



Tuarascáil Bhliantúil

Annual Report

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**Tuarascáil
Bhliantúil
Annual
Report**

2023



**Don Aire Turasóireachta,
Cultúr, Ealaíon, Gaeltachta,
Spóirt agus Meán:**

De réir alt 30 d'Acht na dTeangacha Oifigiúla, 2003, tá an Tuarascáil seo don bhliain 2023 á cur i láthair ag an gCoimisinéir Teanga.

Séamas Ó Concheanainn
An Coimisinéir Teanga
Márta 2024

**To the Minister for Tourism,
Culture, Arts, Gaeltacht,
Sport and Media:**

In accordance with section 30 of the Official Languages Act 2003, this Report for 2023 is presented by An Coimisinéir Teanga.

Séamas Ó Concheanainn
An Coimisinéir Teanga
March 2024

RÁITEAS MISIN

“Ag cosaint cearta teanga”

Seirbhís neamhspleách ar ardchaighdeán a chur ar fáil i gcomhlíonadh ár ndualgas reachtúil le cinntiú go ndéanann an státhóras beart de réir a bhriathair maidir le cearta teanga.

Cothrom na Féinne a chinntiú do chách trí ghearáin maidir le deacrachtaí teacht ar sheirbhísí poiblí trí Ghaeilge a láimhseáil ar bhealach atá éifeachtach, gairmiúil agus neamhchlaon.

Eolas soiléir, cruinn a chur ar fáil:

- don phobal maidir le cearta teanga, agus
- do chomhlachtaí poiblí maidir le dualgais teanga.

MISSION STATEMENT

“Protecting language rights”

To provide an independent quality service whilst fulfilling our statutory obligations to ensure state compliance in relation to language rights.

To ensure fairness for all by dealing in an efficient, professional and impartial manner with complaints regarding difficulties in accessing public services through the medium of Irish.

To provide clear and accurate information:

- to the public in relation to language rights, and
- to public bodies in relation to language obligations.

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Achoimre ar an mblain 2023

Acht na dTeangacha Oifigiúla (Leasú), 2021

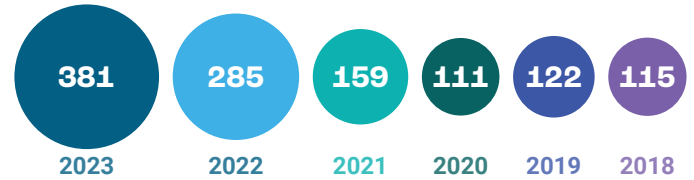
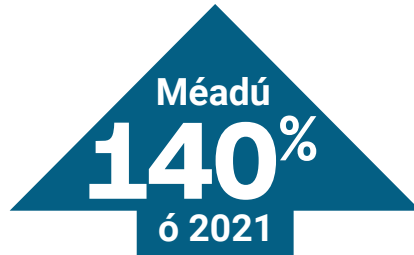
Fás ar fhógraíocht trí Ghaeilge ag comhlachtaí poiblí de bharr alt 10A. (Fógraíocht ag Comhlachtaí Poiblí)

Bearnaí suntasacha sa reachtaíocht go fóill – líon mór gearán ag baint le:

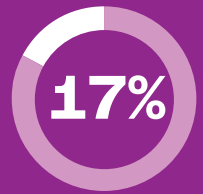
- Seirbhísí idirghníomhacha ar líne,
- Seirbhísí teileafóin agus dóthain foirne le Gaeilge,
- Foirmeacha oifigiúla,
- Úsáid chruinn ar ainmneacha, sloinnte, seoltaí agus teidil i nGaeilge lena n-áirítear an síneadh fada.

Acht leasaithe 2021: Forálacha agus Caighdeán Teanga nua a dhíreoidh ar na bearnaí thuasluaite le tabhairt i bhfeidhm go fóill in 2024.

Comhairle curtha ar Chomhlachtaí Poiblí ar **381** ócáid éagsúil



Tháinig



de na gearáin ón nGaeltacht

2 imscrúdú foirmiúil tugtha chun críche



Fionnachtanna gur sháraigh An Post agus Comhairle Contae na Gaillimhe forálacha Acht na dTeangacha Oifigiúla 2003



Líon suntasach gearán arís i dtaca le húsáid an tsínidh fhada in ainm agus sloinne duine

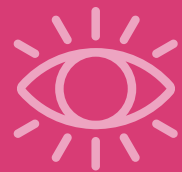
Líon suntasach de ghearáin i dtaca le seirbhísí idirghníomhacha ar líne



Clár Faireacháin 2023

Faireachán déanta ar:

- 13 Údarás Áitiúil
- 18 Roinn Rialtais
- agus 5 faireachán ar Imscrúduithe



Fadhb leanúnach le húsáid an leagain chruinn i nGaeilge de logainmneacha Gaeltachta, de bharr úsáid Éirchód agus in éagmais dualgais reachtúla ábhartha ar chomhlachtaí poiblí

634 gearán



ardú **6%** ar 2022



Níl líon suntasach comharthaí ag teacht leis na forálacha reachtúla

Overview of 2023

Official Languages (Amendment) Act 2021

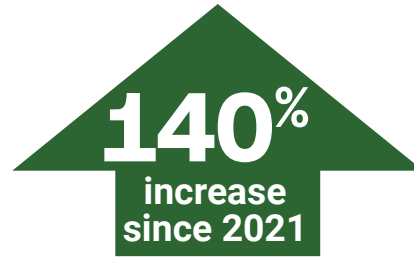
Increase in Irish language advertising by public bodies as a result of section 10A. (Advertising by Public Bodies)

Significant shortfalls in the current legislation – a substantial number of complaints regarding:

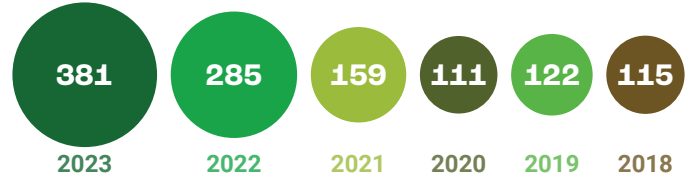
- Interactive online services,
- Telephone services and sufficient staff with Irish,
- Official forms,
- Use of the correct form of names, surnames, addresses and titles in Irish, including the síneadh fada (acute accent).

Amended 2021 Act: New Provisions and Language Standards addressing the shortfalls above have yet to come into effect in 2024.

Advice given to Public Bodies on **381** various occasions



of complaints from the Gaeltacht



2 formal investigations concluded



Findings that An Post and Galway County Council breached the provisions of the Official Languages Act 2003



Substantial number of complaints once more in respect of the use of the acute accent in a person's name and surname

A substantial number of complaints in respect of **online interactive services**



2023 Monitoring Programme

Monitoring carried out on:

- 13 Local Authorities
- 18 Government Departments
- and monitoring of 5 Investigations



A continuing issue with the use of the correct Irish language version of Gaeltacht placenames, due to the use of Eircode and in the absence of relevant statutory obligations on public bodies

634 complaints



increase of 6% on 2022



A significant number of signs are not compliant with the statutory provisions



RÉAMHRÁ

Mo cheapachán mar Choimisinéir Teanga

Is é Uachtarán na hÉireann, Micheál D. Ó hUiginn, a cheap mar Choimisinéir Teanga mé ar an 6 Nollaig 2023 agus ba mhór an onóir dom an cheapachán. Tá mé faoi chomaoin ag Rialtas na hÉireann a rinne an t-ainmniúchán agus ag Tithe an Oireachtais a thacaigh leis. Tá mé ag súil go mór leis an deis tionchar suntasach a imirt ar mhéadú agus ar fheabhsú na seirbhísí poiblí trí Ghaeilge atá á gcur ar fáil ag comhlachtaí poiblí don phobal fud fad na tíre. Ba mhaith liom buíochas a ghlacadh le mo réamhtheachtaí, Rónán Ó Domhnaill, a rinne obair cheannródaíoch lena chinntiú go mbeadh reachtaíocht teanga nua ann le cearta teanga phobal na Gaeilge a threisiú. Léirítear saothar suntasach Rónáin sa Tuarascáil seo freisin. Guím gach rath ar Rónán ina ról tábhachtach mar Choimisinéir Forbartha na Meán le Coimisiún na Meán. Is mian liom aitheantas a thabhairt don obair mhór a rinne Seán Ó Cuirreáin le dúshraith théagartha náisiúnta a leagan síos don reachtaíocht teanga agus d'Oifig an Choimisinéara Teanga.

Tréimhse Chinniúnach

Tá sé tábhachtach *raison d'être* seirbhísí poiblí ón Stát don phobal a thabhairt chun cuimhne, is é sin, caighdeán saoil an phobail a fheabhsú agus tacú le forás an phobail trí fhreastal ar a riachtanais chomhaimseartha. Tá sé criticiúil go mbeadh muinín ag pobal na Gaeilge sna seirbhísí poiblí a chuireann an Stát ar fáil trí mheán na Gaeilge. Cothaítear muinín nuair a fheiceann pobal sainiúil agus bisiúil na Gaeilge go bhfuil cothrom na Féinne le fáil de thoradh seirbhísí ar ardchaighdeán.

Is dea-scéala é go bhfuil Acht na dTeangacha Oifigiúla (Leasú), 2021 á chur i bhfeidhm leis na cearta teanga atá ag pobal na Gaeilge a láidriú. Ó tugadh tosach feidhme d'Acht na dTeangacha Oifigiúla, 2003 cothrom agus fiche bliain ó shin anois, tá mantanna suntasacha aitheanta sa fhreastal atá an Stát ag déanamh ar phobal

FOREWORD

My appointment as An Coimisinéir Teanga

The President of Ireland, Micheál D. Ó hUiginn, appointed me as An Coimisinéir Teanga on December 6, 2023 and I was deeply honoured by the appointment. I am grateful to the Government of Ireland who nominated me and to the Houses of the Oireachtas which supported the nomination. I am looking forward to the opportunity to exercise a significant influence on the provision of increased and improved public services through Irish by public bodies throughout the State. I want to thank my predecessor, Rónán Ó Domhnaill, who did pioneering work to ensure that new language legislation was brought forward to strengthen the language rights of the Irish language community. Rónán's significant contribution is also reflected in this Report. I extend my best wishes to Rónán in his important role as Media Development Commissioner with Coimisiún na Meán. I wish to recognise the extensive work carried out by Seán Ó Cuirreáin to establish a robust national framework for language legislation and the Office of An Coimisinéir Teanga.

Crucial Period

It is important to recall the *raison d'être* of State-provided public services to society, namely to improve the quality of life in society and support the development of society through servicing contemporary needs. It is critical that the Irish language community retains confidence in public services provided by the State through the Irish language. Confidence is affirmed when the distinctive and dynamic Irish language community observe that equal treatment is provided as a result of high-quality services.

It is most welcome that the Official Languages (Amendment) Act 2021 is being implemented to strengthen the language rights of the Irish language community. Since the commencement of the Official Languages Act 2003 some twenty years ago now, significant gaps in State provision for the Irish language

na Gaeilge. Léiríonn cineál agus treochtaí leanúnacha na ngearán a fhaigheann m’Oifig go bliantúil go bhfuil tréimhse chinniúnach romhainn chun go rachaidh an Stát i ngleic leis na mantanna móra atá sna seirbhísí poiblí reatha atá á gcur ar fáil do phobal na Gaeilge. I measc na mantanna is tromchuisí, tá easpa foirne le hinniúlacht chuí sa Ghaeilge le croísheirbhísí poiblí, e.g. soláthar seirbhísí teileafóin agus cuntair ar ardchaighdeán trí Ghaeilge; agus an éagothromaíocht as cuimse idir an freastal a dhéantar trí Bhéarla ar an bpobal trí sheirbhísí teicneolaíochta ar líne i gcomparáid leis an lagfhreastal bearnach trí Ghaeilge.

Ní mór athshamhlú a dhéanamh ar sheachadadh seirbhísí poiblí an Stáit trí Ghaeilge. Is den bhunriachtanas é go mbeadh éascaíocht agus meallacht ag baint le rochtain na seirbhísí sin don phobal. Tá dlús criticiúil foirne le Gaeilge ag teastáil i gcomhlachtaí poiblí a bhíonn ag seachadadh seirbhísí don phobal ionas go gcuirfidh an pobal teanga muinín i seachadadh seirbhísí ina rogha teanga.

Tá deis shuntasach cuspóirí náisiúnta Acht na Gaeltachta, 2012, agus Acht na dTeangacha Oifigiúla (Leasú), 2021 a bheith ag obair i dtiúin le líon agus caighdeán na seirbhísí poiblí trí Ghaeilge a mhéadú agus a fheabhsú. Bíodh seirbhísí poiblí trí Ghaeilge á seachadadh go fíorúil, ar líne nó ar láithreacha fisiciúla, ba chóir leas a bhaint as an mbonneagar náisiúnta pleanála teanga le molchamps sheachadta seirbhísí a fhorbairt i Limistéir Pleanála Teanga Ghaeltachta, i mBailte Seirbhíse Gaeltachta, i Líonraí Gaeilge agus i lárionaid Ghaeilge i gcathracha leis an dlús criticiúil pobail seo a chothú.

Gearáin

Léiríonn líonmhaireacht agus cineál an 634 gearán a fuair m’Oifig i gcaitheamh 2023 go bhfuil géarghá le trí bheart shonracha le dul i ngleic leis na bearnaí suntasacha reatha atá i seirbhísí poiblí trí Ghaeilge:

1. Lánfheidhm a thabhairt d’fhorálacha nua Acht na dTeangacha Oifigiúla (Leasú), 2021.
2. Caighdeán Teanga a thabhairt i bhfeidhm a rachaidh i ngleic leis na bearnaí suntasacha atá i seirbhísí poiblí trí Ghaeilge de thoradh mhífheidhm chóras na Scéimeanna Teanga.
3. An Plean Náisiúnta do Sheirbhísí Poiblí trí Ghaeilge a thabhairt chun cinn ar chur chuige córasach a bheidh ann d’fhorbairt agus do sheachadadh seirbhísí poiblí ar ardchaighdeán trí Ghaeilge.

community have been identified. The continuous trend and type of complaints received annually by my Office demonstrate that a crucial period lies ahead for the State to tackle the large gaps in current public services provided to the Irish language community. Amongst the more serious gaps are the lack of staff in core public services with sufficient competence in Irish e.g. high-quality Irish language telephone and counter service provision; and the conspicuous disparity between the provision of online technological services to the public through English in comparison with the scrappy and meagre provision available in Irish.

The provision of State public service delivery in the Irish language requires reconsideration. It is an essential requirement that public access to such services is uncomplicated and attractive. A critical mass of staff with Irish in public bodies is needed who provide services to the public so that the language community may have confidence in service delivery in their language of choice.

There is a significant opportunity to embrace the national objectives of Acht na Gaeltachta 2012 and the Official Languages (Amendment) Act, 2021 and to work in concert to increase and improve the number and standard of public services delivered in Irish. Whether Irish language public services are delivered virtually, online or at physical locations, the national language planning infrastructure should be utilised to develop service delivery hubs in Gaeltacht Language Planning Areas, in Gaeltacht Service Towns, in Irish language Networks and in Irish language Centres in cities to sustain this community critical mass.

Complaints

The profusion and nature of the 634 complaints that my Office received during 2023 demonstrates that three specific actions are needed to deal with the significant current gaps in public services delivered through Irish:

1. The full implementation of the new provisions of the Official Languages (Amendment) Act 2021.
2. The implementation of Language Standards which shall address the significant gaps in public services delivered through Irish as a direct result of the flawed system of Language Schemes.
3. The introduction of the National Plan for the Provision of Public Services through Irish which shall be a systematic approach to the development and delivery of high-quality public services through Irish.

Forálacha Acht na dTeangacha Oifigiúla (Leasú), 2021

Is minic a dhéantar gearán le m’Oifig nach bhfuil dóthain foirne le Gaeilge nó cumas sásúil ag foireann comhlachtaí poiblí le cinntiú gur féidir leis an bpobal a ngnóthaí a dhéanamh trí mheán na Gaeilge gan bhac agus gan mhoill. Beidh an fhoráil atá cuimsithe san Acht leasaithe go mbeidh 20% d’earcaithe sa tseirbhís phoiblí inniúil sa Ghaeilge faoin mbliain 2030 cinniúnach le go dtiocfaidh feabhas ar chaighdeán agus ar líon na seirbhísí poiblí trí Ghaeilge. Beidh sé riachtanach go leagfaidh An Plean Náisiúnta do Sheirbhísí Poiblí trí Ghaeilge síos an cur chuige céimnithe a bheidh ag an tseirbhís phoiblí don sprioc 20% a fhíorú. Caithfear a chinntiú i mblianta tosaigh an Phlean go mbeidh dóthain foirne le Gaeilge sa chóras chun croisheirbhísí laethúla Stáit a chur ar fáil trí Ghaeilge.

Tá tosach feidhme tugtha ag Aire na Gaeltachta do chuid de na forálacha tosaigh atá cuimsithe in Acht na dTeangacha Oifigiúla (Leasú), 2021. I measc na bhforálacha is suntasaí agus is feiceálaí atá feidhmithe sa reachtaíocht nua go dtí seo, tá foráil a leagann dualgas ar chomhlachtaí poiblí 20% dá bhfógraíocht a dhéanamh i nGaeilge gach bliain agus 5% dá mbuiséid a chaitheamh ar fhógraíocht ar na meáin Ghaeilge gach aon bhliain freisin. Is cinnte go bhfuil an fhoráil seo ag cur le feiceálacht agus le húsáid na Gaeilge ar fud na meán cumarsáide éagsúil agus tá sé tábhachtach an forás sin a aithint. Déanfar monatóireacht in 2024 ar ghéilliúlacht na gcomhlachtaí poiblí don fhoráil nua seo ó thús 2023.

I measc na bhforálacha a bhfuil tosach feidhme le tabhairt dóibh go fóill, tá foráil a leagfaidh dualgas ar chomhlachtaí poiblí don chéad uair an leagan cruinn d’ainm, de sheoladh agus de theideal an duine aonair a thaifeadadh agus a úsáid go cruinn i nGaeilge. Beidh dualgas ar chomhlachtaí poiblí freisin an síneadh fada a úsáid go cruinn. Léiríonn an 6% de ghearáin a fuair m’Oifig maidir le húsáid mhíchruinn ainmneacha agus seoltaí in 2023 an tábhacht a bhaineann le feidhmiú iomlán na forála seo. Is cúram d’Aire Stáit na Gaeltachta comhlachtaí poiblí a fhorordú chun críche an dualgais nua seo. Fuair an Oifig líon suntasach gearán freisin de bhrí nach raibh na foirmeacha a úsáideann comhlachtaí poiblí ar fáil i nGaeilge. Léiríonn an staid seo go bhfuil géarghá ann go gcuirfear dualgais reachtúla nua i bhfeidhm gan mhoill maidir le foirmeacha oifigiúla na gcomhlachtaí poiblí a

The Provisions of the Official Languages (Amendment) Act, 2021

Complaints are frequently made to my Office regarding a lack of staff with Irish or that staff in public bodies do not possess satisfactory competence to ensure that the public can conduct their business through Irish without impediment and delay. The provision contained within the amended Act that 20% of recruits to the public service shall be competent in Irish by 2030 will be critical to enable the improvement of the standard and number of public services delivered through Irish. It shall also be necessary for the National Plan for the Provision of Public Services through Irish to establish an incremental approach for public services to achieve the 20% target. It must be ensured in the initial years of the Plan that sufficient numbers of staff with Irish shall be within the system to deliver core daily State services through Irish.

The Minister for the Gaeltacht has commenced some of the initial provisions contained within the Official Languages (Amendment) Act 2021. Amongst the most significant and prominent provisions of the new legislation implemented to date is the provision requiring public bodies to carry out 20% of their advertising in Irish every year and to also spend 5% of their budgets on Irish language media outlets on an annual basis. This provision is certainly increasing visibility and Irish language use across various media and it is important to recognise this progressive development. Monitoring will take place in 2024 of the compliance of public bodies with this new provision from the beginning of 2023.

Amongst the provisions yet to be commenced is a provision which shall require public bodies for the first time to accurately record and use an individual’s name, address and title in the Irish language. Public bodies shall also be required to use the *síneadh fada* or acute accent accurately. The 6% of complaints received by my Office in respect of inaccurate use of names and addresses in 2023 indicates the importance of implementing this provision fully. It is the Minister of State for the Gaeltacht’s responsibility to prescribe public bodies for the purpose of this new obligation. The Office also received a substantial number of complaints because forms used by public bodies were not available in Irish. This situation also validates the clear requirement for the timely implementation of new statutory obligations in respect of the provision of public bodies’ official forms in Irish. Formfilling to

bheith ar fáil i nGaeilge chomh maith. Bíonn comhlánú foirme ar mhaithe le seirbhís nó tacaíocht a fháil ó chomhlacht poiblí ar cheann de na chéad teagmhálacha a bhíonn ag ball den phobal le comhlacht poiblí go minic agus is mór an t-easnamh gan dualgas a bheith ar chomhlachtaí poiblí seirbhís chomh bunúsach leis sin a chur ar fáil go forleathan trí Ghaeilge.

Córas na gCaighdeán Teanga

De bharr líon leanúnach rialta na ngearán maidir le córas na scéimeanna teanga, molaim go dtabharfaí córas na gcaighdeán teanga i bhfeidhm gan mhoill. I gcaitheamh 2023 bhain 39% d'iomlán na ngearán a fuair m'Óifig le gealltanais scéimeanna teanga nach raibh á bhfeidhmiú mar ba chóir. I measc na ngealltanais is suntasaí in Acht na dTeangacha Oifigiúla (Leasú), 2021, ar mhaithe le neartú cearta teanga phobal na Gaeilge, tá an soláthar do chóras na gcaighdeán teanga a chuirfear in ionad chóras na scéimeanna teanga. I measc na laigí ba shuntasaí a bhain le córas na scéimeanna teanga, bhí cúlú ar ghealltanais ó scéim go scéim, doiléireacht maidir le sonraíocht na seirbhíse a bhí le soláthar agus easpa soiléire maidir leis na hacmhainní foirne a raibh sé de dhualgas ar chomhlacht poiblí a chur ar fáil ina leith.

Is díol suntas an líon gearán nach mbíonn m'Óifig in ann a fhiosrú cheal dualgas reachtúil a bheith ar chomhlachtaí poiblí ar ábhar bunúis an ghearáin. Baineann na gearáin úd le croísheirbhísí a chuireann an Stát ar fáil trí chórais teicneolaíochta ar líne, ag deascanna fáiltithe nó thar an nguthán fiú. Bíonn soláthar seirbhísí poiblí comhaimseartha taobh leis an meascán modhanna seachadta sin i gcónaí.

Caithfidh na caighdeáin teanga nua dul i ngleic le trí ghné chriticiúla a bhaineann go dlúth le gearáin a bhíonn á láimhseáil ag m'Óifig ar bhonn leanúnach. Ar an gcéad dul síos, tá sé riachtanach go ndéanfaidh na caighdeáin teanga cur síos beacht ar na seirbhísí a mbeidh dualgas ar chomhlachtaí poiblí a chur ar fáil. Ba chóir dualgas a leagan ar chomhlachtaí poiblí ar bhonn earnálach maidir le seirbhísí comhionanna ar chomhchaighdeán a sholáthar m.sh. ranna agus oifigí rialtais, údaráis áitiúla, ospidéal agus gníomhaireachtaí sláinte agus institiúidí ardoideachais. An dara gné atá criticiúil ná go bhforordóidh na caighdeáin teanga an leibhéal cumais teanga atá riachtanach don fhoireann a bheidh i mbun seirbhísí poiblí trí Ghaeilge a sheachadadh m.sh. seirbhísí teileafóin, seirbhísí cuntair agus seirbhísí cumarsáideacha ar líne. Tá an soláthar

access a service or support from a public body is often one of the first contacts which a member of the public has with a public body and it is a major shortcoming that public bodies are not obligated to generally provide such a basic service through Irish.

The Language Standards System

Due to the regular and continuous number of complaints in respect of language schemes, I recommend that the language standards system be introduced without delay. During 2023, 39% of total complaints received by my Office related to language scheme commitments which were not being implemented appropriately. The provision to replace the language scheme system with the language standards system is one of the most significant commitments in the Official Languages (Amendment) Act 2021 which should strengthen the language rights of the Irish language community. Diminishing commitments from scheme to scheme, ambiguity regarding the specification of services to be provided and a lack of clarity regarding the staff resources the public body was obliged to assign to those services were chief among the deficiencies of the language scheme system.

The number of complaints my Office cannot investigate due to the absence of a statutory obligation in respect of the grounds of complaint is also worthy of note. Those complaints relate to core services provided by the State through online technology systems, at reception desks or even over the telephone. Contemporary public service provision still remains dependent on these delivery mechanisms.

The new language standards must engage with three critical facets of complaints which are handled continuously by my Office. Firstly, it is necessary that the language standards shall prescribe in detail those services which public bodies shall be obligated to provide. Obligations should be imposed on a sectoral basis to ensure the standardised provision of similar services e.g. government departments and offices, local authorities, hospitals and health agencies and higher education institutions. The second critical element will see language standards prescribing the level of linguistic competence which shall be necessary for staff to deliver public services through Irish e.g. telephone services, counter services and online communicative services. The provision in language

atá sna caighdeáin freastal ar riachtanais an phobail teanga sa Ghaeltacht, i mBailte Seirbhíse Gaeltachta agus i Líonraí Gaeilge tábhachtach lena chinntiú go mbeidh an líofacht chuí ag baill foirne na gcomhlachtaí poiblí agus iad ag déileáil leis an bpobal teanga sna comhthéacsanna sin. Baineann an tríú gné chriticiúil leis an gcomhtháthú a theastóidh idir córas na gcaighdeán teanga agus an Plean Náisiúnta do Sholáthar Seirbhísí Poiblí trí Ghaeilge. Féadfar líon agus gráid na foirne a bheidh ag teastáil ó chomhlachtaí poiblí le seirbhísí poiblí ar ardchaighdeán trí Ghaeilge a sholáthar a leagan síos sa Phlean Náisiúnta. Threiseodh sainiú ar líon agus ar ghráid na foirne le Gaeilge ag leibhéal an chomhlachta phoiblí éifeachtacht an tsoláthair atá sna caighdeáin teanga maidir le leibhéal na hinniúlachta teanga riachtanaí seirbhísí a sholáthar de réir na gcaighdeán teanga.

