilge@dublincity.ie](mailto:gaeilge@dublincity.ie)  
web: [www.dublincity.ie](http://www.dublincity.ie)