Plean Náisiúnta

Tá an Plean Náisiúnta do Sheirbhísí Poiblí trí Ghaeilge á fhorbairt faoi láthair faoi stiúir an Choiste Chomhairligh um Sheirbhísí Gaeilge. An tAire Turasóireachta, Cultúir, Ealaíon, Gaeltachta, Spóirt agus Meán a bhunaigh an Coiste Comhairleach in 2022. Beidh an Plean Náisiúnta le foilsiú ag an gCoiste Comhairleach faoi lár na bliana 2024. Beidh sé mar fheidhm agam mar Choimisinéir Teanga tráchtareacht a dhéanamh ar obair an Choiste Chomhairligh lena n-áirítear an Plean Náisiúnta. Beidh ról lárnach ag an bPlean Náisiúnta mapa bóthair a leagan amach agus dealú a dhéanamh ar an gcur chuige córasach a bheidh riachtanach chun seirbhísí poiblí trí Ghaeilge a fheabhsú agus a mhéadú.

Beidh feidhmiú na forála go mbeidh Gaeilge ar a dtoil ag 20% d'earcaithe na seirbhíse poiblí faoin mbliain 2030 ina bunchloch d'fhíorú an Phlean Náisiúnta. Tá sé riachtanach go dtabharfaidh an Plean Náisiúnta na snáitheanna ceangail éagsúla le chéile a chinnteoidh go bhfeabhsófar caighdeán na seirbhísí poiblí trí Ghaeilge: na caighdeáin teanga a leagfaidh amach go sonrach na seirbhísí a chaithfear a sheachadadh, líon agus gráid na foirne a bheidh ag teastáil ó na comhlachtaí poiblí agus an inniúlacht teanga a chaithfidh a bheith ag an bhfoireann a bheidh ag soláthar na seirbhísí. I dtéarmaí ceannaireachta eagraíochtúla, tá sé ríthábhachtach feidhmiú cearta teanga a neadú i sícé rialachais na gcomhlachtaí poiblí. Chuige sin, beidh an-tábhacht le moltaí an Choiste Chomhairligh i dtaca le líon agus gráid na foirne.

standards to enable the servicing of the language communities' needs in the Gaeltacht, Gaeltacht Service Towns and Irish Language Networks is important to ensure that the staff of public bodies possess sufficient fluency as they transact with the language community in those contexts. The third critical dimension relates to the integration which shall be required between the language standards system and the National Plan for the Provision of Public Services through Irish. The number and grades of staff which public bodies shall require to deliver high standard public services through Irish may be laid down in the National Plan. Delineating the number and grades of staff with Irish at public body level would strengthen the effectiveness of provision contained within the language standards in respect of the linguistic competence level required to provide services in accordance with language standards.

National Plan

The National Plan for Public Services through Irish is currently being developed under the direction of the Irish Language Services Advisory Committee. The Minister for Tourism, Culture, Arts, Gaeltacht, Sport and Media established the Committee in 2022. The National Plan shall be published by the Advisory Committee by mid-2024. It shall be a function of mine as An Coimisinéir Teanga to prepare a commentary on the work of the Advisory Committee, including the National Plan. The central role of the National Plan shall be to lay out a road map and chart the systematic approach which shall be necessary to improve and increase public service delivery through Irish.

The implementation of the provision that 20% of recruits to the public service by 2030 shall have fluent Irish will be key to executing the National Plan. It is necessary that the National Plan shall bring together the various strands which will ensure the improvement of public services through Irish: the language standards which shall set out in detail those services which will be necessary to deliver, the number and grades of the staff which shall be required by public bodies and the linguistic competence which will be required of the staff providing the services. In terms of organisational leadership, it is vitally important to embed the implementation of language rights in the governance mentality of public bodies. To that end, the recommendations of the Advisory Committee in respect of numbers and grades of staff shall be of considerable consequence.

Clár Faireacháin 2023

Tá sé ar cheann de m'fheidhmeanna mar Choimisinéir Teanga faireachán a dhéanamh ar chur i bhfeidhm fhorálacha Achtanna na dTeangacha Oifigiúla, 2003 & 2021. Socraíodh ar dhá thosaíocht i gclár bliantúil iniúchta na hOifige in 2023. Bhain an chéad tosaíocht le hiniúchadh a dhéanamh ar ghéilliúlacht an 18 roinn rialtais d'fhoráil na bhfógairtí taifeadta béil. Is minic gurb é an fhógairt taifeadta béil an chéad pointe teagmhála a bhíonn ag ball den phobal le comhlacht poiblí agus má bhíonn míchruinneas ó thaobh na Gaeilge san fhógairt beidh doicheall láithreach roimh bhall den phobal leanúint de bheith ag lorg seirbhíse trí Ghaeilge. Is é taithí na hOifige freisin é go mbíonn míthreoir i roinnt mhaith fógairtí taifeadta béil comhlachtaí poiblí nuair a thugtar le fios go bhfuil seirbhísí trí Ghaeilge ar fáil ón gcomhlacht poiblí. Is baolach nach ann don tseirbhís trí Ghaeilge go minic agus ní thagann sin chun solais nó go mbeidh tamall fada caite ag an mball den phobal ag fanacht ar sheirbhís i nGaeilge. Is minic freisin nach mbíonn dóthain inniúlachta sa Ghaeilge ag an mball foirne le leanúint den chomhrá i nGaeilge. Beidh sé riachtanach go mbeidh comhlachtaí poiblí feasach agus airdeallach faoin éiginnteacht a chothaíonn fógairtí taifeadta béil don phobal sna comhthéacsanna seo. Tráth a mbeidh dualgais bhreise á leagan ar chomhlachtaí poiblí seirbhísí teileafóin trí Ghaeilge a sholáthar, beidh sé riachtanach freisin go gcuirfidh caighdeán na bhfógairtí taifeadta béil le heifeachtúlacht na seirbhísí teileafóin atá á gcur ar fáil ag comhlacht poiblí trí chéile seachas a bheith á lagú.

Ó thaobh chlár faireacháin 2023 de, bhain an dara tosaíocht le géilliúlacht 13 údarás áitiúil don fhoráil maidir le foilsíú doiciméad áirithe go comhuaineach sa dá theanga oifigiúla. Agus scaipeadh déimeagrafach phobal na Gaeilge á chur san áireamh, roghnaíodh na 9 n-údarás áitiúla a bhfuil ceantair Ghaeltachta ina n-abhantrach acu agus na 4 údarás áitiúla i mBaile Átha Cliath. Chuimsigh an clár iniúchta foilsíú raon doiciméad lena n-áirítear tuarascálacha bliantúla agus cuntais iniúchta/ráitis airgeadais.

Imscrúduithe

Déantar cur síos i gcaibidil na nImscrúduithe sa Tuarascáil seo ar dhá imscrúdú a cuireadh i gcrích in 2023. Léirigh an dá imscrúdú an t-easnamh suntasach atá sna dualgais reatha atá ar chomhlachtaí poiblí

2023 Monitoring Programme

One of my functions as An Coimisinéir Teanga is to monitor the implementation of provisions of the Official Languages Acts 2003 & 2021. Two priorities were determined in the annual audit programme of the Office in 2023. The first priority related to a compliance audit carried out on 18 government departments in respect of recorded oral announcements. The recorded oral announcement is frequently the first point of contact between a member of the public and a public body and if the announcement contains Irish language errors immediate reluctance ensues and deters the member of the public from continuing to seek service through Irish. It is also the experience of the Office that many public bodies' recorded oral announcements can be misleading when it is indicated that services in Irish are available from the public body. Unfortunately, the Irish language service is often non-existent, and this does not emerge until the member of public has spent a considerable period waiting for service through Irish. It is also a regular occurrence that a staff member may not have sufficient competence in Irish to continue the conversation in Irish. It will be necessary for public bodies to demonstrate awareness and attentiveness to the uncertainty that recorded oral announcements can generate in these contexts. When additional obligations are placed on public bodies to provide telephone services through Irish, it will be also necessary that the standard of recorded oral announcements will enhance the effectiveness of telephone services provided by a public body rather than diminish them.

Regarding the 2023 monitoring programme, the second priority related to the compliance of 13 local authorities with the provision that certain documents be published simultaneously in both official languages. Taking the demographic distribution of the Irish-speaking population into account, 9 local authorities with Gaeltacht areas in their hinterland were selected in addition to the 4 local authorities in Dublin. The audit programme included the publication of a range of documents including annual reports and audited accounts/financial statements.

Investigations

There are accounts of two investigations completed in 2023 in the Investigations chapter of this Report. The two investigations demonstrated the significant deficiency of the current obligations pertaining to the

seirbhísí ríomhbhunaithe agus idirghníomhacha trí mheán na Gaeilge a sheachadadh ar líne. Is iad an dá chomhlacht phoiblí a bhí i gceist ná An Post agus Comhairle Contae na Gaillimhe. Léirigh an t-imscrúdú ar An Post gur sháraigh an comhlacht poiblí úd alt 9(2) d’Acht na dTeangacha Oifigiúla trí chóras ar líne maidir le táille imréitigh chustam a chur ar fáil i mBéarla amháin, rud a chur bac ar bhall den phobal cumarsáid a dhéanamh ina rogha teanga, an Ghaeilge, le An Post. I gcás Chomhairle Contae na Gaillimhe léirigh imscrúdú reachtúil gur sháraigh sí alt 9(2) freisin trí chóras seirbhíse idirghníomhaí ar líne a bhain leis an bpróiseas d’iarratas pleanála agus bhí ar fáil i mBéarla amháin a chur ar fáil. Sárú a bhí i mbeart na Comhairle freisin ar alt 18(1) fad agus a bhain sé le gealltanais a bhí ina scéim teanga reachtúil maidir le seirbhísí idirghníomhacha ar líne a bheith curtha ar fáil go hiomlán dátheangach don phobal.

Léiríonn an dá chás seo an géarghá atá ann do chaighdeán teanga fócasaithe agus faobhracha le dul i ngleic leis an easnamh tromchúiseach reatha seirbhísí ríomhbhunaithe agus idirghníomhacha Gaeilge ar líne. Is é cuspóir na straitéise *Cónascadh Rialtais 2030: Straitéisí Dhigiteach agus TFC do Sheirbhísí Phoiblí na hÉireann* go mbeadh 90% de na seirbhísí poiblí is infheidhme á soláthar ar líne faoi 2030. Dá réir, ní mór do chomhlachtaí poiblí aghaidh a thabhairt ar sheirbhísí idirghníomhacha Gaeilge a sholáthar láithreach bonn. Is ábhar suntais freisin é go maítear sa straitéis chéanna go mbeidh 80% de shaoránaigh ag úsáid na tairsí MyGovID chun teacht ar sheirbhísí poiblí faoi 2030. Cuireann an pobal gearáin faoi bhráid m’Oifige ar bhonn leanúnach maidir le cuid de na croísheirbhísí idirghníomhacha atá á dtairiscint ag an tairseach MyGovID. De cheal dualgais reachtúil is deacair réiteach sásúil a fháil ar ghearáin na saoránach seo. Dá bhrí sin, molaim go ndíreoidh na caighdeán teanga tosaigh a thabharfar i bhfeidhm ar na bearnaí ollmhóra reatha i seirbhísí teicneolaíochta agus idirghníomhacha Gaeilge ar líne.

Ceartha Teanga Earnálacha

Tá sé rithábhachtach d’inmharthanacht aon phobal go mbeadh seirbhísí ar ardchaighdeán á soláthar ag an Stát sna fearainn atá riachtanach le caighdeán laethúil saoil an phobail a chinntiú m.sh. earnálacha an oideachais, seirbhísí sláinte agus tithíocht. Ó bunaíodh an Stát, leagadh an-bhéim ar an oideachas chun an Ghaeilge a chur chun cinn go náisiúnta. De réir fhigiúirí

online delivery by public bodies of computer-generated and interactive services through Irish. The two public bodies in question are An Post and Galway County Council. The An Post investigation illustrated that the public body in question breached section 9(2) of the Official Languages Act through providing an online system in English only pertaining to customs clearance fees, which prevented a member of the public communicating with An Post in their language of choice, Irish. In the case of Galway County Council, a statutory investigation revealed that the Council also breached section 9(2) by providing in English only an interactive service system relating to the planning application process. This action by the Council also breached section 18(1) in respect of a commitment in its statutory language scheme pertaining to online interactive services being provided to the public completely bilingually.

These two cases demonstrate the urgent need for focused sharp language standards to address the current serious dearth of computer-based and interactive online services through Irish. The objective of the strategy *Connecting Government: a Digital and ICT Strategy for Ireland's Public Service* is that 90% of the most functional public services should be provided online by 2030. Accordingly, public bodies must focus on providing interactive Irish language services immediately. It is also noteworthy that the same strategy indicates that 80% of citizens shall be using the MyGovID portal to access public services by 2030. The public submits complaints to my Office on an ongoing basis in respect of core interactive services which are offered by the MyGovID portal. In the absence of a statutory obligation, it is challenging to achieve a satisfactory remedy for the complaints of these citizens. Therefore, I recommend that the initial language standards focus on the large current gaps in online Irish language technological and interactive services.

Sectoral Language Rights

It is vital for the sustainability of any community that the State should supply high quality services in the domains that are required to ensure the daily quality of life for the population e.g. education, health services and housing sectors. Since the foundation of the State, considerable emphasis has been placed on education to promote Irish nationally. According to Department

na Roinne Oideachais, tagann isteach agus amach le leathchéad míle scoláire faoi anáil an oideachais lán-Ghaeilge in aghaidh na bliana, idir bhunscolaíocht agus iar-bhunscolaíocht náisiúnta agus Ghaeltachta. Déantar soláthar san Acht Oideachais, 1998, chun tacú leis an gcuspóir náisiúnta an Ghaeilge a chur chun cinn chomh maith leis an nGaeilge a chosaint mar theanga phobail sa Ghaeltacht. Tá oiriúnacht an tsoláthair reatha iar-bhunscolaíochta lán-Ghaeilge faoi chaibidil go náisiúnta faoi láthair. Ní léir go bhfuil freastal cóir á dhéanamh ar an éileamh ar sholáthar iar-bhunscolaíochta Gaeilge. Is ceist í seo atá á breithniú ag m'Oifig i gcomhthéacs na ngealltanais sa reachtaíocht chúil oideachais.

Cuireann an tAcht um Pleanáil agus Forbairt, 2000, ceangaltas ar údarás pleanála a bhfuil limistéir Ghaeltachta faoina chúram cuspóirí faoi leith a leagan síos ina Phlean Forbartha Contae chun *"oidhreacht teanga agus chultúrtha na Gaeltachta a chosaint"*. Is féidir leis an údarás áitiúil coinníoll a cheangal le cead pleanála d'fhorbairt tithíochta a thugann feidhm do na cuspóirí thuasluaite ina Phlean Forbartha Contae maidir le cosaint na Gaeilge mar theanga phobail sa Ghaeltacht. Tá roinnt imscrúduithe déanta ag an Oifig seo a léiríonn go bhfuil ag teip ar údaráis áitiúla na cuspóirí sin a chur i bhfeidhm. Tá easpa comhréire agus leanúnachais sa tslí a phléann údaráis áitiúla le hiarratais phleanála sa Ghaeltacht i dtaca leis na cuspóirí ábhartha teangeolaíoch, lena n-áirítear an chaoi a ndéantar an fhaisnéis theangeolaíoch in iarratas pleanála a mheas i gcomhthéacs na gcleachtas measúnachta tionchar teanga a bhíonn á bhfeidhmiú ag údaráis áitiúla. Tagann sé i gceist freisin go mbíonn doiléireacht ann maidir leis an ngaolmhaireacht agus an t-oireachtas idir na cuspóirí a bhíonn leagtha síos do chosaint na Gaeilge i bPleananna Forbartha Contae agus na tosca eile a shainíonn údaráis áitiúla maidir le riachtanas tithíochta a shásamh in iarratais ar phleanáil tithíochta sa Ghaeltacht.

Dá réir, tá sé riachtanach go rachaidh na treoirlínte reachtúla atá le heisiúint ag an Roinn Tithíochta, Rialtais Áitiúil agus Oidhreachta, de bharr an athbhreithnithe ar fheidhmiú éifeachtach chuspóirí cosanta teanga an Achta um Pleanáil agus Forbairt, 2000, i ngleic leis na dúshláin seo.

of Education figures, some fifty thousand students receive Irish language immersion education annually, including national and Gaeltacht primary and post-primary schooling. The Education Act 1998 provides for the support of the national objective to promote the Irish language and to protect the Irish language as a community language in the Gaeltacht. The suitability of current post-primary Irish language provision is currently being debated nationally. It is not apparent that appropriate provision is being made for the demand for post-primary Irish language education. This is an issue which is being considered by my Office in the context of the commitments in the appropriate education legislation.

The Planning and Development Act 2000 places an obligation on planning authorities responsible for Gaeltacht areas to lay down specific objectives in County Development Plans to *"protect the linguistic and cultural heritage of the Gaeltacht"*. The local authority may attach a condition to a planning permission for a housing development which implements the aforementioned objectives in its County Development Plan regarding the protection of Irish as a community language in the Gaeltacht. Some investigations have been carried out by this Office which demonstrate that local authorities are failing to implement those objectives. There is a lack of coherence and continuity in the manner by which local authorities deal with planning applications in the Gaeltacht in respect of the relevant linguistic objectives, including the manner in which linguistic information in a planning application is assessed in the context of linguistic impact assessment practices which are being implemented by local authorities. It is also the case that ambiguity exists in respect of the relativity and precedence of objectives set down for the protection of Irish in County Development Plans and the other circumstances identified by local authorities regarding the meeting of housing needs in planning applications for housing in the Gaeltacht.

Accordingly, it is necessary that the statutory guidelines that are to be issued by the Department of Housing, Local Government and Heritage, resulting from the review of the effective implementation of the linguistic protection objectives contained in the Planning and Development Act 2000, address these challenges.

Focal Scoir

Is cinnte go bhfuil tréimhse chinniúnach romhainn le cearta teanga phobal na Gaeilge a laidriú sna blianta beaga seo agus gealltanais reachtúla úra ag teacht i bhfeidhm. Beidh tábhacht ar leith ag baint leis an bPlean Náisiúnta do Sheirbhísí Poiblí trí Ghaeilge a fhoilseofar in 2024. Caithfidh an Plean Náisiúnta cosán soiléir a leagan amach le go dtiocfaidh feabhas ar chaighdeán na seirbhísí poiblí atá á soláthar trí Ghaeilge agus le go dtiocfaidh méadú ar líon na seirbhísí poiblí trí Ghaeilge. Beidh sé riachtanach go léireoidh an Plean Náisiúnta cur chuige stuama céimnithe le dul i ngleic ar bhonn náisiúnta leis na bearnaí móra atá sa soláthar reatha, ina measc go mbeidh an Ghaeilge lárnach ón tús i bhforbairt na n-ardán teicneolaíochta a úsáidfeadh le croísheirbhísí móra poiblí a sholáthar don phobal. Beidh cur chuige cinn réadúil agus céimnithe i dtreo na sprice 20% riachtanach freisin ionas go mbeidh dóthain foirne le cumas maith sa Ghaeilge fostaithe sa tseirbhís phoiblí le freastal go sásúil ar phobal na Gaeilge. Ní mór a thabhairt san áireamh gráid na foirne a bheidh ag teastáil ní hamháin le seirbhísí Gaeilge ar ardchaighdeán a sholáthar ach lena chinntiú go mbeidh ceannaireacht dhóthanach shinsearach le Gaeilge i gcomhlachtaí poiblí chun maoirsiú a dhéanamh ar na dualgais seo. Mura ndéanfar pleanáil, bainistiú eagraíochtúil agus an réamhréiteach rialachais cuí, ní bheidh cothrom na Féinne le fáil ag pobal na Gaeilge. Caithfeadh teacht roimhe sin trí iomlán na ngealltanas in Achtanna na dTeangacha Oifigiúla a thabhairt chun feidhme.

Conclusion

A critical period lies ahead to strengthen the language rights of the Irish language community in the coming years with the imminent implementation of new statutory commitments. The National Plan for Irish Language Public Services, which will be published in 2024, will be of particular importance. The National Plan must set out a clear path to facilitate an improvement in the quality of public services provided through Irish and an increase in the number of Irish language public services. It will be necessary for the Plan to illustrate an incremental, measured approach to address the large gaps in current provision on a national basis, ensuring the central role of Irish in the development of technological platforms which shall be used to deliver large-scale core services to the public. A realistic and incremental approach to the 20% target shall also be necessary to ensure that a sufficient number of staff with competence in Irish are employed in the public service to provide services to the Irish language community satisfactorily. The staff grades required should also be taken into account, not only to provide high quality Irish language services but also to ensure that there is a sufficient number of senior leaders with Irish in public bodies to oversee these obligations. If planning, organisational management and the appropriate governance preparations are not undertaken, the Irish language community will not be accorded parity of esteem. This must be avoided by implementing all of the commitments in the Official Languages Acts.



Micheál D. Ó hUigín, Uachtarán na hÉireann, agus An Coimisinéir Teanga, Séamas Ó Concheanainn ag ócáid a cheapacháin in Áras an Uachtaráin

President of Ireland, Micheál D. Ó hUigín and An Coimisinéir Teanga, Séamas Ó Concheanainn, on the occasion of his appointment in Áras an Uachtaráin



SEIRBHÍSÍ EOLAIS AGUS CUMARSÁIDE

INFORMATION AND COMMUNICATIONS SERVICES

Comhchoiste na Gaeilge, na Gaeltachta agus Phobal Labhartha na Gaeilge

Thug an Comhchoiste cuireadh dom teacht ina láthair ar an 13 Nollaig 2023. Rinneadh mionphlé ar chur i bhfeidhm na reachtaíochta leasaithe agus ar cheisteanna beartais a bhaineann leis an nGaeilge san earnáil phoiblí. Is mór agam an tiomantas leanúnach a chuireann comhaltaí agus foireann an Chomhchoiste i seirbhísí poiblí dátheangacha agus obair na gcomhlachtaí poiblí trí chéile. Pléadh ceisteanna acmhainní agus réachtála a bhaineann le m'Óifig chomh maith. D'éirigh Rónán Ó Domhnaill as mar Choimisinéir Teanga i mí Feabhra 2023 agus b'éigean don Oifig feidhmiú d'uireasa Coimisinéara ar feadh 10 mí nó gur ceapadh mar Choimisinéir Teanga mé i mí na Nollag 2023. Cinntíodh gur leanadh de bheith ag seachadadh seirbhíse ardchaighdeáin don phobal

Joint Committee on the Irish Language, the Gaeltacht and the Irish-speaking Community

The Joint Committee extended an invitation to me to address them on 13 December 2023. Detailed discussions took place on the implementation of the amended legislation and on policy issues relating to the Irish language in the public sector. I greatly value the continuing commitment of the members and staff of the Joint Committee in bilingual public services and the work of public bodies generally. Issues relating to operations and resources available to my Office were also discussed. Rónán Ó Domhnaill resigned as An Coimisinéir Teanga in February 2023 and the Office functioned without a Coimisinéir Teanga for 10 months until I was appointed as Coimisinéir Teanga in December 2023. A high quality service to the public and public bodies was safeguarded in the interim. I



An Coimisinéir Teanga Séamas Ó Concheanainn le Cathaoirligh agus Leas-Chathaoirligh Thithe an Oireachtais, agus baill Choiste na Gaeilge, na Gaeltachta agus Phobal Labhartha na Gaeilge, i dTeach Laighean

An Coimisinéir Teanga, Séamas Ó Concheanainn, with the Chairpersons and Deputy Chairpersons of the Houses of the Oireachtas and members of the Joint Committee on the Irish language, Gaeltacht, and the Irish-speaking Community, in Leinster House

agus do chomhlachtaí poiblí idir an dá linn. Ba mhaith liom buíochas a ghlacadh le foireann na hOifige as a dtiomantas agus a ndúthracht ghairmiúil le linn na tréimhse seo go háirithe.

An Pobal agus Comhlachtaí Poiblí: Comhairle

Tá an éascaíocht idirghníomhaithe idir an pobal agus an Stát i measc phríomhfheidhmeanna Oifig an Choimisinéara Teanga. Fáiltíonn Oifig an Choimisinéara Teanga roimh gach deis comhairle a chur ar fáil don phobal maidir lena gcearta faoi na hAchtanna. Tapaímid gach deis chomh maith céanna comhairle a chur ar fáil do chomhlachtaí poiblí agus iad a chur ar an eolas faoina gcuid dualgas. Tá na feidhmeanna seo sonraithe sa reachtaíocht agus baineann ardtábhacht leo.

Le dhá bhliain anuas, tá méadú suntasach tagtha ar leibhéal na cumarsáide a bhíonn ag comhlachtaí poiblí le hOifig an Choimisinéara Teanga. Sa bhliain 2023, tháinig oifigigh ón iliomad comhlachtaí poiblí i dteagmháil le m'Oifig 381 uair. Is ionann an t-ardú seo agus méadú 33% ar 2022, agus fágann sin go bhfuil ardú 140% tagtha ar chásanna comhairleacha do chomhlachtaí poiblí ó 2021 i leith. Bhain 42% le fiosruithe fógraíochta faoi alt 10A.(Fógraíocht ag Comhlachtaí Poiblí), 14% leis an Acht leasaithe agus 44% le cearta teanga agus ábhair eile.

Fógraíocht ag Comhlachtaí Poiblí

Tháinig alt 10A den Acht leasaithe i ngníomh ar an 10 Deireadh Fómhair 2022. Leagann an t-alt seo dualgas ar chomhlachtaí poiblí 20% dá bhfógraíocht a dhéanamh i nGaeilge gach bliain. Leagann sé dualgas chomh maith ar chomhlachtaí poiblí 5% ar a laghad dá gcaiteachas fógraíochta a dhéanamh ar na meáin Ghaeilge.

Tá infheistíocht mhór déanta ag m'Oifig i seimineáir eolais, feachtais feasachta agus i gcomhfhreagras comhairleach le comhlachtaí poiblí faoin ábhar seo. Mar thoradh ar shainchomhairle agus comhairliúchán leis an earnáil fógraíochta, cuireadh treoir údarásach agus praiticiúil ar fáil do chomhlachtaí poiblí agus don earnáil fógraíochta maidir le cur i bhfeidhm na forála reachtúla seo. Bhíothas in ann an bunachar saineolais seo a fhorbairt a bhuíochas freisin den aiseolas a chuir comhlachtaí poiblí ar fáil dúinn ag na seimineáir ghréasáin a reáchtáladh i gcomhar leis an Roinn Turasóireachta, Cultúir, Ealaíon, Gaeltachta, Spóirt agus Meán.

would like to thank the staff of the Office for their dedication and professional diligence during this period especially.

The Public and Public Bodies: Advice

Facilitating interactivity between the public and the State is one of Oifig an Choimisinéara Teanga's primary objectives. Oifig an Choimisinéara Teanga welcomes every opportunity to provide advice to the public in respect of their rights under the Acts. We also avail of all opportunities to provide advice to public bodies and inform them of their obligations. These are designated legislative functions of utmost importance.

The level of communications between Oifig an Choimisinéara Teanga and public bodies has significantly increased over the past two years. In 2023, officials from a large number of public bodies contacted my Office 381 times. This is a 33% increase from 2022, which follows a 140% increase in advisory cases for public bodies since 2021. Advertising queries regarding section 10A (Advertising by Public Bodies) accounted for 42%, the amended Act accounted for 14%, and the remaining 44% included language rights and other queries.

Advertising by Public Bodies

Section 10A of the amended Act was implemented on 10 October 2022. This section places an obligation on public bodies to ensure 20% of their advertising is in Irish annually. It also places an obligation on public bodies to spend a minimum of 5% of their advertising expenditure on Irish language media.

My Office has invested heavily in information seminars, awareness campaigns and advisory correspondence with public bodies on this issue. An authoritative and practical guide was compiled for public bodies and the advertising industry regarding the implementation of this legislative provision thanks to expert input and consultation with the advertising sector. This expert knowledge base was also developed on foot of feedback provided by public bodies at webinars which were organised in conjunction with the Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media.

Tuigeadh don Oifig go mbeadh tionchar cinniúnach ag an bhforáil seo ar an réim phoiblí agus tá méadú suntasach tagtha ar an bhfógraíocht Ghaeilge a chuireann comhlachtaí poiblí ar fud na n-ardán meán uile. Cuireadh comhairle ar fáil de thoradh fiosruithe aonair agus corparáideacha maidir le hardáin mheán incháilithe i.e. ardáin a bhfuil 50% ar a laghad dá n-ábhar eagarthóireachta i nGaeilge orthu. Is féidir le comhlachtaí poiblí fógraíocht a chur ar ardáin incháilithe. Féachtar le feasacht a ardú maidir le seirbhísí m'Óifige trí fhógraí a chur ar ardáin éagsúla.

Déanfar iniúchadh in 2024 ar ghéilliúlacht na gcomhlachtaí poiblí le halt 10A don tréimhse idir Eanáir agus Nollaig 2023. Chuige sin, tógadh ardán digiteach saincheaptha chun cuidiú le gach comhlacht poiblí tuairisceáin chomhlíonta a chur faoinár mbráid. Cuirfear tuarascáil chuimsitheach chomhlíonta maidir le fógraíocht ag comhlachtaí poiblí faoi bhráid an Aire roimh dheireadh 2024. Beidh léargas sa tuarascáil ar chur i bhfeidhm na forála reachtúla nua, leibhéal ghéilliúlachta agus sonraí ábhartha eile a chuideoidh le feidhmiú na forála amach anseo.

Achtacháin eile

Níl tosach feidhme tugtha do na forálacha uile in Acht na dTeangacha Oifigiúla (Leasú), 2021 go fóill. Tiocfaidh caighdeán teanga in ionad chóras na scéimeanna teanga agus chuige sin tugadh tosach feidhme d'alt 19A i Márta 2023. Is foráil rithábhachtach é alt 19A de bhrí gur meicníocht rialaithe a bheidh sna caighdeán teanga maidir le seachadadh seirbhísí do phobal na Gaeilge ar fud na hearnála poiblí. Cuimseofar seirbhísí ar líne, seirbhísí cuntaí, seirbhísí idirghníomhacha agus teileafóin sna caighdeán. Beidh bonn reachtúil úr faoin acmhainn a bheidh ag an bpobal cumarsáid a dhéanamh le comhlachtaí poiblí ina rogha teanga oifigiúla. Treiseofar go mór ar chearta teanga phobal na Gaeilge nuair a bheidh tosach feidhme tugtha d'fhorálacha uile an Achta leasaithe.

Ó bunaíodh an Coiste Comhairleach um Sheirbhísí Gaeilge in 2022, táthar i mbun taighde ar sheirbhísí reatha Gaeilge sa tseirbhís phoiblí chun go n-aithneofaí na príomhbhearnaí soláthair. Ceapfar straitéisí dá réir agus beifear ag díriú go háirithe ar an sprioc 20% d'earcaigh a bhfuil inniúlacht Ghaeilge acu faoi 2030. Bíonn plé leanúnach idir m'Óifig agus an Roinn Turasoíreachta, Cultúir, Ealaíon, Gaeltachta, Spóirt agus Meán ar na ceistanna seo agus is mian

The Office understood that this provision would have a profound influence on the public realm and there is a considerable increase in Irish language advertising placed by public bodies across all media platforms. Advice was provided to individual and corporate enquiries regarding qualifying media platforms i.e. platforms on which a minimum of 50% of their editorial content is in Irish. Public bodies may place advertising on qualifying platforms. We seek to raise awareness about the services my Office provides by placing advertisements on various platforms.

An audit will be carried out in 2024 on the compliance of public bodies with section 10A for the period from January to December 2023. To that end, a bespoke digital platform has been developed to assist all public bodies with their submission of compliance returns. A detailed advertising compliance report will be submitted to the Minister before the end of 2024. The report will capture the implementation of the new legislative provision, compliance levels and other relevant data which will assist implementation of the provision in the future.

Other Enactments

All provisions in the Official Languages (Amendment) Act 2021 have not been commenced as yet. Language standards shall supercede language schemes and, to facilitate this, section 19A was commenced in March 2023. Section 19A is a critical provision as the language standards will be a governance mechanism in respect of service delivery to the Irish language community across the public sector. Standards shall encompass online services, counter services, interactive and telephone services. There will be a new statutory basis for mechanisms by which the public may communicate with public bodies in their official language of choice. The language rights of the Irish language community shall be greatly strengthened when all provisions of the Act have been commenced.

Since the establishment of the Irish Language Services Advisory Committee in 2022, research is being carried out on current Irish language services in the public service to identify the main gaps in provision. Strategies may be devised accordingly and there will be a particular focus on the 20% target for recruits with competency in Irish by 2030. There is ongoing dialogue between my Office and the Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media regarding

liom buíochas a ghabháil le hoifigigh na Roinne as a gcomhoibriú leanúnach.

Cumarsáid Sheachtrach

Tugtar cuireadh don Oifig freastal ar ócáidí agus imeachtaí éagsúla le linn na bliana agus féachtar i gcónaí le freastal ar imeachtaí ábhartha chun feasacht faoi chearta teanga a chur chun cinn i measc an phobail teanga. Tapaíodh oiread deiseanna agus ab fhéidir le linn 2023 chun an pobal a chur ar an eolas maidir leis an Acht leasaithe agus na forálacha úra a d'fheabhsódh cearta teanga an phobail. I measc imeachtaí 2023, bhí:

- Freastal ar Ard-Fheis Chonradh na Gaeilge
- Cur i láthair do Ghaelchultúr
- Cur i láthair do Dhlí-Chumann na hÉireann
- Cur i láthair do mhic léinn agus d'fhoireann UCD
- Bronnadh Ghradaim Sheosaimh Uí Ógartaigh
- Cur i láthair don Údarás Náisiúnta Iompair
- Cur i láthair do Bhoird Oideachais agus Oiliúna Éireann
- Cur i láthair d'Oifig na nOibreacha Poiblí
- Bronnadh Ollscoil Mhá Nuad
- Cur i láthair do Electric Ireland

these issues and I wish to thank Departmental officials for their continued co-operation.

External Communications

The Office was invited to attend various conferences and events during the year and we strive to attend relevant events to promote and raise awareness of language rights within the language community. During 2023, we availed of all possible opportunities to inform the public of the amended Act and the new provisions which would improve the language rights of the public. 2023 events included:

- Attendance at Conradh na Gaeilge's Ard-fheis
- Presentation to Gaelchultúr
- Presentation to the Law Society of Ireland
- Presentations to students and staff in UCD
- Gradam Sheosaimh Uí Ógartaigh Award Ceremony
- Presentation to National Transport Authority
- Presentation to Education and Training Boards Ireland
- Presentation to Office of Public Works
- Maynooth University Graduation
- Presentation to Electric Ireland



Páidí Ó Lionáird, Bainisteoir Cumarsáide Oifig an Choimisinéara Teanga, ar cuairt ar oifig agus foireann Gaelchultúr

Páidí Ó Lionáird, Communications Manager with Oifig an Choimisinéara Teanga, visiting the office and staff of Gaelchultúr

- Cur i láthair don Ghníomhaireacht Tithíochta
- Cur i láthair do Bhonneagar Iompair Éireann
- Cur i láthair do Bhainisteoirí Cumarsáide TCEGSM
- Cur i láthair do An Post
- Cur i láthair don Roinn Forbartha Tuaithe agus Pobail
- Cur i láthair d'Ollscoil Luimnigh
- Cur i láthair d'Fhondúireacht Eolaíochta Éireann
- Comhdháil Chumann na nOmbudsman
- Oireachtas na Samhna

- Presentation to the Housing Agency
- Presentation to Transport Infrastructure Ireland
- Presentation to Communication Managers TCAGSM
- Presentation to An Post
- Presentation to the Department of Rural and Community Development
- Presentation to Limerick University
- Presentation to Science Foundation Ireland
- Ombudsman Association Conference
- Oireachtas na Samhna

Ionadaíocht Náisiúnta agus Idirnáisiúnta

Is ball bunaidh an Oifig de Chumann Idirnáisiúnta na gCoimisinéirí Teanga (CICT) agus tagann baill an chumainn le chéile go tráthrialta trí sheimineáir ghréasáin ar líne chun faisnéis agus dea-chleachtais a roinnt ar a chéile. Pléitear saincheisteanna teicniúla, bealaí ina gcinnítear cearta teanga ó dhlínse go dlínse agus conas is fearr cultúr géilliúlachta a chur chun cinn i measc comhlachtaí poiblí.

Bíonn m'Oifig páirteach in imeachtaí an Chumainn Ombudsman in éineacht le seirbhísí ombudsman eile in Éirinn, sa Ríocht Aontaithe, Críocha Thar Lear agus Spleáchríocha Choróin na Breataine. Déanann seirbhísí ombudsman gearáin ón bpobal a imscrúdú go neamhchlaonta agus a réiteach. Is féidir leas a bhaint as seirbhís ombudsman gan aon táille a íoc agus is ar chothrom na Féinne a bhíonn a gcuid cinntí bunaithe.

Ábhar Cumarsáide

Tá treoirleabhar nua á phleanáil ag m'Oifig chun cearta teanga an phobail a mhíniú go húdarásach agus go soiléir bunaithe ar Achtanna na dTeangacha Oifigiúla, 2003 & 2021. Bainfear earraíocht as ábhar an treoirleabhair chun ábhar nua a choinneáil le leathanach tuirlingthe shuíomh idirlín na hOifige. Déanfar cóipeanna crua a chur i gcló freisin mar áis don phobal agus do chomhlachtaí poiblí trí chéile. Scaiptear ábhar cumarsáide ar ócáidí poiblí agus imeachtaí pobail chun feasacht a ardú agus faisnéis chruinn a scaipeadh maidir le cearta teanga ar úsáideoirí seirbhísí poiblí.

National and International Representation

The Office is a founding member of the International Association of Language Commissioners (IALC) and members of the association convene regularly via online web seminars to exchange information and best practice. Deliberations focus on technical issues, methods by which language rights are affirmed across jurisdictions and how best to promote a compliance culture in public bodies.

My Office takes an active role in the proceedings of the Ombudsman Association alongside other ombudsman services in Ireland, the UK, Overseas Territories and British Crown Dependencies. Ombudsman services investigate and remedy complaints from the public objectively. Ombudsman services can be accessed without paying a fee and their decisions are based on what is fair.

Communications Content

My Office is planning the production of a new guidebook to explain the public's language rights clearly and authoritatively based on the Official Languages Acts, 2003 & 2021. The guidebook content shall be used to renew that landing page content of the Office website. Hard copies shall also be printed for public and public body reference purposes. Communications content is distributed at public meetings and events to raise awareness and share accurate information regarding language rights to public service users.



Comhdháil Bhliantúil Chumann Idirnáisiúnta na gCoimisinéirí Teanga - Deireadh Fómhair 2023

Annual Conference of the International Association of Language Commissioners - October 2023

Na Meáin

Tá Oifig an Choimisinéara Teanga freagrach don phobal amhail oifig ombudsman ar bith. Cuireann m’Oifig fáilte roimh cheistanna agus fiosruithe meán nuair a bhaineann an cheist le reachtaíocht teanga agus rialacháin ghaolmhara. Eisítear ráitis mheán ó uair go chéile más cuí sin. Cinntíonn ráitis go gcuirtear faisnéis chruinn údarásach ar fáil d’iriseoirí. Má bhíonn mífhaisnéis á scaipeadh faoi chearta agus reachtaíocht teanga, bíonn m’Oifig gníomhach leis na meáin chumarsáide chun go mbeadh eolas iontaofa ar fáil do na meáin agus don phobal. Glacaim buíochas leis na hiriseoirí agus meáin uile a tháinig i dteagmháil le m’Oifig i gcaitheamh 2023.

Media

Like any ombudsman office, Oifig an Choimisinéara Teanga is accountable to the public. My Office welcomes media queries and information requests when the issue relates to language legislation and related regulation. Media releases are issued occasionally when appropriate. Such statements ensure that accurate authoritative information is provided to journalists. If misinformation relating to language legislation and rights is being distributed, my Office engages with the media to ensure the provision of trustworthy information to the media and the public. I wish to thank all media and journalists who contacted the Office during 2023.



GEARÁIN

Tháinig méadú de bheagnach 6% ar líon na ngearán a fuair m’Oifig i gcaitheamh na bliana 2023, ó 600 go dtí 634. Cé gur laghdú é an figiúr sin ar an 727 ngearán a fuair an Oifig in 2021, tá líon na ngearán seasta go maith le ceithre bliana anuas, mar is léir ón tábla thíos:

Bliain	Líon na nGearán
2020	604
2021	727
2022	600
2023	634

Ar ndóigh, bhain 17% den 727 ngearán in 2021 le paindéim COVID-19.

Bhí laghdú beag arís in 2023 ar chéatadán na ngearán ón nGaeltacht, le híslíú de 1% ó 18% de líon iomlán na ngearán in 2022 go dtí 17% in 2023.

Rinne mo réamhtheachtaí tráchttaireacht leanúnach ina thuarascálacha bliantúla le scaitheamh de bhlianta faoin imní a bhí air maidir leis an sciar suntasach gearán nach raibh ar chumas na hOifige a fhiosrú go foirmiúil gach bliain cheal easpa dualgais reachtúil. D’ardaigh an figiúr seo arís sa bhliain 2023. Níorbh fhéidir 58% d’iomlán na ngearán a fuair m’Oifig a fhiosrú go foirmiúil de bharr easpa dualgais reachtúil i gcomparáid le 55% sa bhliain 2022. 60% de ghearán a bhí i gceist sa bhliain 2021. Táthar ag fanacht ar theacht i bhfeidhm fhorálacha nua Acht na dTeangacha (Leasú), 2021 amhail forálacha ar chruinnúsáid ainmneacha, sloinnté, teidil, seoltaí agus an tsínidh fhada ar chórais teicneolaíochta faisnéise agus cumarsáide chomhlachtaí poiblí. Tá roinnt forálacha eile le cur i ngníomh fós chomh maith, lena n-áirítear foirmeacha oifigiúla agus lógónna comhlachtaí poiblí a bheith ar fáil i nGaeilge. San idirthrímhse, tá méadú ag teacht ar líon na ngearán seo mar go dtuigtear don phobal go bhfuil cuid acu i bhfeidhm cheana féin agus go

COMPLAINTS

There was an increase of almost 6% in the total number of complaints my Office received during 2023, from 600 to 634. Although this figure is a decrease from the 727 complaints the Office received in 2021, the number of complaints has remained reasonably stable over the past 4 years, as can be seen from the table below.

Year	No. of Complaints
2020	604
2021	727
2022	600
2023	634

Of course, 17% of the 727 complaints received in 2021 concerned the COVID-19 pandemic.

There was a small decrease once more in complaints from Gaeltacht areas in 2023, with a decrease of 1% from 18% of the total complaints received in 2022 to 17% in 2023.

My predecessor commented continuously in his annual reports over several years regarding his concerns that a substantial share of complaints could not be formally investigated each year due to a lack of statutory obligation. This figure increased once again in 2023. 58% of total cases received by my Office could not be investigated formally due to the absence of statutory obligations, in comparison to 55% in 2022. 60% of complaints were in this category in 2021. The implementation of new provisions in the Official Languages (Amendment) Act 2021 including the provisions in respect of the accurate use of names, surnames, titles, and addresses in Irish and the use of the length accent or ‘síneadh fada’ on public bodies’ information and communication technology (ICT) systems is anticipated. Other provisions are also awaiting implementation such as the provision of official forms and providing logos of public bodies in Irish. Pending implementation, the number of these

bhfuil siad ag déanamh gearáin dá réir. Ach forálacha na reachtaíochta nua a bheith i bhfeidhm, bheifí ag súil go dtiocfadh laghdú suntasach ar líon na ngearán nach bhfuil m’Oifig in ann a fhiosrú cheal dualgas reachtúil.

Arís eile, is ó Chontae Bhaile Átha Cliath is mó a tháinig na gearáin ar bhonn contae ach tháinig líon suntasach freisin ó chontaetha na Gaillimhe, Chill Chainnigh, an Chláir, Chill Mhantáin, na Mí, Dhún na nGall, Chiarraí, Liatroma, Chorcaí, Chill Dara agus Uíbh Fhailí.

Fearacht blianta roimhe seo, fuarthas comhréiteach ar chuid mhór de na gearáin tríd an gcóras neamhfhoirmiúil réitithe gearán a fheidhmítear mar chéad chéim sa phróiseas imscrúduithe nó trí chomhairle a chur ar ghearánaithe. I gcásanna den chineál sin, cuireann an comhlacht poiblí moltaí sásúla os mo chomhair chun aghaidh a thabhairt ar bhunús an ggearáin. Mura mbíonn aon toradh sásúil ar na hiarrachtaí neamhfhoirmiúla úd tá sé de chumhacht agam imscrúdú foirmiúil a thionscnamh. Tá achoimre ar na cásanna nár réitíodh tríd an gcóras neamhfhoirmiúil réitithe gearán agus inar críochnaíodh imscrúduithe foirmiúla ina leith sa chaibidil ar imscrúduithe.

Tá réimse na ngearán fairsing agus ilghnéitheach. Bíonn an modh réitithe i dtuilleamaí dhearcadh an chomhlachta phoiblí ar an ngearán go minic. Bíonn comhoibriú maith le fáil go hiondúil ó fhormhór na gcomhlachtaí poiblí.

Bhain 88% de na gearáin le sé réimse faoi leith:

- forálacha i scéimeanna teanga
- comharthaíocht agus stáiseanáireacht
- freagra i mBéarla ar chumarsáid i nGaeilge
- úsáid na Gaeilge ar chomharthaí tráchta
- fadhb le húsáid ainm agus sloinne i nGaeilge
- alt 10A d’Acht 2021- fógraíocht

Cuimsíonn scéimeanna teanga in thart ar 140 comhlacht poiblí réimse leathan gealltanais maidir le seirbhísí a chur ar fáil i nGaeilge. Is leis an réimse sin a bhaineann an líon is airde gearán. Beidh dualgais dhíreacha agus córas na gcaighdeán teanga ag teacht in áit chóras na scéimeanna teanga seo faoin reachtaíocht nua. Tá foráil san Acht nua chomh maith nach bhféadfaidh comhlacht poiblí líon níos lú seirbhísí a sholáthar trí mheán na Gaeilge ná líon na ngealltanais reatha scéime atá ag an gcomhlacht.

complaints is increasing as members of the public understand that some provisions are in effect and complaints are being raised with my Office accordingly. With the implementation of the additional provisions in the new legislation, a significant decrease in the number of complaints that my Office cannot investigate due to the current absence of a statutory obligation could be expected.

As was the case in previous years, the county from which my Office received the greatest number of complaints was Dublin, but a significant number was also received from counties Galway, Kilkenny, Clare, Wicklow, Meath, Donegal, Kerry, Leitrim, Cork, Kildare and Offaly.

As in previous years, my Office resolved most complaints through the informal complaints process which the Office operates as a first step in the investigation process or through providing advice to the complainants. The public body submits satisfactory recommendations to my Office to resolve the complaint in such cases. I can initiate a formal investigation if such informal efforts yield an unsatisfactory outcome. Details of the cases that my Office could not resolve through the informal complaints resolution system, which resulted in the completion of formal investigations, are provided in the chapter on investigations.

The range of complaints is wide and varied. The approach required in dealing with them often depends on the attitude of the public body concerned. Most public bodies are usually cooperative.

88% of the complaints related to six particular areas:

- provisions contained in language schemes
- signage and stationery
- response in English to communications in Irish
- use of Irish on traffic signs
- difficulty in using name and surname in Irish
- section 10A. of the 2021 Act - advertising

Language schemes in approximately 140 public bodies encompass various commitments to provide services through Irish. The highest number of complaints relates to these commitments. Direct provisions and language standards will replace the language scheme system under the new legislation. There is also a provision in the new Act which will ensure that the public body concerned shall not be permitted to provide fewer services through Irish than it provides currently under commitments in that body’s language scheme.

Baineann sciar mór de na gearáin go fóill le halt 9(1) - comharthaíocht agus stáiseanáireacht – de bharr a fheiceáláí is a bhíonn siad don phobal i gcoitinne, meastar. Is cúis mhór imní líon na gcomharthaí nua a chuirtear in airde atá míchruinn go fóill nó nach bhfuil i gcomhréir leis na forálacha reachtúla, atá i bhfeidhm anois ón mbliain 2009. Mar atá ráite cheana, is léir go bhfuil géarghá le córas níos críochnúla, ón uair go ndéantar an comhartha a dhearadh go dtí go ndéantar profáil ar an téacs sula gcrochtar é. Bíonn m’Oifig i gcónaí breá sásta comhairle a thabhairt má chuirtear profaí comharthaíochta faoina bráid agus rinneadh sin i gcás suas le 70 comhlacht poiblí anuraidh.

Bhí líon agus céatadán na ngearán i dtaca le freagraí i mBéarla ar chumarsáid i nGaeilge fós measartha ard arís in 2023 i bhfianaise go bhfuil an fhoráil bhunaidh in alt 9(2) i bhfeidhm ó 2004. Feictear do bhaill den phobal a thionscnaíonn an chumarsáid i nGaeilge leis an gcomhlacht poiblí sna cásanna seo gur údar masla dóibh nach bhfreagraítear a gcumarsáid ina rogha teanga oifigiúla. Bhain sciar de na gearáin le córais ar líne atá i bhfeidhm ag comhlacht poiblí ina gcuirtear iallach ar bhaill den phobal teanga oifigiúil amháin a úsáid seachas go mbeadh an rogha ann ceachtar den dá theanga oifigiúla a úsáid. Ní raibh malairt chórais curtha ar fáil ag an gcomhlacht poiblí chun an chumarsáid a éascú i rogha teanga oifigiúla an úsáideora seirbhíse. Tuairiscíodh an méid seo sna blianta 2022 agus 2021 freisin. Ba cheart go réiteofaí an t-easnamh suntasach seo i gcearta an phobail trí fheidhm a thabhairt do ghealltanais atá sa reachtaíocht leasaithe. Tá an-tábhacht ag baint leis an bhforáil nua a leagfaidh dualgais ar chomhlachtaí poiblí maidir le foirmeacha oifigiúla a sholáthar don phobal i nGaeilge. Bheadh súil go rachaidh córas na gcaighdeán teanga i ngleic leis na bearnaí suntasacha atá i seirbhísí cumarsáide agus idirghníomhacha ar líne trí Ghaeilge i láthair na huair freisin.

Bhain céatadán suntasach de na gearáin le forálacha d’achtacháin eile a bhaineann le stádas nó le húsáid na Gaeilge, lena n-áirítear úsáid na Gaeilge ar chomharthaí tráchta a thugtar thíos mar fhigiúr ar leith. Is sa *Lámhleabhar do Chomharthaí Tráchta* a leagtar síos na dualgais ar údarais bhóithre i leith úsáid na Gaeilge ar chomharthaí tráchta. Bheifí ag súil go gcuirfí le feacht ar an ábhar seo de réir mar atá feacht ar an reachtaíocht trí chéile ag fás.

A significant number of complaints still relate to section 9(1) – signage and stationery – primarily it is thought due to their visibility to the public. The number of new signs still being erected with text that is linguistically incorrect or non-compliant with the legislative provisions, which have been in effect since 2009, is of great concern. As mentioned previously, there is an acute need for a more thorough, systematic approach, from designing the signs to proofing the text before the signs are erected. My Office is always more than happy to advise public bodies on proofs of signs, and advice was provided to up to 70 public bodies in this regard in 2023.

The level of complaints in 2023 relating to answers provided by public bodies in English to correspondence initiated in Irish remained significantly high when one considers that the original provision in section 9(2) has been in place since 2004. In these cases, members of the public who initiate communication in Irish with a public body consider it an insult when their communication is not replied to in their official language of choice. As also reported in 2021 and 2022, some of these complaints were related to online ICT systems provided by public bodies that compel members of the public to use a particular official language, instead of providing a choice to use either of the official languages. No alternative system was provided to the service user to facilitate the use of their preferred official language. This serious shortfall should be addressed with the commencement of the provision in the amended legislation. The new provision which requires public bodies to provide official forms to the public in Irish is very important. The language standards system should address the current significant gaps in Irish language communication and online interactive services also.

A substantial percentage of complaints also related to the provisions of other enactments concerning the status or use of the Irish language, including the use of Irish on road signs, which is presented as a separate figure. The obligations on roads authorities in respect of road traffic signs are set out in the *Traffic Signs Manual*. It would be expected that awareness would increase in respect of this matter in accordance with the increased awareness on the legislation in general.

Bíonn deacrachtaí ag daoine a n-ainm agus a seoladh i nGaeilge a úsáid, ar chúiseanna éagsúla, ina gcuid gnóthaí leis an Stát. Ceann de na cúiseanna is mó a bhaineann le seoltaí ná an úsáid fhorleathan a bhaintear as an leagan Béarla den chóras Eircode mar réamhshocrú agus gan aon deis a bheith ann an réamhshocrú den leagan Béarla a athrú trí leagan Gaeilge den seoladh a chlárú. Rachaidh foráil 9A. – dualgas comhlachtaí poiblí maidir le hainmneacha, seoltaí agus teidil i nGaeilge – i ngleic leis an easnamh reatha maidir le cruinnúsáid leaganacha Gaeilge d’ainmneacha agus de sheoltaí bhaill an phobail ar mian leo sonraí Gaeilge a úsáid. Áirítear san alt céanna cruinnúsáid an tsínidh fhada ar chórais teicneolaíochta agus cumarsáide an chomhlachta poiblí. Beidh comhlachtaí poiblí le forordú ag an Aire chun na críche seo. Ina éagmais sin, leanfar den droch-chleachtas seo atá maslach agus a dhéanann beag is fiú d’fhéiniúlacht an duine maidir lena c(h)uid sonraí pearsanta a bheith ar fáil i nGaeilge chruinn.

Bhí ábhar nua áirithe sna sé réimse is mó a ndearnadh gearáin ina leith i mbliana, is é sin an fhoráil san Acht nua i dtaca le cúrsaí fógraíochta (alt 10A.). Tá borradh nach beag i bhfeiceálacht na Gaeilge i bhfógraí de chuid na gcomhlachtaí poiblí mar thoradh ar fheidhmiú na forála reachtúla sin. Oiread le tionscadal úr ar bith, tá roinnt deacrachtaí ag teacht chun cinn go háirithe i dtaobh aistriúcháin agus cruinneas fuaimnithe ach táthar dóchasach go dtiocfaidh feabhas ar na cúrsaí seo in imeacht aimsire. Beidh m’Oifig ag déanamh monatóireachta i mbliana ar chur i bhfeidhm na forála sin in 2023 arbh í an chéad bhliain iomlán feidhmithe í. Beidh tráchttaireacht á déanamh ag m’Oifig ar fheidhmiú na forála fógraíochta in 2024 chomh maith.

Members of the public encounter difficulties using the correct form of their name and address in Irish when dealing with the State for a variety of reasons. One of the most common difficulties involves the widespread use of the English version of the Eircode system as a default for sourcing addresses, with no opportunity to override the default English setting by registering an address in Irish. Provision 9A. – duty of public bodies regarding names, addresses and titles in the Irish language – is expected to address the current deficit in respect of the correct use of Irish language forms of the names and addresses of members of the public who wish to use such details in Irish. The same provision will also require the accurate use of the length accent or ‘síneadh fada’ on a public body’s communication and information technology (ICT) system. The Minister must prescribe public bodies for this purpose. In the absence of such prescription, the occurrences in which members of the public are disrespected and belittled through the incorrect recording of their personal data will continue.

A new issue which had not previously been included in the 6 areas in respect of which my Office received the most complaints arose in 2023, namely the provision in the new Act concerning advertising (section 10A.). There is a surge in the visibility of Irish in the advertisements of public bodies due to the implementation of that provision. As expected with any new initiative, some difficulties are arising in the areas of translation and correct pronunciation but it is hoped that these issues will improve over time. My Office will be monitoring the implementation of this provision for the year 2023 which is the first full year of enforcement. A commentary shall also be provided by my Office on the implementation of the advertising provision in 2024.

Gearáin: Staitisticí

Complaints: Statistics

Gearáin le linn 2023 Complaints during 2023

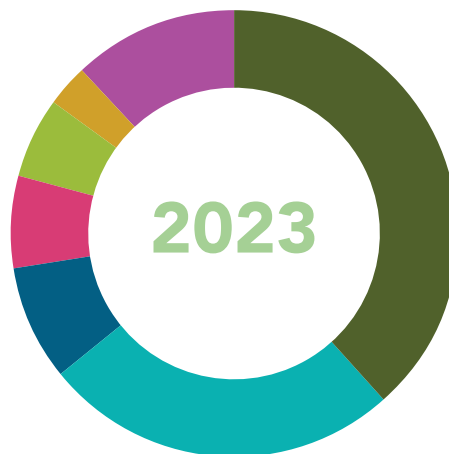
	2022	2023
Gearáin <i>Complaints</i>	269	267
Comhairle tugtha <i>Advice given</i>	331	367
Iomlán <i>Total</i>	600	634

Tá anailís ar na cásanna éagsúla sna staitisticí agus sna léaráidí seo a leanas:

An analysis of the various cases is provided in the following statistics and illustrations:

Céatadán na ngearán de réir cineáil

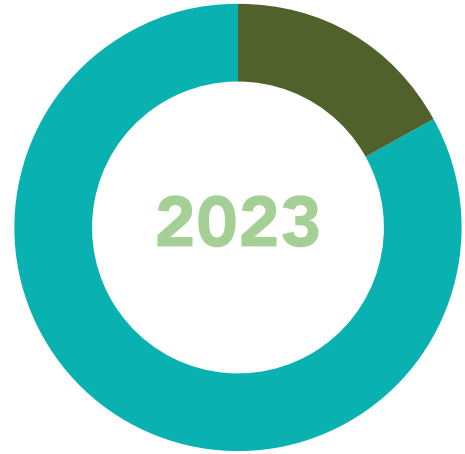
Percentage of complaints by type



	2022	2023
Foráil de scéim teanga (san áireamh: seirbhísí ar líne, cártaí aitheantais, suíomhanna gréasáin agus foirmeacha) <i>Provision of a language scheme (including online services, identity cards, websites and forms)</i>	37.2%	38.5%
Comharthaíocht & stáiseanóireacht neamhghéilliúil <i>Non-compliant signage and stationery</i>	27.3%	25.9%
Freagraí i mBéarla ar chumarsáid i nGaeilge <i>Replies in English to correspondence in Irish</i>	9.6%	8.2%
Easpa Gaeilge ar chomharthaí bóthair <i>Lack of Irish on road signs</i>	3.8%	6.6%
Fadhb le hainm agus/nó seoladh a úsáid i nGaeilge <i>Problem with use of name and/or address in Irish</i>	4.5%	5.8%
Alt 10A. Fógraíocht <i>Section 10A. Advertising</i>	0.0%	3.2%
Eile (cúiseanna éagsúla) <i>Other (various issues)</i>	17.6%	11.8%
Iomlán <i>Total</i>	100%	100%

Gearáin: An Ghaeltacht agus lasmuigh den Ghaeltacht
Complaints: Gaeltacht and non-Gaeltacht

	2022	2023
An Ghaeltacht Gaeltacht	18%	17%
Lasmuigh den Ghaeltacht Non-Gaeltacht	82%	83%
Iomlán Total	100%	100%



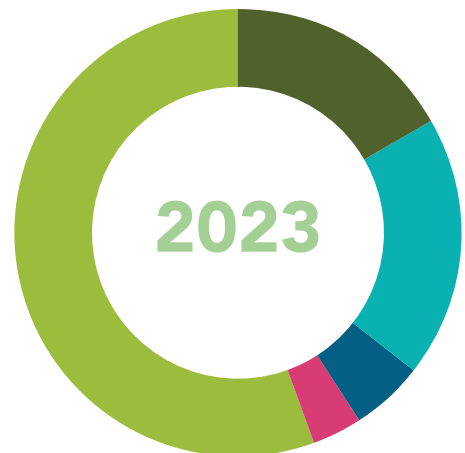
Gearáin de réir Cúige Complaints by Province

	2022	2023
Mumhain Munster	9.9%	11.5%
Laighin Leinster	49.7%	55.7%
Ulaidh Ulster	4.1%	5.4%
Connachta Connacht	14.5%	16.1%
Eile Other	21.8%	11.3%
Iomlán Total	100%	100%



Gearáin de réir cineál comhlachta poiblí Complaints by type of public body

	2022	2023
Ranna & oifigí rialtais Government departments & offices	14%	16.9%
Údaráis áitiúla Local authorities	19%	18.8%
Údaráis sláinte Health authorities	8%	5.4%
Údaráis oideachais Education authorities	3.5%	3.6%
Eagraíochtaí eile stáit Other state organisations	55.3%	55.3%
Iomlán Total	100%	100%





IMSCRÚDUITHE

INVESTIGATIONS

AN POST

Achoimre

Léirigh imscrúdú gur sháraigh An Post na dualgais reachtúla teanga atá daingnithe:



- i bhfo-alt 18(1) d'Acht na dTeangacha Oifigiúla, 2003 fad is a bhaineann sé le feidhmiú na ngealltanais sa Scéim Teanga atá daingnithe ag an gcomhlacht poiblí maidir le:
 - seirbhísí idirghníomhacha ar líne a bheith ar fáil go comhuaineach sa dá theanga oifigiúla (Scéim Teanga, Beart 10.1)
 - leagan dátheangach d'ábhar statach a sholáthar ar shuíomh gréasáin (Mír 10.1)
- i bhfo-alt 9(2) d'Acht na dTeangacha Oifigiúla, 2003, agus cosc á chur ar dhuine cumarsáid a dhéanamh ina rogha teanga oifigiúla, trí fheidhm a thabhairt do chóras ar líne maidir le táille imréitigh chustam a cuireadh ar fáil i mBéarla amháin
- in Ionstraim Reachtúil Uimh. 391 de 2008 trí chomhartha neamhghéilliúil atá curtha in airde ag suíomh de chuid An Post.

Bunús na nGearán

Rinneadh seacht ngearán leis an Oifig (idir Meán Fómhair 2020 agus Nollaig 2022) inar líomhnaíodh easnaimh i gcur i bhfeidhm dhualgas reachtúil teanga de chuid An Post. Cuimsíodh na gearáin faoi cheithre mhír mar seo a leanas:

Íoc Custaim ar Líne

Bhí triúr ball den phobal a rinne gearáin go raibh an tseirbhís leictreonach nua a bhí curtha i bhfearas ag An Post maidir le táille imréitigh chustam a íoc ar líne ar fáil i mBéarla amháin. Is é atá i gceist anseo ná go ngearrtar dleacht ar aon phost a dhéantar a

AN POST

Summary

An investigation determined that An Post contravened the statutory language obligations that are confirmed:

- In sub-section 18(1) of the Official Languages Act 2003 as they relate to the implementation of commitments in the Language Scheme of the public body in respect of:
 - Online interactive services being available simultaneously in both official languages (Language Scheme, Action 10.1)
 - The provision of a bilingual version of static content on a website (Section 10.1)
- In sub-section 9(2) of the Official Languages Act 2003, where a person is prevented from communicating in their official language of choice by operating an online system for customs clearance charges solely in English.
- In Statutory Instrument No. 391 of 2008 by reason of a non-compliant sign being erected on an An Post site.

Basis of Complaints

Seven complaints were made to the Office (between September 2020 and December 2022) which alleged deficiencies in the implementation of An Post's statutory language obligations. The complaints are described under four headings as follows:

Pay Customs Online

Three members of the public complained that the new electronic service established by An Post for customs clearance charges was available in English only. Duties are imposed on any post which is sent to this country from areas outside the European Union. The Revenue Commissioners adjudicate on the tax obligation but

sheachadadh chun na tíre seo ó limistéir lasmuigh den Aontas Eorpach. Is í Oifig na gCoimisinéirí Ioncaim a chinneann an dualgas cánach a bhíonn ann ach is tríd An Post a íoctar é. Anuas air seo, gearrann An Post ‘costas riaracháin chustaim’ de bhreis ar an táille imréitigh chustam as earraí custam a thugtar isteach ó thíortha lasmuigh den Aontas Eorpach a láimhseáil.

Suíomh Gréasáin

Bhain trí ghearán leis an suíomh gréasáin a bhí á fheidhmiú ag An Post go raibh fáil air i mBéarla amháin. Is amhlaidh a bhí custaiméir amháin ag iarraidh rianú a dhéanamh ar bheart a bhí curtha sa phost agus b’ionadh leis nach raibh rogha i nGaeilge ar an suíomh leis seo a fhiosrú. Ba é a thuairim go raibh a leithéid de sheirbhís ar fáil i nGaeilge cheana. Bhí sé le tabhairt faoi deara ag an dara gearánach faoin mír seo nach raibh aon rian den Ghaeilge ar shuíomh idirlín An Post. Níorbh eol don dara gearánach aon tseirbhís a bheith fógartha trí Ghaeilge ar an suíomh gréasáin. Dar leis an tríú gearánach go raibh ag teip ar An Post gealltanais na Scéime Teanga i chur i gcrích toisc nach raibh an suíomh gréasáin curtha ar fáil go dátheangach.

Comharthaíocht

Baineann an gearán deireanach le comharthaíocht de chuid An Post a bheith in airde i mBéarla amháin i bhfuinneog in Oifig an Phoist i gCaisleán an Bharraigh i gContae Mhaigh Eo.

An Próiseas Imscrúdaithe

Fiosraíodh na gearáin seo leis An Post tríd an bpróiseas neamhfhoirmiúil a fheidhmíonn m’Oifig mar chéad chéim. Tar éis dom freagra An Post ar na fiosruithe sin a mheas, rinne mé cinneadh imscrúdú a sheoladh maidir le hábhar na ngearán.

Seirbhísí Idirghníomhacha & Suíomh Gréasáin An Post

Daingníodh Scéim Teanga i gcás An Post den chéad uair ar an 21 Meán Fómhair 2015. Faoi Bheart 10.1 den Scéim Teanga gealltar an méid seo a leanas:

Mír 1(a) : - Seirbhísí idirghníomhacha:

thar shaolré na Scéime, fiosróidh Seirbhísí TF An Post go gníomhach an fhéidearthacht go bhféadfaí formáidí dátheangacha a úsáid do sheirbhísí idirghníomhacha.

Tabharfar isteach aon seirbhísí nua idirghníomhacha, a cheadaíonn don phobal iarratais a dhéanamh nó sochair a fháil ar líne, go comhuaineach sa dá theanga. (Mír 10.1)

this is paid through An Post. Furthermore, An Post levies a ‘customs administrative charge’ in addition to the customs clearance charge for handling customs goods which are imported from countries outside the European Union.

Website

Three complaints related to the website which was operated by An Post in English only. A customer sought to track a parcel which had been posted and was surprised that there was no Irish language option on the site to make the enquiry. He believed such a service was available in Irish previously. The second complainant under this heading observed that there was no Irish language content whatsoever on An Post’s website. The complainant was unaware that any service was advertised through Irish on the website. The third complainant was of the view that An Post was failing to implement its Language Scheme commitments as the website was not provided bilingually.

Signage

The final complaint relates to An Post signage in English only situated in a window in the Post Office in Castlebar, Co. Mayo.

The Investigation Process

These complaints were raised with An Post through the informal process operated by my Office as a first step. Following consideration of An Post’s response to these enquiries, I decided to initiate an investigation regarding the subject of the complaints.

An Post Interactive Services & Website

A Language Scheme was first confirmed for An Post on 21 September 2015. Under Action 10.1 of the Language Scheme there is a commitment to the following:

Section 1(a): - Interactive Services:

Over the lifetime of the Scheme, An Post IT Services will actively examine the viability of bilingual formats for interactive services. Any new interactive services which allow the general public to make applications or receive benefits on line will be introduced simultaneously in both languages. (Section 10.1)

Mír 1(b) : - Suíomh Gréasáin An Post:

Inneachar Statach – tá An Post tiomanta d’inneachar statach ar www.anpost.ie, atá ar fáil i mBéarla go príomha, a chur ar fáil i nGaeilge agus i mBéarla thar shaolré na Scéime. Cuirfear leagan dátheangach de na príomhghnéithe faisnéise ar shuíomh gréasáin An Post ar fáil laistigh de chomhthéacs na straitéise foriomláine TF (30% sa chéad bhliain, 50% sa dara bliain agus 100% sa tríú bliain). (Mír 10.1)

Freagra i mBéarla ar chumarsáid i nGaeilge.

I gcomhréir le fo-alt 9(2) d’Acht 2003, is ann don dualgas go bhfreagraítear aon chumarsáid a dhéanann duine den phobal i dteanga oifigiúil le comhlacht poiblí sa teanga chéanna, i scríbhinn nó tríd an bpost leictreonach.

Comharthaíocht Dhátheangach

Forordaítear in Ionstraim Reachtúil 391 de 2008 na rialacháin a gcaithfidh comhlachtaí poiblí forordaithe cloí leo maidir lena gcuid comharthaíochta.

Príomh-mholtaí an Imscrúdaithe

Moladh go gcuirfeadh An Post plan feidhmithe faoi bhráid Oifig an Choimisinéara Teanga a chuimseodh na gnéithe seo a leanas:

- Go n-ullmhófaí beart feasachta ar fud an chomhlachta poiblí le hoiliúint a chur ar bhaill foirne maidir le ceanglas reachtúil na heagraíochta agus í ag cloí le dualgais reachtúla teanga.
- Go bhforbrófaí treoirínite foirne a chinnteoidh go gcuirfeadh an dualgas reachtúil ina Scéim Teanga san áireamh as seo amach agus pleanáil ar bun maidir le dearadh agus suiteáil seirbhísí idirghníomhacha nua ag An Post nó thar cheann an chomhlachta.
- Go bhforbrófar treoirínite foirne maidir le hoibriú suíomh gréasáin An Post, cur chuige a chinnteoidh go gcoinneofar ábhar Gaeilge an tsuímh gréasáin cothrom le dáta.
- Go gcuirfí beartas i bhfeidhm lena chinntiú go bhfuil an córas ar líne maidir le táille imréitigh chustam ar fáil sa dá theanga oifigiúla.

Amlíne an Imscrúdaithe

Imscrúdú seolta: 10 Lúnasa 2023

Tuarascáil eisithe: 14 Nollaig 2023

Section 1(b): - An Post Website:

Static Content – An Post commits to making static content on www.anpost.ie, which is primarily in English available in both Irish and English over the lifetime of the Scheme. A bilingual version of the core information elements of the An Post website will be provided within the context of an overall IT strategy (first year 30%, second year 50% and third year 100%). (Section 10.1)

Response in English to communication in Irish

In accordance with sub-section 9(2) of the 2003 Act, there is an obligation to respond to any communication a member of the public makes in an official language with a public body in the same language, in writing or by electronic mail.

Bilingual Signage

The regulations which prescribed public bodies must comply with in respect of their signage are prescribed in Statutory Instrument 391 of 2008.

Main Recommendations of the Investigation

It was recommended that An Post submit an implementation plan to Oifig an Choimisinéara Teanga which comprised the following:

- That an awareness plan be prepared across the public body to train staff members regarding the statutory requirements of the organisation as it complies with statutory language obligations.
- That staff guidelines be developed which shall ensure that the statutory obligation contained within its Language Scheme is taken into account during the design and installation of any new interactive services to be operated by An Post or on behalf of An Post.
- That staff guidelines be developed for the operation of the An Post website to ensure an approach which keeps the Irish language website content updated.
- That a policy is put in place to ensure that the online system for customs clearance fees is available in both official languages.

Timeline of Investigation

Investigation commenced: 10 August 2023

Report issued: 14 December 2023

COMHAIRLE CONTAE NA GAILLIMHE

Achoimre

Léirigh imscrúdú gur sháraigh Comhairle Contae na Gaillimhe na dualgais reachtúla teanga atá daingnithe i bhfo-ailt 9(2) agus 18(1) d’Acht na dTeangacha Oifigiúla, 2003:

- trí chumarsáid i scríbhinn leis an bpost leictreonach i nGaeilge a fhreagairt i mBéarla.
- trí bhac a chur ar dhuine, cumarsáid a dhéanamh ina rogha teanga oifigiúla, trína bheith ag iarraidh iallach a chur air córas seirbhíse idirghníomhach ar líne a bhí ar fáil i mBéarla amháin a úsáid, agus gan malairt slí a chur ar fáil dó faoina bhféadfadh sé cumarsáid i scríbhinn a dhéanamh i nGaeilge i dtaca leis an ngnó a bhí aige leis an gComhairle.

Bunús Gearáin

Rinneadh dhá ghearán leis an oifig (Lúnasa agus Deireadh Fómhair, 2022) go raibh freagraí i mBéarla amháin faighte ar chomhfhreagras a bhain leis an gcóras pleanála a rinneadh i nGaeilge le Comhairle Contae na Gaillimhe. Mar chuid den chóras iarratais ar phleanáil atá á reáchtáil ag Comhairle Contae na Gaillimhe, ní mór d’iarrthóirí suíomh a chlárú leis an gComhairle tríd an *tSeirbhís Tuairiscithe Réamhphleanála ar Líne*. De réir Scéim Teanga na Comhairle, gealladh go mbeadh seirbhísí ar líne curtha ar fáil go hiomlán dátheangach (Beart 3.6). Míníodh go raibh ag teip ar an gcóras ar líne agus go raibh iallach curtha ar an ngearánach an leagan Béarla a úsáid.

Sa dara gearán, bhí aighneacht maidir le hiarratas pleanála seolta i nGaeilge chuig an gComhairle Contae. Nuair a tógadh cinneadh maidir leis an iarratas, cuireadh eolas maidir le toradh an iarratais ar fáil don ghearánach i mBéarla amháin.

An Próiseas Imscrúdaithe

Fiosraíodh na gearáin seo leis an gComhairle Contae tríd an bpróiseas neamhfhoirmiúil a fheidhmíonn m’Oifig mar chéad chéim. Tar éis freagra na Comhairle Contae ar na fiosruithe sin a mheas, rinneadh cinneadh imscrúdú a sheoladh maidir le hábhar na ngearán.

Freagra i mBéarla ar chumarsáid i nGaeilge

Tá dualgas reachtúil ar chomhlachtaí poiblí cumarsáid i scríbhinn nó leis an bpost leictreonach a fhreagairt sa teanga oifigiúil chéanna inar scríobhadh an



Comhairle Chontae na Gaillimhe
Galway County Council

GALWAY COUNTY COUNCIL

Summary

An investigation determined that Galway County Council breached the statutory language obligations which are confirmed in sub-sections 9(2) and 18(1) of the Official Languages Act 2003:

- By responding in English to written communication by electronic mail in Irish.
- By obstructing a person’s communications in their official language of choice, through compelling him to utilise an online interactive service system which was available in English only, without providing an alternative mechanism to him by which he could engage in written communication in Irish in respect of the business he had with the Council.

Basis of Complaint

Two complaints were made to the office (August and October, 2022) that responses in English only were provided to correspondence in Irish to Galway County Council relating to the planning system. As part of the planning application system operated by Galway County Council applicants must register a site with the Council through the *Online Pre-Planning Report Service*. According to the Council’s Language Scheme, there was a commitment to provide online services on a fully bilingual basis (Action 3.6). It was explained that the online system had failed and that the complainant was compelled to use the English language version.

As for the second complaint, a submission relating to a planning application was sent in Irish to the County Council. When a decision was reached in respect of the application, information relating to the application outcome was provided to the complainant in English only.

The investigation process

These complaints were raised with the County Council through the informal process operated by my Office as a first step. Having considered the response of the County Council to those enquiries, it was decided to initiate an investigation in respect of the subject of the complaints.

Response in English to communication in Irish

There is a statutory obligation on public bodies to respond to written communication or electronic mail in the same official language in which that

comhfhreagras sin. Sa dá chás atá faoi chaibidil anseo, bhí gearáin déanta maidir le freagraí i mBéarla a d'éisigh Comhairle Contae na Gaillimhe ar chumarsáid i nGaeilge a bhain leis an bpróiseas pleanála tithíochta i gComhairle Contae na Gaillimhe.

- **Gearánach A:** Iarratas chun cruinniú réamhphleanála a shocrú d'fhonn iarratas pleanála a thionscnamh.
- **Gearánach B:** Aighneacht maidir le hiarratas pleanála agus seoladh cinneadh na Comhairle i leith na forbartha i mBéarla amháin.

Gearánach A: D'admhaigh an Chomhairle gur cuireadh ríomhphoist i mBéarla amháin trí dhearmad ar thrí dháta éagsúla chuig Gearánach A. Míníodh go raibh céimeanna glactha lena mheabhrú don fhoireann gur den riachtanas é comhfhreagras a fhaightear i nGaeilge a fhreagairt i nGaeilge agus go gcaithfear freastal ar *'dhuine ar mian leo Gaeilge a labhairt ar an bhfón nó ag an gcuntar nó i gcruinniú'* mar atá geallta ag an gComhairle ina Scéim Teanga. (*Scéim Teanga Chomhairle Contae na Gaillimhe 2019-2022: Beart 3.7 Cumarsáid Teileafóin; Beart 3.8 Seirbhísí Cuntair*).

Gearánach B: Mhínigh an Chomhairle go bhfuarthas aighneacht maidir le hiarratas ar chead pleanála ó Ghearánach B agus gur seoladh admháil dhátheangach ar an gcomhfhreagras seo mar ghnáthchleachtas. Is gnáth go gcuirtear duine a dhéanann aighneacht ar an eolas maidir le cinneadh na Comhairle i leith an iarratais pleanála nuair a bhíonn an cinneadh sin déanta ag an gComhairle. D'admhaigh an Chomhairle gur eisíodh comhfhreagras chuig Gearánach B maidir leis an gcinneadh pleanála i mBéarla amháin trí dhearmad. Chuir an Chomhairle in iúl go bhfuil socruithe i bhfeidhm anois lena chinntiú go n-eiseofar aon chomhfhreagras dá leithéid go dátheangach feasta.

Leagan Gaeilge den tSeirbhís Tuairiscithe Réamhphleanála ar Líne gan a bheith ar fáil

Tháinig an Scéim Teanga a daingníodh i gcás Chomhairle Contae na Gaillimhe i bhfeidhm ar an 9 Meán Fómhair 2019. Gealltar sa Scéim Teanga go mbeadh suíomh gréasáin na Comhairle *"go hiomlán dátheangach"*. Ina theannta sin, de réir *Beart 3.6 Suíomh Gréasáin, Seirbhísí Ar Líne* gealltar go mbeadh aon seirbhísí nua idirghníomhacha a d'fhorbrófaí curtha ar fáil *"go hiomlán"* dátheangach. Tugadh le fios freisin go mbeadh aon seirbhís idirghníomhach a bhí ann cheana féin i mBéarla amháin curtha ar fáil go dátheangach laistigh de shaolré na Scéime úd, idir 2019 – 2022.

correspondence was received. In the two cases in question, complaints were made regarding responses in English issued by Galway County Council to communication in Irish which related to the housing planning process in Galway County Council.

- **Complainant A:** A request to arrange a pre-planning meeting for the purpose of initiating a planning application.
- **Complainant B:** A submission in respect of a planning application with the Council's response to the development issued in English only.

Complainant A: The Council accepted that emails were issued to Complainant A in English only on three separate dates. It indicated that measures were adopted to remind staff that it was a requirement to respond in Irish to correspondence received in Irish and that it was also necessary to *'attend to a person who wishes to speak Irish on the phone or at the counter or in a meeting'* in accordance with the Council's commitments in its Language Scheme. (*Galway County Council Language Scheme 2019-2022: Action 3.7 Telephone Communication; Action 3.8 Counter Services*).

Complainant B: The Council explained that a submission was received in respect of an application for planning permission from Complainant B and that a bilingual acknowledgement of this correspondence had been issued in line with normal practice. Anyone who makes a submission is generally informed of the Council's decision in respect of the application when that decision has been arrived at by the Council. The Council accepted that correspondence in English only had been issued to Complainant B regarding the planning decision in error. The Council indicated that arrangements are now in place to ensure that any such correspondence is issued bilingually in the future.

Unavailability of an Irish Language Version of the Pre-Planning Report Service

Galway County Council's confirmed Language Scheme came into force on 9 September 2019. The Language Scheme makes a commitment that the Council's website will be *"completely bilingual"*. Furthermore, according to *Action 3.6 Website, Online Services* there is a commitment that any new interactive services will be provided *"completely"* bilingually. It also indicated that any interactive service previously in operation in English only would be provided bilingually within the lifetime of that Scheme, between 2019-2022.

Thug Comhairle Contae na Gaillimhe le fios don imscrúdú go raibh an fhoirm idirghníomhach atá mar chuid den tSeirbhís Tuairiscithe Réamhphleanála ar Líne i bhfeidhm le blianta fada. Thug an Chomhairle le fios gur chuir sí in iúl go raibh réiteach ar an 'bhfadhb theicniúil' a bhí ag Gearánach A ag tráthanna éagsúla maidir leis an gcóras idirghníomhach réamhphleanála. Léirigh tástálacha a rinne baill foirne na hOifige seo nárbh amhlaidh a bhí áfach ar an 5 Eanáir 2023 agus ar an 15 Feabhra 2023 cé go raibh an leagan Béarla ag feidhmiú ar na dátaí céanna. Ag eascairt as fiosrúcháin bhreise ón Oifig ar an nguthán ar an 22 agus 23 Eanáir 2023, míníodh an fhadhb sa chóras agus cuireadh ina cheart é. Is bocht an teist ar aon chomhlacht poiblí é go mbeadh pobal na Gaeilge faoi mhíbhuntáiste de thoradh an leagain Ghaeilge de sheirbhís atá forordaithe le dualgas reachtúil gan a bheith ar fáil ag tráth go raibh an leagan Béarla den tseirbhís ar fáil.

Príomh-mholtaí an Imscrúdaithe

Moladh go gcuirfeadh Comhairle Contae na Gaillimhe plean feidhmithe faoi mo bhráid chun géilliúlacht d'Achtanna na dTeangacha Oifigiúla, 2003 & 2021 a dheimhniú:

- Go n-ullmhófaí beart feasachta ar fud an chomhlachta poiblí le hoiliúint a chur ar bhaill foirne maidir le ceanglas reachtúil na heagraíochta agus í ag cloí le dualgais reachtúla teanga.
- Go bhforbrófaí treoirlínte foirne a chinnteoidh go gcuirfeadh an dualgas reachtúil ina Scéim Teanga san áireamh sna cúinsí seo a leanas:
 1. maidir le haon seirbhís idirghníomhach atá á feidhmiú go stairiúil a bheith curtha ar fáil i nGaeilge agus i mBéarla agus;
 2. le linn do phleanáil a bheith ar siúl maidir le dearadh agus suiteáil aon seirbhís idirghníomhach nua a fheidhmeoidh Comhairle Contae na Gaillimhe nó thar cheann an chomhlachta poiblí chun críche an ghealltanais reachtúil i Scéim Teanga na Comhairle.
- Go gcinnteofaí go bhfuil an córas maidir le Seirbhís Tuairiscithe Réamhphleanála ar Líne ar fáil agus ag feidhmiú sa dá theanga oifigiúla.

Amlíne an Imscrúdaithe

Imscrúdú seolta: 14 Samhain 2022

Tuarascáil eisithe: 14 Nollaig 2023

Galway County Council informed the investigation that the interactive form which forms part of the *Pre-Planning Report Service* is in operation for many years. The Council stated that it had been remedied at various stages for Complainant A's 'technical issue' with the pre-planning interactive system. Testing carried out by Office staff on 5 January 2023 and 15 February 2023 demonstrated that this wasn't the case however, although the English language version was functioning on the same dates. Arising from additional telephone queries from the Office on 22 and 23 January 2023, the system fault was explained and remedied. It is a poor reflection on any public body that the Irish language community would be disadvantaged due to the non-availability of an Irish language version of a service prescribed by statutory obligation when an English language version of the service is available.

Main recommendations of the Investigation

It was recommended that Galway County Council submit an implementation plan to me to confirm compliance with the Official Languages Acts, 2003 & 2021:

- That an awareness plan is prepared across the public body to train staff members regarding the statutory requirements of the organisation as it complies with statutory language obligations.
- That staff guidelines be developed which will ensure that the statutory obligation contained within its Language Scheme is considered in the following circumstances:
 1. With regard to any historically operated interactive service being provided in Irish and English, and;
 2. During the planning, design and installation of any new interactive service to be operated by Galway County Council or on behalf of the public body for the purpose of the statutory commitment in the Council's Language Scheme.
- That it ensures that the Pre-Planning Report Service system is available and functioning in both official languages.

Investigation timeline

Investigation commenced: 14 November 2022

Report issued: 14 December 2023



FAIREACHÁN

CLÁR FAIREACHÁIN 2023

Faoi réir fho-alt 21(a) den Acht, ceann d'fheidhmeanna an Choimisinéara Teanga is ea faireachán a dhéanamh ar chomhlíonadh fhorálacha an Achta.

I gcaitheamh 2023 rinneadh faireachán ar ghéilliúlacht chomhachtaí poiblí d'alt 9(1) Fógairtí Taifeadta Béil agus d'alt 10 Dualgas comhlachtaí poiblí doiciméid áirithe a fhoilsiú go comhuaineach sa dá theanga oifigiúla.

FÓGAIRTÍ TAIFEADTA BÉIL

Comhthéacs

Faoi réir alt 9(1) d'Acht na dTeangacha Oifigiúla, 2003, féadfaidh an tAire le rialacháin a fhoráil gur i nGaeilge, nó i mBéarla agus i nGaeilge, a bheidh fógairtí taifeadta béil arna ndéanamh ag comhlacht poiblí. Shínigh an tAire Ionstraim Reachtúil Uimh. 391 de 2008 ar an 1 Deireadh Fómhair 2008. Faoi na Rialacháin seo, tá dualgas ar chomhlachtaí poiblí a chinntiú go bhfuil a gcuid stáiseanóireachta, a gcuid comharthaíochta agus a gcuid fógairtí taifeadta béil á soláthar i nGaeilge, nó i nGaeilge agus i mBéarla, de réir critéir ar leith atá daingnithe sna Rialacháin.

Ceann d'fheidhmeanna m'Oifige is ea comhairle nó cúnaimh a sholáthar do chomhlachtaí poiblí maidir lena ndualgais faoi Achtanna na dTeangacha Oifigiúla. Baineann sciar suntasach de na fiosrúcháin a dhéanann comhlachtaí poiblí le hOifig an Choimisinéara Teanga ó bhliain go bliain leis na dualgais atá ar chomhlachtaí poiblí maidir le húsáid na Gaeilge agus an Bhéarla ar chomharthaíocht, i stáiseanóireacht agus i bhfógairtí taifeadta béil.

Ón 1 Iúil 2013, tá dualgas ar chomhlachtaí poiblí a chinntiú go bhfuil fógairtí taifeadta béil a dhéanann siad, nó a dhéantar thar a gceann, i nGaeilge nó dátheangach. Is iad na príomhchineálacha fógairtí:

MONITORING

2023 MONITORING PROGRAMME

In accordance with sub-section 21(a) of the Act, the monitoring of compliance with provisions of the Act is one of the functions of An Coimisinéir Teanga.

During 2023 monitoring was carried out on the compliance of public bodies to section 9(1) Recorded Oral Announcements and section 10 Duty of public bodies to publish certain documents in both official languages simultaneously.

RECORDED ORAL ANNOUNCEMENTS

Context

In accordance with section 9(1) of the Official Languages Act 2003, the Minister may by regulations provide for recorded oral announcements made by public bodies to be in Irish, or Irish and English. The Minister signed Statutory Instrument No. 391 of 2008 on 1 October 2008. Under these regulations, public bodies have an obligation to ensure that their stationery, signage and recorded oral announcements are being provided in Irish or in Irish and English, according to criteria set down in the Regulations.

One of the functions of my Office is to provide advice or assistance to public bodies regarding their duties under the Official Languages Acts. A significant proportion of the enquiries made annually by public bodies to Oifig an Choimisinéara Teanga relate to the duties of public bodies in respect of the usage of Irish and English languages on signage, stationery and in recorded oral announcements.

From 1 July 2013, public bodies have an obligation to ensure that recorded oral announcements made by or for them are in Irish or bilingual. The main types of announcements include:

1. Fógairtí taifeadta béil ar an teileafón atá le cloisteáil nuair atá oifigí an chomhlachta poiblí dúnta, mar shampla: *“Tá an oifig dúnta anois ach fág teachtaireacht agus cuirfear glaoch ar ais ort.”*
2. Fógairtí taifeadta béil atá á dtarchur trí mheán córas callaireachta poiblí, mar shampla: fógairtí taifeadta in aerfoirt, in ospidéal, i stáisiúin traenach nó in ionaid poiblí eile.

Faireachán Stairiúil

Rinneadh iniúchadh ar úsáid na dteangacha oifigiúla ar fhógairtí taifeadta béil atá in úsáid ag na húdarás áitiúla roimhe seo in 2014. Bhí sé mar chuspóir ag an iniúchadh seo teacht ar thuairim ghinearálta maidir le leibhéal géilliúlachta na n-údarás áitiúil do na Rialacháin.

Ag amanna éagsúla, cuireadh glaonna teileafóin ar phríomhoifigí na n-údarás Áitiúil, le linn gnáthuaireanta oibre agus tar éis ghnáthuaireanta oibre na n-oifigí, ina cheann ar ghlaonna ar na Rannóga Tithíochta agus ar na Leabharlanna tar éis gnáthuaireanta oibre. Cuireadh tuairisc i dtaobh an eolais a fuarthas ar aghaidh chuig na húdarás áitiúla. Tugadh tréimhse ama do chomhlachtaí poiblí nach raibh ag cloí leis na Rialacháin le hathbhreithniú a dhéanamh ar an tseirbhís taifeadta a bhíodas ag cur ar fáil, mura raibh sé sin déanta acu san idirlinn, agus iarradh orthu a chinntiú go gclofí leis na Rialacháin san achar is giorra ama ab fhéidir. Iarradh go gcuirfí amchlár ar fáil le go mbeadh ar chumas na hOifige seo an dul chun cinn a mheas.

Bhí 34 údarás áitiúil sa Stát nuair a tosaíodh ar an iniúchadh úd. De bharr an Achta um Athchóiriú Rialtais Áitiúil, 2014 laghdaíodh líon na n-údarás áitiúil go 31. Ba léir nach raibh a bhformhór ag cloí go sásúil leis na Rialacháin. Bhí teachtaireachtaí taifeadta ag príomhuimhreacha na n-eagraíochtaí á n-úsáid ag 14 údarás i rith gnáthuaireanta oibre agus astu sin bhí 12 theachtairacht nach raibh ag cloí leis na Rialacháin. I gcás teachtaireachtaí ag príomhuimhreacha na gcomhairlí tar éis gnáthuaireanta oibre, bhí siad in úsáid ag 31 comhairle. Bhí 27 nach raibh ag cloí leis na Rialacháin. I gcás na dteachtairachtaí ag na Rannóga Tithíochta agus ag na Leabharlanna tar éis gnáthuaireanta oibre, bhí 20 as 23 agus 12 as 13 de na teachtaireachtaí nach raibh géilliúil, faoi seach. Ní raibh ach dhá údarás áitiúla a raibh a gcuid fógairtí taifeadta béil ag cloí go hiomlán leis na Rialacháin.

1. Telephone recorded oral announcements which are heard when the offices of the public body are closed, for example: *“The office is closed now but leave a message and you shall be contacted.”*
2. Recorded oral announcements which are relayed through public address systems, for example: recorded announcements in airports, in hospitals, in train stations or in any other public venues.

Historical Monitoring

An audit was carried out on the use of official languages in recorded oral announcements provided by local authorities previously in 2014. The objective of this audit was to come to a general conclusion regarding the compliance level of local authorities with the Regulations.

At various times, phone calls were made to the main offices of Local Authorities, during normal working hours, and after normal office hours in addition to calls made to the Housing Sections and Libraries after normal office hours. A report containing the data obtained was forwarded to the local authorities. A period of time was extended to those public bodies which were not compliant with the Regulations to review the recorded services being provided, if this had not been carried out in the intervening period, and they were requested to comply with the Regulations in the shortest time possible. A timetable was sought to allow the Office to assess progress.

There were 34 local authorities in the State when the audit commenced. As a result of the Local Government Reform Act 2014, the number of local authorities was reduced to 31. It was apparent that most bodies were not complying satisfactorily with the Regulations. Recorded messages at the main numbers of organisations were being used by 14 authorities during normal working hours and of that number, 12 messages were not compliant with the Regulations. Messages at the main numbers of councils after normal working hours were operated by 31 councils, 27 of which did not comply with the Regulations. In relation to messages in Housing Sections and Libraries after normal working hours, 20 messages out of 23, and 12 out of 13 respectively, were not compliant. There were only two local authorities whose recorded oral announcements completely complied with the Regulations.

Súil Siar ar Imscrúduithe

Níl sé de dhualgas ar chomhlachtaí poiblí, údaráis áitiúla san áireamh, teachtaireachtaí taifeadta béil a úsáid ag uimhreacha poiblí ar a gcóras teileafóin, ach sa chás go bhfuiltear á n-úsáid, tá dualgas orthu féachaint chuige go bhfuil na fógairtí sin ag cloí leis na Rialacháin i.e. caithfidh na fógairtí taifeadta a bheith i nGaeilge nó i nGaeilge agus i mBéarla agus an teachtaireacht a bheith comhionann sa dá theanga oifigiúla.

Imscrúdú Iarnród Éireann 2015

Mar thoradh ar ghearáin a cuireadh faoi bhráid na hOifige sa bhliain 2014, seoladh imscrúdú ar an gcaoi a raibh fógairtí taifeadta béil á gcur i bhfeidhm ag Iarnród Éireann. Mhol an t-imscrúdú go gcuirfeadh Iarnród Éireann plan céimnithe, cuimsitheach in áit le dul i ngleic le ceartú a dhéanamh ar a gcuid fógairtí taifeadta béil, go gcuirfí i bhfeidhm an plan ar bhonn céimnithe sa tréimhse is giorra ab fhéidir sin a dhéanamh ach go mbeadh gach fógairt acu ceartaithe ar a dheireanaí ar fad laistigh de thréimhse 2 bhliain ó dháta na tuarascála sin.

Ospidéal Beaumont 2020

Mar thoradh ar ghearáin a cuireadh faoi bhráid na hOifige sa bhliain 2019, seoladh imscrúdú ar an gcaoi a raibh fógairtí taifeadta béil á gcur i bhfeidhm ag Ospidéal Beaumont chomh maith le gearáin i dtaca le foilsiú comhuaineach tuarascálacha bliantúla i ngach ceann de na teangacha oifigiúla agus comharthaí nach raibh géilliúil leis an Acht. Mhol an t-imscrúdú go mbeadh gach uile chóras fógairtí taifeadta i gcomhréir leis na dualgais reachtúla taobh istigh de dhá bhliain ó dháta eisiúna na tuarascála úd. Nuair a rinneadh faireachán ar mholtaí an imscrúdaithe in 2021, fuarthas go raibh faillí á déanamh ag Ospidéal Beaumont i gceist na bhfógairtí taifeadta béil i gcónaí.

Ar an 13 Iúil 2023, thug Ospidéal Beaumont le fios go raibh an córas teileachumarsáide a uasghrádú le déanaí in ann deileáil le teachtaireachtaí i nGaeilge agus i mBéarla anois. Cuireadh in iúl go raibh an tOspidéal eolach ar a chuid dualgais faoin Acht chun seirbhísí a sholáthar trí Ghaeilge agus go mbeifí ag leanúint den chur chuige sin.

Próiseas Faireacháin 2023

Mar chuid de Chlár Faireacháin Oifig an Choimisinéara Teanga in 2023, socraíodh go ndéanfaí iniúchadh ar chóras na bhfógairtí taifeadta béil a bhí á fheidhmiú ag

Review of Investigations

There is no obligation for public bodies, including local authorities, to use recorded oral announcements on public numbers on their telephone system but where they are being used, there is an obligation to ensure that those announcements are compliant with the Regulations i.e. the recorded announcements must be in Irish or in Irish and English and the message must be the same in both official languages.

Iarnród Éireann Investigation 2015

On foot of complaints submitted to the Office in 2014, an investigation was initiated regarding the way in which recorded oral announcements were being operated by Iarnród Éireann. The investigation recommended that Iarnród Éireann implement a comprehensive, incremental plan to address deficiencies in their recorded oral announcements, that the plan would be implemented gradually in the shortest time possible but that all announcements would be remedied within two years of the date of that report at the very latest.

Beaumont Hospital Investigation 2020

On foot of complaints submitted to the Office in 2019, an investigation was initiated regarding the way recorded oral announcements were being operated by Beaumont Hospital in addition to complaints regarding the simultaneous publication of annual reports in each official language and signage which was non-compliant with the Act. The investigation recommended that all recorded message systems would be in accordance with statutory obligations within two years of the date of issue of that report. When monitoring of the investigation recommendations was undertaken in 2021, we found that the issue of recorded oral announcements was still being disregarded by Beaumont Hospital.

On 13 July 2023, Beaumont Hospital indicated that the recently upgraded telecommunications system was now capable of processing messages in Irish and English. We were assured that the Hospital was aware of its obligations under the Act to provide services in Irish and would continue to do so.

2023 Monitoring Process

As part of the Monitoring Programme of Oifig an Choimisinéara Teanga in 2023, it was decided to audit the system of recorded oral announcements being

Ranna Rialtais. Le linn mhí Mheithimh agus Lúnasa 2023, cuireadh glaonna teileafóin ar phríomhoifigí na Ranna Rialtais ag na hamanta seo: le linn gnáthuaireanta oibre, ag am lóin ar ghnáthlaethanta oibre, tar éis gnáthuaireanta oibre agus ag an deireadh seachtaine. Cuireadh athghlaonna ar na Ranna Rialtais arís eile i mí Lúnasa.

Rinneadh áireamh ar fhógairtí taifeadta béil a bhí géilliúil agus ar fhógairtí taifeadta béil a bhí neamhghéilliúil. Cuireadh tuairisc i dtaobh an eolais a fuarthas ar aghaidh chuig na Ranna Rialtais. Tugadh tréimhse ama dóibh siúd nach raibh ag cloí leis na Rialacháin le hathbheithniú a dhéanamh ar an tseirbhís taifeadta a bhíodhas a chur ar fáil, mura raibh sé sin déanta acu san idirlinn, agus iarradh orthu a chinntiú go gcloifí leis na Rialacháin san achar is giorra ama ab fhéidir. Iarradh go gcuirfí amchlár ar fáil le go mbeadh ar chumas na hOifige seo an dul chun cinn a mheas.

Príomhthátail an Fhaireacháin

Tábla – Achoimre ar Fhaireachán na bhFógairtí Taifeadta Béil

Roinn	Fógairtí Taifeadta Béil (Tá/Níl)	Géilliúil/ Neamhghéilliúil
Roinn an Taoisigh	Níl	
An Roinn Dlí agus Cirt	Tá	Géilliúil
An Roinn Fiontar, Trádála agus Fostaíochta	Tá	Géilliúil
An Roinn Airgeadais	Tá	Géilliúil
An Roinn Turasóireachta, Cultúir, Ealaíon, Gaeltachta, Spóirt agus Meán	Tá	Géilliúil
An Roinn Sláinte	Tá	Géilliúil
An Roinn Cosanta	Tá	Neamhghéilliúil
An Roinn Breisoideachais & Ardoideachais, Taighde, Nuálaíochta agus Eolaíochta	Níl	
An Roinn Forbartha Tuaithe agus Pobail	Tá	Géilliúil
An Roinn Oideachais	Tá	Géilliúil

operated by Government Departments. During the months of June and August 2023, telephone calls were placed to the main offices of Government Departments at the following times: during normal working hours, at lunchtime on normal working days, after normal working hours and at the weekend. Repeat calls were made to Government Departments again in August.

Recorded oral announcements which were compliant and non-compliant were enumerated. A report in respect of the data gathered was forwarded to the Government Departments. A period of time was given to those Departments which were not compliant with the Regulations to allow them to review the recorded service being provided, if this had not been carried out in the intervening period, and they were requested to comply with the Regulations in the shortest time possible. A timetable was sought to allow the Office to assess progress.

Main Conclusions of the Monitoring

Table – Monitoring Summary of Recorded Oral Announcements

Department	Recorded Oral Announcements (Yes/No)	Compliant/ Non-compliant
Department of the Taoiseach	No	
Department of Justice	Yes	Compliant
Department of Enterprise, Trade and Employment	Yes	Compliant
Department of Finance	Yes	Compliant
Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media	Yes	Compliant
Department of Health	Yes	Compliant
Department of Defence	Yes	Non-compliant
Department of Further & Higher Education, Research, Innovation and Science	No	
Department of Rural and Community Development	Yes	Compliant
Department of Education	Yes	Compliant

Roinn	Fógairtí Taifeadta Béil (Tá/Níl)	Géilliúil/ Neamhghéilliúil
An Roinn Coimirce Sóisialaí	Tá	Neamhghéilliúil
An Roinn Gnóthaí Eachtracha	Tá	Géilliúil
An Roinn Iompair	Tá	Géilliúil
An Roinn Caiteachais Phoiblí, Seachadta ar an bPlean Forbartha Náisiúnta agus Athchóirithe	Tá	Géilliúil
An Roinn Comhshaoil, Aeráide & Cumarsáide	Tá	Géilliúil
An Roinn Talmhaíochta, Bia agus Mara	Tá	Géilliúil
An Roinn Tithíochta, Rialtais Áitiúil agus Oidhreacht	Tá	Géilliúil
An Roinn Leanaí, Comhionannais, Míchumais, Lánpháirtíochta agus Óige	Tá	Géilliúil

Roinn an Taoisigh

Níl aon fhógairt taifeadta béil in úsáid ag Roinn an Taoisigh de bhrí go bhfreagraítear gach glaoch a chuirtear ar an Roinn: bíonn duine ar dualgas an t-am ar fad.

An Roinn Dlí agus Cirt

Ní bhíodh fógairtí taifeadta béil in úsáid ag an Roinn Dlí agus Cirt. Nuair nach mbíodh aon duine ar dualgas chun an teileafón a fhreagairt ní fhreagraítí an glaoch. Bhíodh fógairtí taifeadta dátheangacha in úsáid in aimsir na paidéime. Tugadh le fios i mí Feabhra 2024 go raibh fógairtí taifeadta béil na Roinne ag feidhmiú anois.

An Roinn Fiontar, Trádála agus Fostaíochta

Tá fógairtí taifeadta béil na Roinne Fiontar, Trádála agus Fostaíochta géilliúil tríd is tríd. Tugtar faisnéis i nGaeilge agus i mBéarla maidir le huairteanta oscailte agus treoraítear an té atá ag glaoch i dtreo an tsuímh gréasáin ag an deireadh seachtaine agus tar éis uairteanta oibre. Le linn uairteanta oibre agus ag am lóin tá córas difriúil i bhfeidhm nach mar a chéile é sa dá theanga oifigiúla. Mar thoradh ar an iniúchadh, tugadh le fios go raibh an teachtaireacht leasaithe agus go bhfuiltear géilliúil do na Rialacháin anois.

Department	Recorded Oral Announcements (Yes/No)	Compliant/ Non-compliant
Department of Social Protection	Yes	Non-compliant
Department of Foreign Affairs	Yes	Compliant
Department of Transport	Yes	Compliant
Department of Public Expenditure, NDP Delivery and Reform	Yes	Compliant
Department of Environment, Climate and Communications	Yes	Compliant
Department of Agriculture, Food and Marine	Yes	Compliant
Department of Housing, Local Government and Heritage	Yes	Compliant
Department of Children, Equality, Disability, Integration and Youth	Yes	Compliant

Department of the Taoiseach

No oral recorded announcements are operated by the Department of the Taoiseach as every call to the Department is answered: there is an operator on duty at all times.

Department of Justice

Recorded oral announcements were not generally operated by the Department of Justice. When there was no operator on duty to answer the telephone, the call was not answered. Recorded bilingual announcements were operated during the pandemic. It was indicated in February 2024 that recorded announcements are now being operated by the Department.

Department of Enterprise, Trade and Employment

The recorded oral announcements of the Department of Enterprise, Trade and Employment are compliant by and large. Information is provided in Irish and English regarding opening times and the caller is directed to the website at the weekend and after working hours. During working hours and at lunchtime a different system is operated which is not the same in both official languages. As a result of the audit, it was stated that the message has been amended and that the Regulations are now being complied with.

An Roinn Airgeadais

Tá fógartí taifeadta béil na Roinne géilliúil do na Rialacháin.

An Roinn Turasóireachta, Cultúir, Ealaíon, Gaeltachta, Spóirt agus Meán

Tá fógartí taifeadta béil na Roinne géilliúil do na Rialacháin.

An Roinn Sláinte

Tá fógartí taifeadta béil na Roinne géilliúil do na Rialacháin.

An Roinn Cosanta

Níl fógartí taifeadta béil na Roinne Cosanta géilliúil do na Rialacháin. Bhí an t-eolas a bhí á roinnt sa bhfógairt i nGaeilge bearnach i gcomparáid leis an eolas a bhí á roinnt sa bhfógairt i mBéarla. Chuir an Roinn in iúl i mí Feabhra 2024 go scrúdófaí na córais éagsúla atá i bhfeidhm sa Roinn chun teileafóin a fhreagairt lena chinntiú go mbeidh an teachtaireacht chéanna sa dá theanga oifigiúla i bhfeidhm.

An Roinn Breisoideachais & Ardoideachais, Taighde, Nuálaíochta agus Eolaíochta

Tugadh le fios i mí Feabhra 2024 nach bhfeidhmíonn an Roinn córas fógartí taifeadta béil i dteanga ar bith agus nach bhfuil rún ag an Roinn fógartí taifeadta béil a thaifeadadh faoi láthair. Sa chás go ndéanfar amhlaidh amach anseo, cinnteofar go mbeidh na fógartí taifeadta béil de réir na gcaighdeán teanga cuí.

An Roinn Forbartha Tuaithe agus Pobail

Ní raibh fógartí taifeadta béil na Roinne Forbartha Tuaithe agus Pobail géilliúil do na Rialacháin nuair a rinneadh an t-iniúchadh i mí Lúnasa ach réitíodh an cás láithreach nuair a cuireadh an dualgas reachtúil ar a súile dóibh.

An Roinn Oideachais

Tá fógartí taifeadta béil na Roinne géilliúil do na Rialacháin.

An Roinn Coimirce Sóisialaí

Níl fógartí taifeadta béil in úsáid ag an Roinn Coimirce Sóisialaí le linn gnáthuaireanta oibre agus ag am lóin: freagraítear gach glaoch. Tá fógartí taifeadta béil in úsáid tar éis uaireanta oibre agus ag an deireadh

Department of Finance

The Department's recorded oral announcements are compliant with the Regulations.

Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media

The Department's recorded oral announcements are compliant with the Regulations.

Department of Health

The Department's recorded oral announcements are compliant with the Regulations.

Department of Defence

The Department of Defence's recorded oral announcements are not compliant with the Regulations. The information contained in the Irish announcement was deficient compared to the information contained in the English announcement. The Department stated in February 2024 that the various systems in operation in the Department to answer telephones would be examined to ensure that the same message in both official languages would be implemented.

Department of Further & Higher Education, Research, Innovation and Science

The Department advised in February 2024 that it does not operate recorded oral announcements in any language and that it does not intend to record oral announcements at the current time. If such announcements are recorded in the future, it will ensure that the recorded oral announcements will comply with the appropriate standards.

Department of Rural and Community Development

The recorded oral announcements of the Department of Rural and Community Development were not compliant with the Regulations when the audit was carried out in August, but this was remedied immediately when it was advised of the statutory obligation.

Department of Education

The Department's recorded oral announcements are compliant with the Regulations.

Department of Social Protection

No recorded oral announcements are operated by the Department of Social Protection during normal working hours and at lunchtime: all calls are answered. Recorded oral announcements are used after working hours and at weekends. These announcements are not

seachtaine. Níl na fógairtí seo géilliúil do na Rialacháin. Rinne an Roinn iniúchadh inmheánach ar an gceist agus deimhníodh go mbíonn foireann ar fáil chun an fón a fhreagairt le linn uaireanta oibre agus ag am lóin. Thug an Roinn le fios go ndéanfar an taifeadadh a nuashonrú le go mbeidh an teachtaireacht le fáil i nGaeilge agus i mBéarla agus go dtabharfar roghanna seirbhíse teanga sna fógairtí freisin. Beidh an taifeadadh nuashonraithe seo i bhfeidhm faoin 1 Márta 2024.

An Roinn Gnóthaí Eachtracha

Tá fógairtí taifeadta béil na Roinne géilliúil do na Rialacháin. Ní bhíonn fógairtí taifeadta béil in úsáid ag am lóin nó ag an deireadh seachtaine: freagraítear gach glaoch.

An Roinn Iompair

Tá fógairtí taifeadta béil na Roinne géilliúil do na Rialacháin.

An Roinn Caiteachais Phoiblí, Seachadta ar an bPlean Forbartha Náisiúnta agus Athchóirithe

Tá fógairtí taifeadta béil na Roinne géilliúil do na Rialacháin.

An Roinn Comhshaoil, Aeráide & Cumarsáide

Tá fógairtí taifeadta béil na Roinne géilliúil do na Rialacháin.

An Roinn Talmhaíochta, Bia agus Mara

Tá fógairtí taifeadta béil na Roinne géilliúil do na Rialacháin.

An Roinn Tithíochta, Rialtais Áitiúil agus Oidhreacht

Tá fógairtí taifeadta béil na Roinne géilliúil do na Rialacháin.

An Roinn Leanaí, Comhionannais, Míchumais, Lánpháirtíochta agus Óige

Tá fógairtí taifeadta béil na Roinne géilliúil do na Rialacháin.

Tátail

Bhí 16 as an 18 Roinn Rialtais a ndearnadh iniúchadh orthu géilliúil d'fhoráil alt 9(1) (Fógairtí Taifeadta Béil). Ar bhonn comparáide tras-earnálaí, is díol suntais an leibhéal ard géilliúlachta i bhfógairtí taifeadta béil Ranna Rialtais in 2023 le hais an leibhéil géilliúlachta i measc na nÚdarás Áitiúil ar an bhforáil chéanna san iniúchadh a rinneadh in 2014.

compliant with the Regulations. The Department carried out an internal audit on the issue and it was confirmed that staff are available to answer the phone during working hours and at lunchtime. The Department advised that recording will be updated so that the message will be available in Irish and English and that language service choices will also be provided in the announcements. This updated recording will be operational from 1 March 2024.

Department of Foreign Affairs

The Department's recorded oral announcements are compliant with the Regulations. Recorded oral announcements are not in operation at lunchtime or at the weekend: all calls are answered.

Department of Transport

The Department's recorded oral announcements are compliant with the Regulations.

Department of Public Expenditure, NDP Delivery and Reform

The Department's recorded oral announcements are compliant with the Regulations.

Department of Environment, Climate and Communications

The Department's recorded oral announcements are compliant with the Regulations.

Department of Agriculture, Food and Marine

The Department's recorded oral announcements are compliant with the Regulations.

Department of Housing, Local Government and Heritage

The Department's recorded oral announcements are compliant with the Regulations.

Department of Children, Equality, Disability, Integration and Youth

The Department's recorded oral announcements are compliant with the Regulations.

Findings

Of the 18 Government Departments audited 16 were found to be compliant with the provisions of section 9(1) (Recorded Oral Announcements). On the basis of a cross-sectoral comparison, the high level of compliance in recorded oral announcements of Government Departments in 2023, is noteworthy, compared to the level of compliance among Local Authorities regarding the same provision of the audit carried out in 2014.

ÚDARÁIS ÁITIÚLA

Achoimre

Mar chuid de phlean faireacháin Oifig an Choimisinéara Teanga do 2023, socraíodh faireachán a dhéanamh ar an mbealach ina gcomhlíonann údaráis áitiúla riachtanais faoi fho-alt 10 d'Acht na dTeangacha Oifigiúla, 2003 agus iad ag foilsiú aon tuarascáil bhliantúil agus aon chuntais iniúchta nó ráitis airgeadais.

An obair iniúchta

Dhírigh an t-iniúchadh seo go príomha ar dhá ghné faoi leith: (i) Aon tuarascáil bhliantúil agus (ii) Aon chuntais iniúchta nó ráitis airgeadais. Socraíodh go scrúdófaí na húdaráis áitiúla i gcontaetha ina bhfuil limistéir Ghaeltachta ina ndlínse agus na húdaráis áitiúla i gContae Bhaile Átha Cliath le linn na bliana 2023. Tá sé mar chuspóir ag an iniúchadh seo teacht ar thuairim maidir leis an leibhéal géilliúlachta i measc na gcomhlachtaí poiblí seo maidir leis na forálacha thuasluaite.

An próiseas faireacháin

Lorgaíodh sonraí maidir leis na cleachtais a leanadh i dtaca le comhlíonadh na ndualgas faoin dhá ghné d'ailt 10 (b) agus (c) d'Acht na dTeangacha Oifigiúla, 2003. Sa cheistneoir a scaipeadh iarradh eolas maidir leis na nithe seo a leanas:

1. Liosta d'aon Tuarascálacha Bliantúla a d'fhoilsigh an comhlacht poiblí le linn na bliana 2022;
2. Liosta d'aon Ráitis Airgeadais a d'fhoilsigh an comhlacht poiblí le linn na bliana 2022;
3. Ar foilsíodh na doiciméid chúí go comhuaineach?
4. Lorgaíodh go dtabharfaí míniúchán i gcásanna nár foilsíodh doiciméid go comhuaineach.

Rinneadh rangú eatramhach ar na húdaráis áitiúla bunaithe ar thorthaí na gceistneoirí a scaipeadh. Cuireadh an toradh eatramhach seo ar shúile na n-údarás áitiúil agus tugadh deis dóibh faisnéis bhreise a chur ar fáil dá mba chúí sin. Rinneadh géilliúlacht na n-údarás áitiúil a dheimhniú freisin trí scrúdú a dhéanamh ar a gcuid suíomhanna gréasáin.

LOCAL AUTHORITIES

Summary

As part of Oifig an Choimisinéara Teanga's monitoring plan for 2023, it was decided to carry out monitoring of local authorities' compliance with sub-section 10 of the Official Languages Act 2003 regarding the publication of any annual report and any audited accounts or financial statements.

The audit work

This audit focused primarily on two specific features: (i) Any annual report and (ii) Any audited accounts or financial statements. It was decided to examine local authorities in counties with Gaeltacht areas in their jurisdiction and the local authorities in County Dublin during 2023. The objective of this audit is to determine the level of compliance among these public bodies in respect of the abovementioned provisions.

The monitoring process

Details were sought in respect of the procedures followed in complying with the obligations under two provisions of sections 10 (b) and (c) of the Official Languages Act 2003. A questionnaire was circulated and information was requested in respect of the following:

1. A list of any Annual Reports published by the public body during 2022;
2. A list of any Financial Statements published by the public body during 2022;
3. Were the appropriate documents published simultaneously?
4. An explanation was to be provided where documents were not published simultaneously.

Interim classifications of the local authorities were made based on the circulated questionnaire results. This interim result was shared with local authorities, and they were afforded an opportunity to supply additional information if that was appropriate. The local authorities' compliance was also examined by analysing their websites.

Torthaí

Forbraíodh scéimre measúnaithe ar mhaithe le tomhas a dhéanamh ar ghéilliúlacht na gcomhlachtaí poiblí maidir le foilsiú doiciméad áirithe go comhuaineach i ngach ceann de na teangacha oifigiúla. Tá 5 chinn de ghráid sa scéimre (1–5). Bunaithe ar an scagadh a rinneadh ar an eolas go léir a cuireadh ar fáil, agus an tástáil a rinneadh ar bhailíocht na sonraí, déantar rangú ar na húdaráis áitiúla ar scéimre na hOifige mar seo a leanas:

1 Comhlíonadh iomlán

- Comhairle Cathrach agus Contae Phort Láirge

2 Comhlíonadh den chuid is mó

- Comhairle Cathrach Bhaile Átha Cliath

3 Comhlíonadh méid áirithe

- Comhairle Contae na Mí
- Comhairle Contae Chiarraí
- Comhairle Contae Dhún Laoghaire / Ráth an Dúin
- Comhairle Contae Fhine Gall
- Comhairle Cathrach na Gaillimhe
- Comhairle Contae na Gaillimhe
- Comhairle Contae Dhún na nGall
- Comhairle Cathrach Chorcaí

4 Neamhchomhlíonadh den chuid is mó

- Comhairle Contae Átha Cliath Theas
- Comhairle Contae Chorcaí

5 Neamhchomhlíonadh iomlán

- Comhairle Contae Mhaigh Eo

Maidir le fo-ailt 10(b) agus 10(c), ní mór do chomhlachtaí poiblí aon tuarascáil bhliantúil a fhoilsiú go comhuaineach sa dá theanga oifigiúla. Ní mór do chomhlachtaí poiblí aon chuntais iniúchta nó ráitis airgeadais a fhoilsiú go comhuaineach sa dá theanga oifigiúla. Is ceart a meabhrú nach dtagann gach doiciméad a fhoilsíonn comhlacht poiblí faoi scáth na reachtaíochta. Tá miondealú ar chomhlíonadh na gcomhlachtaí poiblí le fo-ailt 10(b) agus 10(c) sa tábla seo thíos.

Results

An assessment schema was developed to measure the compliance of public bodies in respect of the publication of certain documents simultaneously in each of the official languages. There are 5 grades in the schema (1–5). Having reviewed all the information supplied, and completed data validation testing, the local authorities are classified on the Office schema as follows:

1 Compliance in full

- Waterford City and County Council

2 Mostly compliant

- Dublin City Council

3 Compliant to an extent

- Meath County Council
- Kerry County Council
- Dún Laoghaire – Rathdown County Council
- Fingal County Council
- Galway City Council
- Galway County Council
- Donegal County Council
- Cork City Council

4 Mostly non-compliant

- South Dublin County Council
- Cork County Council

5 Non-compliance in full

- Mayo County Council

In respect of sub-sections 10(b) and 10(c), public bodies must publish any annual report simultaneously in both official languages. Public bodies must publish any audited accounts or financial statements simultaneously in both official languages. It must be emphasised that not all documents published by public bodies are encompassed by the legislation. A compliance analysis of public bodies with sub-sections 10(b) and 10(c) is presented in the table below.

Tuarascáil Bhliantúil - Alt 10(b) - Acht na dTeangacha Oifigiúla, 2003
Annual Report - Section 10(b) - Official Languages Act 2003

Údarás Áitiúil <i>Local Authority</i>	Foilsithe i nGaeilge agus i mBéarla go comhuaineach <i>Published in Irish and in English simultaneously</i>				
	2018	2019	2020	2021	2022
Comhairle Contae na Mí <i>Meath County Council</i>	✓	✓	✓	✓	✓
Comhairle Contae Chiarraí <i>Kerry County Council</i>	✓	✓	✓	✓	✓
Comhairle Contae Dhún Laoghaire-Ráth an Dúin <i>Dún Laoghaire-Rathdown County Council</i>	✓	✓	✓	✓	✓
Comhairle Contae Mhaigh Eo <i>Mayo County Council</i>	✗	✗	✗	✗	✓
Comhairle Cathrach & Contae Phort Láirge <i>Waterford City & County Council</i>	✓	✓	✓	✓	✓
Comhairle Contae Fhine Gall <i>Fingal County Council</i>	✓	✓	✓	✗	✗
Comhairle Contae Átha Cliath Theas <i>South Dublin County Council</i>	✓	✓	✓	✗	✗
Comhairle Cathrach na Gaillimhe <i>Galway City Council</i>	✓	✓	✓	✓	✓
Comhairle Contae na Gaillimhe <i>Galway County Council</i>	✓	✗	✓	✓	*
Comhairle Contae Dhún na nGall <i>Donegal County Council</i>	✓	✓	✓	✓	✓
Comhairle Cathrach Chorcaí <i>Cork City Council</i>	✗	✗	✓	✗	✓
Comhairle Contae Chorcaí <i>Cork County Council</i>	✓	✓	✓	✓	✗
Comhairle Cathrach Bhaile Átha Cliath <i>Dublin City Council</i>	✗	✓	✓	✓	✓

*Níl deimhniú faighte ón gcomhlacht poiblí gur foilsíodh an tuarascáil bhliantúil i gceachtar de na teangacha oifigiúla

*Confirmation was not received from the public body that the annual report was published in either official language

Cuntais iniúchta nó ráitis airgeadais - Alt 10(c) - Acht na dTeangacha Oifigiúla, 2003

Audited Accounts or Financial Statements - Section 10(c) - Official Languages Act 2003

Údarás Áitiúil <i>Local Authority</i>	Foilsithe i nGaeilge agus i mBéarla go comhuaineach <i>Published in Irish and in English simultaneously</i>				
	2018	2019	2020	2021	2022
Comhairle Contae na Mí <i>Meath County Council</i>	x	x	x	x	*
Comhairle Contae Chiarraí <i>Kerry County Council</i>	x	x	x	✓	x
Comhairle Contae Dhún Laoghaire-Ráth an Dúin <i>Dún Laoghaire-Rathdown County Council</i>	x	x	x	x	x
Comhairle Contae Mhaigh Eo <i>Mayo County Council</i>	x	x	x	x	✓
Comhairle Cathrach & Contae Phort Láirge <i>Waterford City & County Council</i>	✓	✓	✓	✓	✓
Comhairle Contae Fhine Gall <i>Fingal County Council</i>	✓	✓	x	x	x
Comhairle Contae Átha Cliath Theas <i>South Dublin County Council</i>	✓	x	x	x	x
Comhairle Cathrach na Gaillimhe <i>Galway City Council</i>	*	*	*	x	x
Comhairle Contae na Gaillimhe <i>Galway County Council</i>	✓	✓	✓	*	*
Comhairle Contae Dhún na nGall <i>Donegal County Council</i>	✓	x	x	x	x
Comhairle Cathrach Chorcaí <i>Cork City Council</i>	✓	✓	✓	✓	*
Comhairle Contae Chorcaí <i>Cork County Council</i>	x	x	x	x	x
Comhairle Cathrach Bhaile Átha Cliath <i>Dublin City Council</i>	x	✓	✓	✓	✓

*Níl deimhniú faighte ón gcomhlacht poiblí gur foilsíodh na ráitis airgeadais i gceachtar de na teangacha oifigiúla

*Confirmation was not received from the public body that financial statements were published in either official language

Faisnéis Bhreise ó Chomhlachtaí Poiblí

Ní miste a lua cé gur eisíodh dréacht-tuairisc i ngach cás, nár bhfuarthas aiseolas ina leith ach i gcás seacht n-údarás áitiúil:

Comhairle Contae Chiarraí, Comhairle Cathrach agus Contae Phort Láirge, Comhairle Contae Átha Cliath Theas, Comhairle Cathrach na Gaillimhe, Comhairle Contae na Gaillimhe, Comhairle Contae Chorcaí, Comhairle Cathrach Bhaile Átha Cliath.

Additional Information from Public Bodies

It is worth noting that although a draft report was issued in all cases, a response was not received in the case of seven local authorities:

Kerry County Council, Waterford City and County Council, South Dublin County Council, Galway City Council, Galway County Council, Cork County Council, Dublin City Council.

Dhearbhaigh Comhairle Contae na Mí gur foilsíodh na tuarascálacha bliantúla go comhuaineach i nGaeilge agus i mBéarla idir 2018-2022 agus go rabhthas tiomanta maidir le comhlíonadh na ndualgas reachtúil atá uirthi. Cé gur foilsíodh ráitis airgeadais i nGaeilge agus i mBéarla níor foilsíodh go comhuaineach i gcónaí iad.

Dhearbhaigh Comhairle Contae Dhún Laoghaire – Ráth an Dúin gur foilsíodh na tuarascálacha bliantúla go comhuaineach i nGaeilge agus i mBéarla idir 2018-2022. Níor foilsíodh ráitis airgeadais i nGaeilge cé gur foilsíodh ar shuíomh gréasáin na Comhairle i mBéarla iad. Beidh fáil ar na ráitis airgeadais i nGaeilge roimh dheireadh an dara ráithe in 2024, a dúradh.

Dheimhnigh Comhairle Contae Mhaigh Eo nár foilsíodh leaganacha Gaeilge agus Béarla den tuarascáil bhliantúil go comhuaineach idir 2018-2021. Foilsíodh leaganacha Gaeilge agus Béarla den tuarascáil bhliantúil go comhuaineach in 2022. Níor foilsíodh leagan Gaeilge in 2019 de bharr deacrachtaí le soláthróir aistriúcháin, a dúradh. Foilsíodh leaganacha Gaeilge agus Béarla de na ráitis airgeadais go comhuaineach in 2022 ach níor foilsíodh leagan Gaeilge de na ráitis idir 2018-2021.

Dhearbhaigh Comhairle Contae Fhine Gall gur foilsíodh na tuarascálacha bliantúla idir 2018 -2020 agus ráitis airgeadais 2018-2019 go comhuaineach i nGaeilge agus i mBéarla. Cé gur foilsíodh leaganacha Gaeilge do na blianta eile, níor foilsíodh go comhuaineach iad toisc moill a bheith ar an aistriúchán, a dúradh.

Dheimhnigh Comhairle Contae Dhún na nGall gur foilsíodh na tuarascálacha bliantúla go comhuaineach i nGaeilge agus i mBéarla idir 2018-2022. Foilsíodh ráitis airgeadais 2017 agus 2018 i nGaeilge agus i mBéarla go comhuaineach ach chinn ar an gComhairle ráitis airgeadais a fhoilsiú i nGaeilge ó shin. D'aithin an Chomhairle gur ghá gníomhú leis seo a chur ina cheart agus áitíodh gur tugadh tús áite do cháipéisí toirtiúla téacsclárnaithe a fhoilsiú go comhuaineach amhail an Tuarascáil Bhliantúil agus an Dréachtphlean Forbartha Contae.

Dhearbhaigh Comhairle Cathrach Chorcaí gur foilsíodh na ráitis airgeadais uile idir 2018-2021 i nGaeilge agus i mBéarla go comhuaineach. Foilsíodh an tuarascáil bhliantúil i nGaeilge agus i mBéarla go comhuaineach in 2020 agus in 2022 ach níor foilsíodh leagan Gaeilge den tuarascáil bhliantúil ar chor ar bith in 2018, 2019 agus 2021.

Meath County Council confirmed that annual reports were published simultaneously in Irish and English between 2018-2022 and that it was committed to complying with its statutory obligations. Although financial statements were published in Irish and English they weren't always published simultaneously.

Dún Laoghaire-Rathdown County Council indicated that annual reports were published simultaneously in Irish and English between 2018-2022. Financial statements were not published in Irish although they were published on the Council's website in English. It was stated that the financial statements would be published in Irish by the end of the second quarter in 2024.

Mayo County Council confirmed that Irish and English versions of the annual report were not published simultaneously between 2018-2021. Irish and English versions of the annual report were published simultaneously in 2022. An Irish language version was not published in 2019 due to difficulties with a translation supplier, it was stated. Irish and English versions of the financial statements were published simultaneously in 2022 but no Irish language version of the statements were published in 2018-2021.

Fingal County Council indicated that the annual reports between 2018-2020 and financial statements 2018-2019 were published in Irish and English simultaneously. While Irish versions were published for other years, delays to the translation prevented their simultaneous publication, it was stated.

Donegal County Council confirmed that annual reports were published simultaneously in Irish and English between 2018-2022. Financial statements were published simultaneously in 2017 and 2018 in Irish and English but the Council has not published financial statements in Irish since. The Council recognised that this must be remedied and argued that priority was afforded to the simultaneous publication of large text-centred documents such as the annual report and the Draft County Development Plan.

Cork City Council confirmed that all financial statements between 2018-2021 were published simultaneously in Irish and English. The annual report was published simultaneously in Irish and English in 2020 and 2022 but the Irish version of the annual report was not published at all in 2018, 2019 and 2021.

Is ar an 1 Bealtaine 2004 a tháinig an fhoráil seo i bhfeidhm agus bheifí ag súil go mbeadh an dualgas reachtúil nheadaithe go maith i gcórais riaracháin na n-údarás áitiúil faoin tráth seo. Cúis mhór inní don Oifig seo, ina dhiaidh sin féin, go raibh na doiciméid shonraithe á bhfoilsíú i mBéarla amháin, nó i mBéarla amháin ar dtús, in ainneoin an dualgais reachtúil go ndéanfaí na doiciméid a fhoilsíú sa dá theanga oifigiúla go comhuaineach.

Táthar ag leanúint leis an bpróiseas faireacháin seo ar fhoráil 10(a) – (e) d’Acht na dTeangacha Oifigiúla 2003.

This provision came into force on 1 May 2004, and one would assume that the statutory obligation would be well embedded in administrative systems at this stage. However, it is a cause of considerable concern to this Office that the specified documents were being published in English only, or in English only initially, despite the statutory obligation to publish the documents in both official languages simultaneously.

The monitoring process regarding provision 10(a) – (e) of the Official Languages Act 2003 is continuing.



Aitheasc an Choimisinéara Teanga, Séamas Ó Concheanainn, ag Comhchoiste na Gaeilge, na Gaeltachta agus Phobal Labhartha na Gaeilge. Tá Órla de Búrca, Bainisteoir Gearán, agus Eibhlín de Paor, Bainisteoir Imscrúduithe, i dteannta an Choimisinéara Teanga

Address by An Coimisinéir Teanga, Séamas Ó Concheanainn, to the Joint Committee on the Irish language, Gaeltacht and the Irish-speaking Community. An Coimisinéir Teanga is accompanied by Órla de Búrca, Complaints Manager, and Eibhlín de Paor, Investigations Manager



FAIREACHÁN AR IMSCRÚDUI THE

INVESTIGATIONS MONITORING

COMHAIRLE CONTAE ROS COMÁIN

Achoimre

Léirigh imscrúdú gur sháraigh Comhairle Contae Ros Comáin dualgais reachtúla teanga sna cásanna seo a leanas:



1. comharthaíocht a cuireadh in airde i gceantar feidhme na Comhairle Contae nach raibh ag teacht leis na hordúcháin agus na rialacháin chúí;
2. theip ar an údarás áitiúil foirmeacha dátheangacha iarratais a sholáthar faoi réir scéim teanga reachtúil na Comhairle Contae.

Príomh-mholtaí an imscrúdaithe

Ba iad seo a leanas príomh-mholtaí an imscrúdaithe:

Comharthaí Neamhghéilliúla

Moladh go leasódh nó go n-athródh (pé acu a d'oir) Comhairle Contae Ros Comáin na comharthaí a áiríodh san imscrúdú.

Comharthaí Nua

Iarradh ar Chomhairle Contae Ros Comáin nósanna imeachta maidir le dearadh agus ordú comharthaí nua de chineálacha éagsúla a ullmhú agus a eisiúint chuig an bhfoireann chúí.

Foirmeacha

Moladh go ndeimhneodh Comhairle Contae Ros Comáin:

- go raibh fáil ar aon fhoirm a cruthaíodh ón 1 Deireadh Fómhair 2007 i leith go dátheangach, agus;
- go gcuirfí foirmeacha Gaeilge ar fáil ar shuíomh gréasáin Chomhairle Contae Ros Comáin a mbeadh rochtain orthu tríd an gcóras iarratais ar líne.

ROSCOMMON COUNTY COUNCIL

Summary

An investigation determined that Roscommon County Council breached statutory language obligations in the following instances:

1. signage that was erected in the County Council's functional area which was not in accordance with the relevant orders and regulations;
2. the failure of the local authority to provide bilingual application forms in accordance with the County Council's statutory language scheme.

Main recommendations of investigation

The main recommendations of the investigation were as follows:

Non-compliant signs

It was recommended that Roscommon County Council amend or change (whichever was most suitable) the signs that were examined in the investigation.

New signs

Roscommon County Council was requested to prepare procedures in respect of the design and ordering of new signs of different kinds and to issue those procedures to relevant staff members.

Forms

It was recommended that Roscommon County Council:

- confirm that any form that was created since 1 October 2007 is available bilingually, and
- ensure Irish language forms which are accessible through the online system are available on the County Council's website.

Gearáin á bhFiosrú

Moladh go gcinnteodh Comhairle Contae Ros Comáin go mbeadh córas éifeachtach i bhfeidhm aici feasta faoina bhfiosrófaí agus faoina bhfreagrófaí aon ghearán comharthaíochta ó m'Oifig go críochnúil agus go sásúil, laistigh de sprioc-am sonraithe.

An obair iniúchta

I gcomhfhreagrú ón gComhairle Contae dar dáta an 28 Iúil 2022 cuireadh tuairisc chuimsitheach faoi bhráid na hOifige inar tugadh léargas ar na céimeanna a bhí glactha ag an gComhairle leis na comharthaí a bhí lochtach ar aon slí a chur ina gceart. Mhínigh an Chomhairle Contae go raibh athbhreithniú déanta ar na comharthaí go léir. Go deimhin, bhí roinnt de na comharthaí lochtacha bainte anuas agus roinnt eile leasaithe agus curtha ina gceart faoin tráth sin. Tugadh le fios chomh maith go raibh moill ag baint le roinnt de na comharthaí a sheachadadh ach go gcuirfí grianghraif faoi bhráid na hOifige nuair a d'athrófaí iad. Admhaíodh an t-eolas sin ar an dáta céanna agus rinneadh teagmháil teileafóin leis an gComhairle Contae i mí Lúnasa.

Ar an 14 Meán Fómhair 2022, cuireadh cóip de na socruithe agus na nósanna imeachta a leantar nuair a bhíonn cineálacha éagsúla comharthaí nua á ndearadh agus á n-ordú ar fáil. Tugadh le fios gur scaipeadh cóip de na nósanna imeachta ar an bhfoireann agus go raibh an aird chuí á tabhairt ar dhualgais reachtúla teanga anois.

Tugadh le fios go bhfuil fardal déanta de na foirmeacha iarratais atá in úsáid ag an gComhairle Contae agus go bhfuil an áis 'ReachDeck' ábalta ábhar na ndoiciméad/foirmeacha iarratais 'Word' atá ar an suíomh gréasáin a aistriú lena chinntiú go mbíonn siad ar fáil go dátheangach.

Sa chomhfhreagrú céanna, rinne an Chomhairle Contae cur síos don Oifig ar an gcóras a bhí i bhfeidhm aici chun gearáin ó m'Oifig a fhiosrú agus a fhreagairt. Tugadh le fios gur faoin Oifigeach Gaeilge atá sé déileáil leis na fiosruithe gearáin. Nuair a lorgaíodh soiléiriú i dtaobh na socruithe atá i bhfeidhm le haghaidh tréimhsí nach mbíonn an tOifigeach Gaeilge ar fáil chun déileáil le comhfhreagrú gearáin tugadh le fios go gcuirtear an comhfhreagrú chuig baill foirne eile sa rannóg seirbhíis corparáideacha más amhlaidh nach mbíonn an tOifigeach Gaeilge ar fáil.

Investigating complaints

It was recommended that Roscommon County Council ensure that it has an effective system in place under which complaints can be investigated and that any complaints from my Office in respect of signage would be responded to completely and satisfactorily, in a timely fashion, within a specified time-scale.

The audit work

In correspondence from the County Council dated 28 July 2022 a comprehensive report was submitted to the Office which described the measures taken by the Council to rectify signage which was faulty in any way. The County Council explained that a review had been carried out on all signage. Some of the faulty signage had even been taken down and others had been amended and rectified by that point. It was also indicated that there was a delay in the delivery of some signage but that photographs would be submitted to the Office when they had been changed. This information was acknowledged on the same date and telephone contact was made with the County Council in August.

On 14 September 2022, a copy of the processes and procedures followed when various types of signs are being designed and ordered was submitted. It was stated that a copy of the procedures had been distributed to staff members and that statutory language obligations were now being given the appropriate attention.

We were informed that an inventory had been made of the application forms used by the County Council and that the 'ReachDeck' facility was capable of translating the content of documents/'Word' application forms located on the website to ensure their availability in both languages.

In the same correspondence, the County Council explained to the Office the system in place to review and respond to complaints from my Office. It was specified that it was the responsibility of the Irish language Officer to process complaint enquiries. When clarification was sought regarding arrangements to process complaint correspondence during the absence of the Irish language Officer we were informed that the correspondence is forwarded to other staff members in the corporate services department in cases where the Irish language Officer is unavailable.

Scríobh m’Oifig chuig Comhairle Contae Ros Comáin ar an 26 Méan Fómhair 2022 agus fáiltíodh roimh na céimeanna a bhí á nglacadh chun dul i ngleic le cur i bhfeidhm mholtaí an imscrúdaithe. Meabhraíodh nár mhór don aistriúcháin ar na foirmeacha a bheith sásúil ó thaobh cruinnis agus sothuigtheachta de. Ina theannta sin, lorgaíodh eolas cothrom le dáta ar an dul chun cinn a bhí déanta i dtaca leis na comharthaí nach raibh ag cloí leis na foralácha reachtúla teanga fós. Meabhraíodh nár mhór féachaint chuige go gcloífí go hiomlán agus go cuí leis na rialacháin agus na hordúcháin atá déanta faoi fho-ailt 95(2) agus 95(16) den Acht um Thrácht ar Bhóithre, 1961. Fuarthas ríomhphost den dáta céanna ag tabhairt le fios go dtiocfaí ar ais go luath leis an eolas breise a bhí iarrtha.

Ar an 11 Deireadh Fómhair 2022, tugadh uasdátú ar staid reatha na gcomharthaí agus cuireadh roinnt grianghraf mar fhianaise ar fáil. Dúradh freisin go rabhthas fós ag fanacht ar roinnt de na comharthaí nua. Scríobh m’Oifig chuig an gComhairle Contae ar an 19 Deireadh Fómhair 2022 ag meabhú a gcuid dualgas reachtúil di. Meabhraíodh go raibh sé ríthábhachtach go mbeadh aistriúcháin chruinne le fáil tríd an áis ‘ReachDeck’ agus fiafraíodh cén córas a bhí i bhfeidhm ag an gComhairle Contae le dearbhú cáilíochta a chinntiú. Seoladh meabhrúchán ar an 24 Samhain 2022. Tugadh le tuiscint ar ghlaoch teileafóin ón gComhairle Contae ar an 1 Nollaig 2022 go rabhthas ag obair ar an eolas a bhí de dhíth. I gcomhfhreagras ón gComhairle Contae dar dáta an 16 Nollaig 2022, dúradh go raibh sé beartaithe cur leis an méid eolais atá ar an leathanach seirbhísí Gaeilge den suíomh gréasáin agus go raibh liosta na bhfoirmeacha dátheangacha iarratais le fáil ar leathanach rannóige na Gaeilge den suíomh gréasáin. Chomh maith leis sin, tugadh le fios dúinn gur bhog an tOifigeach a bhí ag plé le hábhar an imscrúdaithe chuig rannóg eile san eagraíocht ach go raibh fiosruithe á ndéanamh leis na daoine cuí fós maidir le faisnéis agus grianghraif a bheadh cothrom le dáta.

Ar an 20 Nollaig 2022, cuireadh in iúl dúinn go raibh cuid áirithe de na comharthaí neamhghéilliúla ab ábhar don imscrúdú ceartaithe anois agus go bhfillfí ar an Oifig gan mhoill i dtaca le comharthaí a bhí neamhghéilliúil fós. Ina theannta sin, tugadh le fios go rabhthas fós ag obair ar na foirmeacha iarratais a cruthaíodh ón 1 Deireadh Fómhair 2007 i leith lena chinntiú go mbeidís ar fáil go dátheangach. Scríobh m’Oifig chuig Comhairle Contae Ros Comáin ag lorg

My Office wrote to Roscommon County Council on 26 September 2022 and welcomed the measures taken to address the implementation of the recommendations of the investigation. We advised that the translation of forms should be satisfactory in terms of accuracy and easily understandable. Additionally, up-to-date information was sought regarding progress of signage which was still non-compliant with statutory language obligations. It was emphasised that complete compliance was required with the regulations and orders made under sub-sections 95(2) and 95(16) of the Road Traffic Act 1961. An email of the same date was received indicating that the Council would revert presently with the additional information requested.

On 11 October 2022, an update was provided on the current status of the signage and some photographic evidence was provided. It was also stated that some of the new signage was still pending. My Office wrote to the County Council on 19 October 2022 to remind them of their statutory obligations. It was stressed that it was very important that accurate translations would be accessible through the ‘ReachDeck’ facility and we asked what system was in place to ensure quality control. A reminder was sent on 24 November 2022. We were given to understand from a telephone call from the County Council on 1 December 2022 that work was in progress regarding the information requested. In correspondence from the County Council dated 16 December 2022, it was stated that it had been decided to increase the amount of information available on the Irish language services page of the website and that a list of the bilingual forms available was to be found on the Irish language section of the website. Additionally, it was indicated that the Officer dealing with the investigation issues had transferred to another section in the organisation but that enquiries were ongoing with appropriate colleagues for up-to-date information and photographs.

On 20 December 2022, we were informed that some of the non-compliant signage which had been the focus of the investigation had been rectified and that the Council would shortly revert to the Office regarding signage which was still non-compliant. It was also stated that work was ongoing on forms created from 1 October 2007 to date in order to ensure their availability bilingually. My Office wrote to Roscommon

tuilleadh faisnéise i dtaca leis na hearráidí a bhí fós le feiceáil ar chomharthaí de chuid na Comhairle Contae agus maidir leis na comharthaí nach raibh ceartaithe go fóill. Lorgaíodh eolas cothrom le dáta maidir leis an dul chun cinn a bhí déanta i dtaca leis na foirmeacha ar an suíomh gréasáin. Fiosraíodh cén próiseas a leanair nuair nach mbíonn an tOifigeach Gaeilge ar fáil chun déileáil le gearáin de bharr cúraimí eile. Tháinig ríomhphost ar 19 Aibreán 2023; gabhadh leithscéal ann agus tugadh le fios go gcuirfí freagra faoi bhráid na hOifige in achar laethanta.

I gcomhfhreagras ón gComhairle Contae, tugadh le fios go rabhthas fós ag fanacht le haiseolas ó na hinnealtóirí i dtaca roinnt de na comharthaí. Máíodh go ndéanann an Comhairle Contae gach iarracht Gaeilge chruinn a chur ar na comharthaí agus go n-úsáideann siad seirbhísí aistriúcháin nuair a bhíonn comharthaí nua á ndéanamh. Dúradh freisin go raibh an moladh a rinne an Oifig seo monatóireacht leanúnach a dhéanamh ar aon chomharthaíocht atá á cur in airde ionas go gcloifí leis an tsonraíocht maidir le comharthaíocht atá leagtha síos sa Lámhleabhar do Chomharthaí Tráchta agus Acht na dTeangacha Oifigiúla tugtha faoi deara ag an gComhairle. Tugadh le fios go raibh léirmheas ar siúl faoi láthair ar na foirmeacha iarratais ar fad lena chinntiú go mbeadh aon fhoirm a cruthaíodh ón 1 Deireadh Fómhair 2007 i leith ar fáil go dátheangach.

Bhí roinnt soiléirithe de dhíth orainn i dtaca le roinnt de na moltaí agus rinne m'Óifig teagmháil arís leis an gComhairle Contae agus iarradh go gcuirfí tuairisc cothrom le dáta agus deimhnithe i dtaca le moltaí an imscrúdaithe faoi bhráid na hOifige faoin 25 Deireadh Fómhair 2023. Eisíodh meabhrúchan ar an 7 Samhain 2023 nuair nach raibh aon fhreagra faighte. Tháinig ríomhphost ar an 8 Samhain 2023 ag glacadh buíochais agus ag tabhairt le fios go mbeifí i dteagmháil leis an Oifig seo arís go luath ina leith.

Príomhfhionnachtain

Tá m'Óifig i dteagmháil rialta le Comhairle Contae Ros Cómain ar an ábhar seo.

Amlíne

Tús teagmhála: 28 Iúil 2022

Teagmháil is déanaí: 8 Samhain 2023

County Council seeking further information regarding the errors still to be seen on County Council signage and in respect of signage still awaiting correction. Up-to-date information was sought in respect of the progress made with forms on the website. We enquired what process was followed when the Irish language Officer is not available to process complaints due to other duties. An email was remitted on 19 April 2023; the delay was acknowledged and it was indicated that a response would be submitted to the Office in a matter of days.

In correspondence from the County Council, it was stated that feedback from engineers was still outstanding in respect of some of the signage. The County Council confirmed that it makes every effort to ensure accurate Irish is used on signage and that translation services are used when new signs are being manufactured. It also indicated that the Council had noted the Office's recommendation that continuous monitoring would be carried out on signage being erected in order to comply with the specifications laid down in the Traffic Signs Manual and the Official Languages Act. It was indicated that an analysis was being carried out on all application forms to ensure that any form created from 1 October 2007 to date would be bilingual.

Some clarifications were necessary in respect of some of the recommendations and my Office contacted the County Council again and sought an up-to-date report and confirmations regarding the investigation recommendations to be submitted to the Office by 25 October 2023. A reminder was issued on 7 November 2023 when no response was received. An email was remitted on 8 November 2023 in acknowledgement and indicating that further contact would be made with this Office presently.

Main finding

My Office is in regular contact with Roscommon County Council regarding this matter.

Timeline

Initial contact: 28 July 2022

Latest contact: 8 November 2023

FEIDHMEANNACHT NA SEIRBHÍSE SLÁINTE

Achoimre

Sháraigh Feidhmeannacht na Seirbhíse Sláinte (FSS) an dualgas reachtúil teanga atá daingnithe i bhfo-alt 9 (2) d'Acht na dTeangacha Oifigiúla 2003 trí fheidhm a thabhairt do chóras chun coinní a dhéanamh don vacsaín phapalómaivíris dhaonna (HPV) nár chuir san áireamh cumarsáid i scríbhinn i nGaeilge ón bpobal leis an bhFeidhmeannacht.



Príomh-mholtaí an imscrúdaithe

Moladh go gcinnteofaí feasta go bhfuil soláthar déanta don chumarsáid i scríbhinn sa dá theanga oifigiúla i dtaca le seirbhís ar bith dá cuid agus nach mbeadh aon bhac á chur ar chumarsáid i scríbhinn i gceachtar de na teangacha oifigiúla i gcomhréir le alt 9(2) d'Acht na dTeangacha Oifigiúla, 2003. I gcás aon seirbhíse idirghníomhaí ar líne atá á cur ar fáil ag FSS mar mhodh cumarsáide chun iarratas a dhéanamh ar sheirbhís nó sochar a iarraidh, moladh:

- Go ndéanfaí an tseirbhís sin a sholáthar sa dá theanga oifigiúla le seirbhís ar chomhchéim a chinntiú, nó;
- Sa chás go mbeadh an áis sin i dteanga oifigiúil amháin go gcinnteofaí go mbeadh slí curtha ar fáil lena bhféadfaí cumarsáid i scríbhinn a dhéanamh sa teanga oifigiúil eile chun an t-iarratas a dhéanamh agus nach mbeadh bac á chur ar chumarsáid i scríbhinn leis an gcomhlacht poiblí i gceachtar den dá theanga oifigiúla i dtaca leis an ngnó.

An obair iniúchta

I mí Eanáir 2023, chuir Feidhmeannacht na Seirbhíse Sláinte (FSS) comhfhreagras ar fáil ag glacadh buíochais as an tuarascáil imscrúdaithe. Tugadh le fios go raibh FSS lántiomanta do na dualgais atá air faoi Acht na dTeangacha Oifigiúla a chomhlíonadh. Cuireadh tuairisc cothrom le dáta faoi bhráid na hOifige maidir le feidhmiú mholtaí an imscrúdaithe.

Maidir leis an gclár vacsaínithe don Phapalómaivíreas Daonna (HPV), mhínigh FSS gur seoladh clár náisiúnta vaicsínithe nua i mí na Samhna 2022 agus gur féidir coinní a chur in áirithe tríd an gcóras idirghníomhach ar líne i nGaeilge nó i mBéarla. Tugadh le fios go bhfuiltear ag leanúint ar aghaidh ag feabhsú na

HEALTH SERVICE EXECUTIVE

Summary

The Health Service Executive (HSE) breached the statutory language obligation confirmed in subsection 9(2) of the Official Languages Act 2003 by putting a system in place for making appointments for the human papillomavirus vaccine (HPV) which did not provide for written communication in Irish to the Executive from members of the public.

Main recommendations of the investigation

It was recommended that it ensure in future that written communication in both official languages is provided for in respect of any of its services and that there is no impediment to written communication in either of the official languages in accordance with section 9(2) of the Official Languages Act 2003. In the case of any interactive online service provided by the HSE as a means of communicating to request a service or benefit, it was recommended that:

- This service be provided in both official languages to ensure an equivalent service, or;
- Where that facility would be provided in one official language only, it would ensure that a means of communicating in writing in the other official language would be available, through which an application could be made and that communication to the public body in either of the two official languages in connection with the matter would not be precluded.

The audit work

In January 2023, the Health Service Executive (HSE) sent correspondence acknowledging the investigation report. It was indicated that the HSE was fully committed to fulfil its obligations under the Official Languages Act. An up-to-date report was provided to the Office in respect of the implementation of the investigation recommendations.

Regarding the vaccination programme for the Human Papillomavirus (HPV), the HSE explained that a new national vaccination programme was launched in November 2022 and that appointments can be made through the online interactive system in Irish or in English. It was indicated that improvements are being

seirbhísí dá cuid a chuirtear ar fáil sa dá theanga oifigiúla agus go bhfuil clár feidhmithe nua á bhunú faoi láthair i dtaca le hAcht na dTeangacha Oifigiúla (Leasú), 2021, ina gcuimseofar dualgais dhíreacha a bhí ann cheana, dualgais nua maidir le fógraíocht agus teachtaireachtaí ar na meáin shóisialta agus freagrachtaí atá ar na bacáin maidir le hearcaíocht, córais ríomhaireachta, foirmeacha iarratais agus tuilleadh nach iad.

Tugadh le fios go mbeidh sé i gceist bainisteoir sinsearach a cheapadh le bheith i gceannas ar an bpróiseas seo agus go gcuirfear tús leis an gclár feidhmithe ar fud FSS sa chéad ráithe de 2023, cé go raibh obair áirithe ar siúl i gcónaí.

Chomh maith leis sin, tugadh le fios gur fhoilsigh FSS treoir nua lena gcleachtais a chur ar aon dul leis na dualgais nua a tháinig i bhfeidhm maidir le fógraíocht agus cumarsáid ar na meáin shóisialta. Cuireadh treoirlínte nua i dtoll a chéile d'fhoirne cumarsáide agus earcaíochta le tacaíocht ó sheisiúin faisnéise a cuireadh ar fáil trí Oifig an Choimisinéara Teanga. Dearbhaíodh gur scaipeadh na treoirlínte go forleathan ar na foirne atá ag obair ar fhógraíocht, ar na meáin shóisialta agus ar earcaíocht agus go raibh suíomh gréasáin FSS tugtha cothrom le dáta freisin.

Sa chomhfhreagras céanna, cuireadh in iúl go bhfuil gach seirbhís idirghníomhach COVID-19 ar fáil sa dá theanga ó mhí Feabhra 2022. Chomh maith leis sin, tugadh le fios go bhfuil gach seirbhís nua a úsáideann Swiftqueue m.sh. an Córas Clárúcháin Sibhialta agus an Córas Áirithinte le haghaidh na vacsaíne in aghaidh HPV ar fáil go dátheangach.

Dúradh go gcuirfí nóta chuig gach bainisteoir sinsearach a sholáthraíonn seirbhísí ar fud na tíre, chuig gach ball foirne rShláinte atá ag soláthar nó ag forbairt réitigh theicniúla agus chuig an bhfoireann cumarsáide le hiad a chur ar an eolas faoin bhfreagracht atá orthu lena chinntiú go mbeidh aon seirbhís nua idirghníomhach ar líne i gcomhréir leis an Acht. I dtaca leis na seirbhísí idirghníomhacha atá ar líne cheana féin, d'iarfaí ar na bainisteoirí sa nóta céanna athbhreithniú a dhéanamh ar aon seanchórais atá ann lena chinntiú go bhfuil siad ag teacht leis na ceanglais. Sa chás nach raibh sé indéanta go teicniúil an dá theanga a bheith in úsáid, tugadh le fios go gcinnteofaí go mbeidh cainéal eile ar fáil do na húsáideoirí siúd ar mhaith leo a ghnó a dhéanamh trí Ghaeilge. Bhí cóip den chomhfhreagras sin le cur faoi bhráid Oifig an Choimisinéara Teanga chomh maith.

made to its services which are provided in both official languages and that a new implementation programme in respect of the Official Languages (Amendment) Act 2021 was being established which will encompass the direct obligations which pertained previously, new obligations in respect of advertising and messaging on social media and forthcoming responsibilities including recruitment, computer systems, application forms etc.

It was advised that a senior manager would be appointed to lead this process and that the implementation programme across the HSE would commence in the first quarter of 2023, although some work was in progress already.

Additionally, we were informed that the HSE published a new directive to align their procedures with the new obligations which came into force regarding advertising and social media. New guidelines were compiled for communications and recruitment teams supported by information sessions organised by Oifig an Choimisinéara Teanga. It was confirmed that the guidelines were widely circulated among teams working on advertising, social media and recruitment and that the HSE website had been updated also.

In the same correspondence, it was stated that all COVID-19 interactive services were available in both languages since February 2022. It also was indicated that each new service which uses Swiftqueue e.g. the Civil Registration System and the Reservation System for the HPV vaccine is available bilingually.

It stated that a note would issue to all senior managers supplying services across the country, to all eHealth staff members providing or developing technical solutions and to communications staff to inform them of their responsibility to ensure that any new online interactive service is compliant with the Act. In respect of interactive services which are online already, managers would also be requested in the same note to review any legacy systems to ensure that they comply with the obligations. Where it was not possible technically for both languages to be used, it was stated that provision would be made for another channel for those users who wished to conduct their business in Irish. A copy of this correspondence was to be sent to Oifig an Choimisinéara Teanga as well.

Scríobh m'Óifig litir chuig FSS ar an 6 Aibreán 2023 inar fáiltíodh roimh na céimeanna a bhí á nglacadh chun dul i ngleic le cur i bhfeidhm mholtaí an imscrúdaithe agus inar iarradh go gcuirfí tuairisc nuashonraithe faoi bhráid na hÓifige faoin 1 Bealtaine 2023 chun an dul chun cinn a mheas ag an tráth sin.

Ar an 31 Bealtaine 2023, tháinig ríomhphost ó FSS inar aithníodh moill an chomhfhreagrais ach tugadh le fios go raibh bainisteoir sinsearach ceaptha anois chun clár feidhmithe nua a threorú. Tugadh le fios gur eisigh an Príomhfeidhmeannach meamram i dtaca leis na seirbhísí idirghníomhacha dóibh siúd ar fad atá freagrach as seirbhísí FSS a chur ar fáil. Cuireadh cóip den mheamram sin faoi bhráid Oifig an Choimisinéara Teanga. Deimhníodh an méid sin arís i litir a bhfuarthas ar an 4 Lúnasa 2023. Thug an Fheidhmeannacht gealltanais sa litir chéanna go rabhtas tiomanta do mholtaí na tuarascála a chur i bhfeidhm agus na dualgais faoi Acht na dTeangacha Oifigiúla (Leasú), 2021 a chomhlíonadh.

Scríobh m'Óifig chuig FSS i mí Lúnasa 2023 ag lorg eolas cothrom le dáta ar an dul chun cinn a bhí déanta i dtaca leis na treoracha sa mheamram dar dáta an 28 Feabhra 2023. Lorgaíodh eolas maidir leis na hábhair seo:

- Ar cuireadh an t-athbhreithniú ar sheanchórais i gcrích?
- Cén toradh a bhí ar an athbhreithniú sin?
- Arbh fhéidir a dheimhniú go raibh na córais idirghníomhacha ar fad á gcur ar fáil sa dá theanga oifigiúla anois?
- Sa chás go raibh seirbhís á cur ar fáil i dteanga amháin, cén modh malartach atá curtha ar fáil le gur féidir cumarsáid i scríbhinn a dhéanamh sa teanga oifigiúil eile?
- Conas a chuirtear in iúl d'úsáideoirí seirbhíse gurbh fhéidir leo feidhm a bhaint as a gcearta cumarsáid i scríbhinn a dhéanamh ina rogha teanga oifigiúla ina ngnóthaí le FSS?

Bhí freagra dlite ar an gcomhfhreagrais úd faoin 19 Meán Fómhair 2023. Tugadh le fios ar an 19 Deireadh Fómhair 2023 go raibh an teagmhálaí imithe ar scor anois agus tugadh sonraí teagmhálaí nua don Oifig. Seoladh an comhfhreagrais in athuair ar an 7 Samhain 2023 agus ceadáíodh go dtí an 21 Samhain 2023 le freagra a chur faoi bhráid na hÓifige. Seoladh meabhrúcháin ar an 23 Samhain 2023 nuair nach bhfuarthas freagra.

My Office wrote to the HSE on 6 April 2023 in which it welcomed the measures being taken to address the implementation of the investigation recommendations and requested that an updated report be submitted to the Office by 1 May 2023 to assess progress at that time.

On 31 May 2023, an email issued from the HSE which acknowledged the delayed correspondence and confirmed that a senior manager had been appointed to direct a new implementation programme. It was stated that the Chief Executive sent a memo concerning interactive services to all those responsible for providing HSE services. A copy of the memo was provided to Oifig an Choimisinéara Teanga. This was further confirmed in correspondence of 4 August 2023. The Executive gave assurance in the same letter of its commitment to implementing the report recommendations and complying with obligations under the Official Languages (Amendment) Act 2021.

My Office wrote to the HSE in August 2023 seeking updated information on the progress made in respect of the memo directives issued on 28 February 2023. Information was requested on these topics:

- Was the review of legacy systems completed?
- What was the outcome of that review?
- Could it be confirmed that all legacy systems were currently being provided in both official languages?
- Where service was being provided in one language, what alternative mechanism was provided to enable written communication in the other official language?
- How are service users informed that they may exercise their rights to written communication in their official language of choice in their dealings with the HSE?

A response was expected to that correspondence by 19 September 2023. On 19 October 2023, it was indicated that the contact had now retired and new contact details were supplied to the Office. The correspondence was sent again on 7 November 2023 and a date of 21 November 2023 was allowed for a response to the Office. A reminder was sent on 23 November 2023 when no response was received.

I gcomhfhreagrais ó FSS dar dáta an 29 Samhain 2023 glacadh leithscéal as moill an chomhfhreagrais. Cuireadh tuairisc chuimsitheach faoi bhráid na hOifige ag tabhairt léargas ar na céimeanna a bhí glactha ag FSS i dtaca leis an bpróiseas athbhreithnithe atá déanta acu ar na córais idirghníomhacha atá dírithe ar an bpobal. Tugadh le fios gurb é cuspóir FSS ná an soláthar seirbhísí sa dá theanga oifigiúla a fheabhsú agus go bhfuil bainisteoir sinsearach ceaptha chun tabhairt faoi chlár forfheidhmithe d'Acht na dTeangacha Oifigiúla, 2021 a threorú. Mhínigh FSS nár sainaitníodh aon chórais idirghníomhacha atá dírithe ar an bpobal nach dtacaíonn leis an dá theanga.

Scríobh m'Oifig chuig FSS ar an 23 Eanáir 2024 ag lorg liosta de theidil na seirbhísí idirghníomhacha atá á n-úsáid ag an bhFeidhmeannacht agus atá dírithe ar an bpobal i gcoitinne. Bhí freagra dlite ar an litir seo faoin 14 Feabhra 2024.

Príomhfhionnachtain

Tá m'Oifig i dteagmháil rialta le Feidhmeannacht na Seirbhíse Sláinte ar an ábhar seo.

Amlíne

Tús teagmhála: 18 Eanáir 2023

Teagmháil is déanaí: 23 Eanáir 2024

In HSE correspondence dated 29 November 2023 there was an apology for the delayed response. A comprehensive report was supplied to the Office which described the steps taken by the HSE in respect of the public-facing interactive systems review process. It was stated that the HSE objective was to improve the provision of services in both official languages and that a senior manager had been appointed to direct an implementation programme for the Official Languages (Amendment) Act 2021. The HSE explained that no public-facing interactive systems had been identified which did not support both languages.

My Office wrote again to the HSE on 23 January 2024 seeking a list of titles of interactive services in use by the Executive which are directed at the public in general. A response was expected to this correspondence by 14 February 2024.

Main finding

My Office is in regular contact with the Health Service Executive concerning this matter.

Timeline

Initial contact: 18 January 2023

Latest contact: 23 January 2024

COMHAIRLE CONTAE UÍBH FHAILÍ

Achoimre

Léirigh imscrúdú gur sháraigh Comhairle Contae Uíbh Fhailí na dualgais reachtúla teanga atá daingnithe sna Rialacháin i dtaca le comharthaíocht atá eisithe faoi fho-alt 9(1) d'Acht na dTeangacha Oifigiúla, 2003 i gcás comharthaí éagsúla a bhí in airde aici in Éadan Doire, sa Tulach Mhór agus i mBiorra. Ina theannta sin, sháraigh Comhairle Contae Uíbh Fhailí na dualgais reachtúla teanga atá daingnithe sna rialacháin agus sna hordúcháin atá déanta faoi fho-ailt 95(2) agus 95(16) den Acht um Thrácht ar Bhóithre, 1961 i gcás comharthaí páirceála agus comharthaí páirceála dóibh siúd faoi mhíchumas in Éadan Doire.



Comhairle Chontae Uíbh Fhailí
Offaly County Council

OFFALY COUNTY COUNCIL

Summary

The investigation determined that Offaly County Council had breached the statutory language obligations confirmed in the Regulations in relation to signage issued under subsection 9(1) of the Official Languages Act 2003 in the case of various signs erected by it in Edenderry, Tullamore and Birr. Offaly County Council also breached the statutory language obligations confirmed in the regulations and orders made under subsections 95(2) and 95(16) of the Road Traffic Act 1961 in respect of parking signs and parking signs for those with disabilities in Edenderry.

Príomh-mholtaí an imscrúdaithe

- Moladh go ndeimhneofaí go raibh na comharthaí a bhí luaite san imscrúdú ceartaithe laistigh de thrí mhí ionas go mbeidís:
 - (1) i gcomhréir leis na Rialacháin chuí maidir le húsáid na dteangacha oifigiúla ar chomharthaí, nó
 - (2) i gcomhréir leis na forálacha teanga atá sa Lámhleabhar do Chomharthaí Tráchtá.
- Moladh go gcuirfeadh Comhairle Contae Uíbh Fhailí córas i bhfeidhm ionas go mbeadh gach comhartha nua a chuirfí in airde i gcomhréir leis an reachtaíocht ábhartha teanga feasta.
- Moladh go ndéanfaí athbhreithniú ar chóras freagartha cumarsáide na Comhairle Contae agus go gcuirfí moltaí faoi bhráid na hOifige chun an córas sin a leasú ionas nach mbeadh moill mhíchuibheasach ná teip chumarsáide i leith comhfhreagrais ón Oifig agus a cuid feidhmeanna reachtúla faoi Achtanna na dTeangacha Oifigiúla á gcomhlíonadh aici.

An obair iniúchta

Ar an 15 Márta 2023, fuarthas teachtaireacht ríomhphost ón gComhairle Contae ag tabhairt le fios go rabhthas ag obair ar eolas a chomhordú chun dul i ngleic le moltaí an imscrúdaithe agus go mbeadh an t-eolas sin á chur faoi bhráid m'Oifige go luath.

I bhfreagra na Comhairle Contae ar an 28 Márta 2023, tugadh le fios go raibh an Chomhairle Contae ag plé na gcomharthaí ag Ionad Fóntas/Athchúrsála Éadan Doire leis an soláthraí seirbhíse ábhartha. Dúradh go raibh Ceantar Bardasach Éadan Doire ag obair ar chomharthaí dátheangacha páirceála agus comharthaí dátheangacha páirceála faoi mhíchumas a chur ar fáil in Éadan Doire. Tugadh le fios go raibh Comhairle Contae Uíbh Fhailí ag comhaontú prótacail le Ceantair Bhardasacha agus le baill foirne ábhartha eile ionas go mbeadh gach comhartha nua a chuirfí in airde feasta i gcomhréir leis an reachtaíocht ábhartha teanga. Chomh maith leis sin, cuireadh cuntas faoi bhráid na hOifige ar na leasuithe a bhí déanta ag an gComhairle Contae ar an bpróiseas fiosraithe gearán ionas go gcinnteofaí nach mbeadh aon mhoill ann freagra a chur ar fáil ar aon chumarsáid ó m'Oifig.

Scríobh m'Oifig chuig Comhairle Contae Uíbh Fhailí ar an 21 Aibreán 2023, ag meabhrú na spriocanna a bhí leagtha síos sna moltaí a rinneadh san imscrúdú.

Main recommendation of the investigation

- It was recommended that the signs mentioned in the investigation be corrected within three months so that they would be:
 - (1) in accordance with the Regulations regarding the use of the official languages on signs, or
 - (2) in accordance with the language provisions contained in the Traffic Signs Manual.
- It was recommended that Offaly County Council put in place a system so that all new signs erected would henceforth be in accordance with the relevant language legislation.
- It was recommended that the County Council's communications response system be reviewed and that recommendations be made to my Office to amend that system so that there is no undue delay or failure to communicate with respect to correspondence from the Office in the performance of its statutory functions under the Official Languages Acts.

The audit work

On 15 March 2023, an email was received from the County Council indicating that work was continuing on co-ordinating information to address the investigation recommendations and that information would be provided to my Office soon.

In the County Council's response on 28 March 2023, it was stated that the County Council was examining the signage at the Edenderry Amenity/Recycling Centre with the relevant service provider. It was indicated that Edenderry Municipal District was working on providing bilingual parking signs and bilingual disabled parking signage in Edenderry. We were informed that Offaly County Council was agreeing a protocol with Municipal Districts and with other relevant staff to ensure that every new sign to be erected in the future would be compliant with the relevant language legislation. An account was also furnished to the Office of the changes made by the County Council to the complaint review process to ensure that there is no delay in responding to communications from my Office.

My Office wrote to Offaly County Council on 21 April 2023 to re-emphasise the objectives laid down in the recommendations which arose from the investigation.

Glacadh buíochas leis an gComhairle Contae as cóip den chleachtas oibre atá i bhfeidhm aici chun plé go cuí agus go tráthúil le gearáin agus cuireadh in iúl go raibh an cleachtas sin sásúil don Oifig seo agus go bhféadfaí iad a chur i bhfeidhm láithreach. Lorgáíodh deimhniú chomh maith go raibh córas i bhfeidhm ag an gComhairle Contae anois a chinnteodh go mbeadh gach comhartha nua a chuirfí in airde i gcomhréir leis an reachtaíocht ábhartha teanga agus eolas faoin gcóras úd a sholáthar don Oifig. Eisíodh meabhrúchán ar an 15 Meitheamh 2023 agus rinneadh teagmháil teileafóin ar an 21 Meitheamh 2023 leis an gComhairle nuair nach raibh aon fhreagra faighte.

I gcomhfhreagras ón gComhairle Contae dar dáta an 26 Meitheamh 2023 agus an 7 Iúil 2023, cuireadh tuairisc faoi bhráid na hOifige inar tugadh léargas ar na céimeanna a bhí glactha ag an gComhairle leis na comharthaí neamhghéilliúla ab ábhar don imscrúdú a chur ina gceart. Tugadh le fios dúinn go raibh na comharthaí ag Ionad Fónas/Athchúrsála Éadan Doire bainte anuas. I dtaca leis na comharthaí páirceála agus na comharthaí páirceála faoi mhíchumas in Éadan Doire, tugadh le fios go mbeadh Comhairle Contae Uíbh Fhailí ag déanamh uasdátaithe ar Fhodhlíthe Páirceála i gCeantar Bardasach Éadan Doire agus go rabhtas ag súil an méid sin a bheith tugtha chun críche roimh dheireadh an tríú ráithe in 2023. Chuir an Comhairle in iúl go raibh gnólacht aistriúcháin fostaíthe chun seirbhís aistriúcháin a chur ar fáil agus go n-aistreofaí na comharthaí freisin. Tugadh le fios chomh maith go leasófaí an chomharthaíocht ar na méadair pháirceála sa Tulach Mhór. Dúradh go raibh obair na gcomharthaí nua tugtha chun críche agus go raibh tús curtha leis an bpróiseas suiteála agus go mbeidís curtha ar gach ceann de na 66 mhéadar páirceála in achar seachtainí.

Scríobhadh arís chuig Comhairle Contae Uíbh Fhailí ar an 21 Iúil 2023 chun eolas cothrom le dáta a fháil ar an dul chun cinn a bhí déanta i dtaca le cur i bhfeidhm mholtaí an imscrúdaithe. Eisíodh meabhrúchán ar an 14 Lúnasa agus an 30 Lúnasa 2023 nuair nach raibh aon fhreagra faighte. Tháinig comhfhreagras dar dáta an 15 agus an 21 Meán Fómhair 2023 ón gComhairle inar cuireadh fianaise ar fáil dúinn go raibh cuid de na comharthaí neamhghéilliúla ab ábhar don imscrúdú ceartaithe nó bainte anuas faoin tráth sin. Ina theannta sin, cuireadh cáipéis eile ar fáil ina raibh grianghraif chun réimsí eile dea-chleachtais na heagraíochta a léiriú.

An acknowledgement issued to the County Council for the copy of the current procedures in operation to deal appropriately and in a timely fashion with complaints. We indicated that the procedures were satisfactory and that they could be implemented without delay. Confirmation was also sought that the County Council now had a system in place which would ensure that any new signage erected would be compliant with the relevant language legislation and information regarding the system was to be provided to the Office. A reminder was issued on 15 June 2023 and telephone contact was made with the Council on 21 June 2023 in the absence of a response.

In correspondence from the County Council on 26 June 2023 and 7 July 2023, a report was submitted to the Office which set out the measures that the Council had adopted to rectify the non-compliant signs which were the subject of the investigation. We were informed that the signage at Edenderry Amenity/ Recycling Centre had been removed. With regard to the parking signs and the disabled parking signs in Edenderry, Offaly County Council stated that it would be updating Parking By-laws in the Edenderry Municipal District, and that it was anticipated that this would be completed by the end of the third quarter in 2023. The Council informed us that it had hired a translation business to provide a translation service and that the signage would also be translated. Additionally, we were informed that the signage on parking meters in Tullamore would be corrected. It was confirmed that the work on new signage had been completed, that the installation process had begun and that each of the 66 parking meters would be remedied within a matter of weeks.

We wrote again to Offaly County Council on 21 July 2023 to receive an update on progress made regarding the investigation recommendations. A reminder was issued on 14 and 30 August in the absence of a response. Correspondence was received from the Council dated 15 and 21 September 2023 and evidence was supplied that some of the non-compliant signs which were the subject of the investigation had been corrected or removed by that time. A further document was furnished with photographs to demonstrate good practice elsewhere in the organisation.

Ar an 14 Samhain 2023 iarradh spriocdhátaí beachta a chur faoi bhráid na hOifige faoina mbeadh na comharthaí ar na méadair pháirceála sa Tulach Mhór, na comharthaí páirceála agus na comharthaí páirceála faoi mhíchumas in Éadan Doire in airde agus ag cloí go hiomlán leis na forálacha reachtúla. Ina theannta sin, iarradh ar an gComhairle Contae cuntas iomlán a thabhairt ar an gcóras atá i bhfeidhm san eagraíocht chun a chinntiú go mbeadh gach comhartha nua a chuirfí in airde i gcomhréir leis an reachtaíocht ábhartha teanga feasta.

I gcomhfhreagras ón gComhairle Contae dar dáta an 28 Samhain 2023, tugadh le fios go raibh an chomharthaíocht ar na méadair pháirceála ar an Tulach Mhór ag cloí leis na ceanglais reachtúla teanga anois. Anuas air sin, tugadh le fios go mbeadh an chomharthaíocht in Éadan Doire géilliúil roimh dheireadh na bliana.

Scríobh m’Oifig chuig an gComhairle Contae ar an 7 Nollaig 2023 inar fáiltíodh roimh na céimeanna a bhí á nglacadh chun dul i ngleic le cur i bhfeidhm mholtaí an imscrúdaithe agus inar meabhraíodh gur gá go gcuirfí cóip den phrótacal atá i bhfeidhm ag an eagraíocht i dtaca le comharthaí nua a chur in airde faoi bhráid na hOifige. Lorgaíomar tuilleadh faisnéise ón gcomhlacht poiblí maidir le comharthaíocht ar an 18 Nollaig 2023.

Príomhfhionnachtain

Tá teagmháil leanúnach ag m’Oifig le Comhairle Contae Uíbh Fhailí ar an ábhar seo.

Amlíne

Tús teagmhála: 15 Márta 2023

Teagmháil is déanaí: 18 Nollaig 2023

IARNRÓD ÉIREANN

Achoimre

Léirigh imscrúdú gur sháraigh Iarnród Éireann na dualgais reachtúla teanga atá daingnithe:

- (i) sna Rialacháin atá eisithe faoi fho-alt 9(1) d’Acht na dTeangacha Oifigiúla 2003, nó/agus
- (ii) i bhfo-alt 57(1) den Acht Iompair, 1950 i gcomhthéacs córas nua comharthaíochta atá curtha in airde i Stáisiún Uí Chonghaile.



On 14 November 2023 my Office sought precise deadlines by which the signs on the parking meters in Tullamore, the parking signs and disabled parking signage in Edenderry would be erected and fully compliant with legislative provisions. Furthermore, the County Council was asked to provide a comprehensive account of the system in operation within the organisation to ensure that all new signage erected in future would be compliant with the relevant language legislation.

Correspondence from the County Council on 28 November 2023 indicated that the signage on parking meters in Tullamore was now compliant with statutory obligations. We were also informed that the signage in Edenderry would be compliant by the end of the year.

My Office wrote to the County Council on 7 December 2023 acknowledging the measures adopted to address the investigation recommendations and as a reminder that a copy of the protocol in operation by the Council for the erection of signage should be submitted to my Office. On December 18 2023 we sought further information in relation to signage from the public body.

Main finding

My Office is in regular contact with Offaly County Council regarding this matter.

Timeline

Initial contact: 15 March 2023

Last contact: 18 December 2023

IARNRÓD ÉIREANN

Summary

An investigation determined that Iarnród Éireann had breached the statutory language obligations as confirmed:

- (i) in the Regulations issued under subsection 9(1) of the Official Languages Act 2003, or/and
- (ii) in subsection 57(1) of the Transport Act 1950 relating to a new signalling system erected at Connolly Station.

Príomh-mholtaí an imscrúdaithe

Moladh d'Iarnród Éireann gníomhú, a luaithe agus ab fhéidir, chun go mbeadh an fhaisnéis á léiriú ar na Taispeántaí Eolais i nGaeilge agus i mBéarla agus i gcomhréir leis na forálacha teanga maidir le comharthaíocht atá sa reachtaíocht chuí.

Moladh freisin go n-ullmhódh Iarnród Éireann dréachtbheartas agus dréacht-treoirínite maidir le húsáid na dteangacha oifigiúla i gcomhréir leis na ceangaltas reachtúla teanga, a bheidh le cur san áireamh agus le cur i bhfeidhm feasta ag Iarnród Éireann maidir le dearadh agus suiteáil comharthaí agus/nó córais chomharthaíochta nua.

Iarradh ar Iarnród Éireann tuairisc bhliantúil a chur faoi bhráid na hOifige maidir le feidhmiú an bheartais agus na dtreoirínite comhaontaithe ar feadh tréimhse 5 bliana ón am a dtagann siad i bhfeidhm.

An obair iniúchta

I gcomhfhreagras ó Iarnród Éireann dar dáta an 24 Márta 2023, cuireadh cóip de dhá pholasaí a bhaineann le comharthaí san eagraíocht faoi bhráid na hOifige.

- (1) 'Treoirínite maidir le Treochomharthaíocht' ina sonraítear leagan amach comharthaí nach comharthaí digiteacha iad, agus;
- (2) 'I-Tel 3930, Seirbhísí Stáisiúin - Dearadh, Suiteáil & Coimisiúnú' ina sonraítear leagan amach gach comhartha agus blúirín eolais a chuirtear ar taispeánt go digiteach mar fhoinsé eolais do phaisinéirí.

Tugadh le fios go raibh na polasaithe thuasluaite i bhfeidhm ón mbliain 2020 agus go ndéantar athbhreithniú orthu ar bhonn leanúnach de réir riachtanais. Tugadh le fios go bhfuil an eagraíocht tiomanta do thimpeallacht atá fáiltiúil agus dearfach don Ghaeilge a fhorbairt.

Ar an 15 Meitheamh 2023, d'iarr m'Oifig go gcuirfí léargas níos iomláine faoi bhráid na hOifige faoin 6 Iúil 2023 maidir leis na céimeanna a bhí glactha go dtí sin chun moltaí an imscrúdaithe a chur i bhfeidhm. Ina theannta sin, i ndiaidh dúinn na cáipéisí treoirínite a bhaineann le comharthaíocht a bhí curtha faoi bhráid na hOifige ag Iarnród Éireann a scrúdú, tugadh faoi deara go raibh bearnaí go leor iontu ó thaobh na Gaeilge de. Iarradh go gcuirfí cóip leasaithe de na treoirínite sin faoi bhráid na hOifige ina mbeadh

Main recommendations of the investigation

It was recommended that Iarnród Éireann act, as soon as possible, to ensure that the information displayed on the Information Displays is displayed in Irish and English and in accordance with the language provisions regarding signage in the relevant legislation.

It was also recommended that Iarnród Éireann prepare a draft policy and guidelines on the use of the official languages in accordance with statutory language requirements, which would need to be taken into account and implemented by Iarnród Éireann from now on, in relation to the design and installation of signage and/or new signage systems.

It was requested that Iarnród Éireann submit an annual report to the Office on the implementation of the agreed policy and guidelines for a period of 5 years from their coming into effect.

The audit work

In correspondence received from Iarnród Éireann dated 24 March 2023, copies of two policies relating to signage in the organisation were submitted to the Office.

- (1) 'Guidelines regarding Directional Signage' which specifies sign lay-out for non-digital signage, and;
- (2) 'I-Tel 3930, Station Services – Design, Installation & Commissioning' which specifies the lay-out of all signs and information notices which are displayed digitally as a source of information for passengers.

It was stated that the abovementioned policies were in operation from 2020 and were regularly reviewed as the need arises. We were also informed that the organisation is committed to developing an environment which is welcoming and positive to the Irish language.

On 15 June 2023, my Office requested the submission of further information by 6 July 2023 regarding the measures adopted to date to implement the investigation recommendations. In addition, following an examination of the guideline documents relating to signage submitted to the Office by Iarnród Éireann, it was noted that there were several omissions in respect of the Irish language. An amended copy of the guidelines was requested for submission to the Office which would contain a detailed account of the usage of

mionchuntas maidir le húsáid na dteangacha oifigiúla i gcomhréir leis na ceangaltais reachtúla teanga.

Ar an 28 Meitheamh 2023, lorgaíodh síneadh ama agus ceadaíodh síneadh ama chun freagra a chur ar fáil. I gcomhfhreagras a fuarthas ó Iarnród Éireann ar an 25 Iúil 2023, dúradh go raibh an trealamh nua a bhí á shuiteáil sna stáisiúin inniúil ar an nGaeilge a láimhseáil ach gur bhain fadhb leis an mbogearra reatha a bhí róshean agus nárbh fhéidir leis glacadh ach leis an eolas i mBéarla amháin. Deimhníodh go mbeadh an scéal curtha ina cheart nuair a bheadh an seanchóras agus an bogearra rialaithe forbartha as an nua agus cóirithe faoin mbliain 2025, mar chuid den Chóras Bainistithe Tráchtá nua-bheartaithe.

Dheimhnigh Iarnród Éireann go raibh na comharthaí digiteacha féin réidh le bheith dátheangach agus a bheith go hiomlán géilliúil ó thaobh na teanga de, ach nárbh fhéidir iad a bheochraoladh go dtí go mbeadh an obair ar an mbogearra tugtha chun críche. Dearbhaíodh freisin go rabhadar ag cur le líon na stáisiún ar fud na tíre – suas le scór acu – a bheadh ábalta ábhar dátheangach a thaispeáint roimh an dáta sin. Tugadh le fios go gcuirfí tuairisc faoin dul chun cinn faoi bhráid na hOifige seo gach sé mhí nó go mbeadh an obair tugtha chun críche. Sa chomhfhreagras céanna, cuireadh in iúl dúinn go leasofaí na treoirlínte a bhaineann le comharthaíocht ionas go ndeanfaí tagairt chuí do na dualgais reachtúla teanga. Dúradh linn go raibh ábhar treorach faoin reachtaíocht ar an gcóras cumarsáide inmheánach 'Workvivo'. Cuireadh gabhálacha scáileáin le samplaí den ábhar a foilsíodh le roinnt blianta faoi bhráid na hOifige. Cuireadh cóip de pholasaí aistriúcháin na heagraíochta ar fáil don Oifig.

Ar an 29 Lúnasa 2023, tugadh le fios d'Iarnród Éireann gur aithníodh go raibh céimeanna á nglacadh chun comhlíonadh na moltaí a chur i gcrích agus go mbeifí ag súil leis an méid a bhí geallta thuas in am trátha.

Ar an 29 Meán Fómhair 2023, fuarthas ríomhphost le cóipeanna de na doiciméid treoracha ar fad maidir leis an reachtaíocht ar an ardán inmheánach 'Workvivo' agus dearbhaíodh go ndéanfaí na leasuithe cuí ar na treoirlínte nuair a fhoilseofar an chéad leagan eile den pholasaí.

official languages to comply with statutory language obligations.

On 28 June 2023, a time extension was sought and granted to facilitate a response. In correspondence received from Iarnród Éireann on 25 July 2023, it was stated that the new equipment which was being installed in stations was capable of handling Irish but a problem remained with the current software which was dated and only had the capacity to process information in English. There was an assurance that the situation would be remedied when the legacy system and the controlling software would be totally redeveloped by 2025, as part of the planned new Traffic Management System.

Iarnród Éireann confirmed that the digital signs were ready to be bilingual and completely compliant from a language point of view but would be incapable of live transmission until the work on the software had been completed. We were also informed that there would be an increase in the number of stations nationally – up to 20 – capable of transmitting bilingual content before that date. It was stated that a progress report would issue to this Office every six months until the work was completed. The same correspondence also undertook to amend the signage guidelines to incorporate appropriate references to statutory language obligations. We were informed that explanatory material on the legislation was available on the internal communications system 'Workvivo'. Screenshots of sample explanatory material prepared in recent years was submitted to the Office. A copy of the organisational translation policy was provided to the Office.

On 29 August 2023, we acknowledged that Iarnród Éireann were adopting measures to comply with the recommendations and that we would await timely implementation of the commitments referred to above.

On 29 September 2023, an email was received with copies of all guidance material relating to the legislation on the internal platform 'Workvivo' and a commitment was given to make the appropriate amendments to the guidelines when the next version of the policy would be published.

Príomhfhionnachtain

Tá teagmháil leanúnach ar siúl ag m'Óifig le hIarnród Éireann ar an ábhar seo.

Amlíne

Tús teagmhála: 24 Márta 2023

Teagmháil is déanaí: 29 Meán Fómhair 2023

Main finding

There is ongoing contact between my Office and Iarnród Éireann regarding this matter.

Timeline

Initial contact: 24 March 2023

Latest contact: 29 September 2023

COMHAIRLE CONTAE CHORCAÍ

Achoimre

Léirigh imscrúdú gur sháraigh Comhairle Contae Chorcaí na dualgais reachtúla teanga atá daingnithe i bhfo-ailt 10(a) agus 18(1) d'Acht na dTeangacha Oifigiúla 2003:

- trí Dhréacht-Phlean Forbartha Contae dá cuid a fhoilsiú i mBéarla amháin agus gan leagan a sholáthar go comhuaineach i nGaeilge.
- trí leaganacha neamhoifigiúla Béarla de logainmneacha Gaeltachta a úsáid chun críocha oifigiúla in ainneoin fhorálacha scéim teanga reachtúil na Comhairle.



Comhairle Contae Chorcaí
Cork County Council

Summary

An investigation determined that Cork County Council

contravened the statutory language obligations set out in sub-sections 10(a) and 18(1) of the Official Languages Act 2003:

- by publishing a Draft County Development Plan in English only and failing to provide an Irish language version simultaneously.
- by utilising unofficial English language versions of Gaeltacht placenames for official purposes despite the provisions of the Council's statutory language scheme.

Príomh-mholtaí an imscrúdaithe

Go gcuirfeadh Comhairle Contae Chorcaí plean feidhme faoi bhráid na hOifige seo, ina leagfaí amach an chaoi a gcinnteofaí nach sárófaí an dualgas reachtúil teanga i dtaca le doiciméid a chuimsíonn tograí beartais phoiblí agus doiciméid ábhartha eile a fhoilsiú go comhuaineach i ngach teanga oifigiúil feasta.

Go leagfadh an plean feidhme amach go soiléir an próiseas uile a bhainfidh le hullmhú agus le foilsiú doiciméad amach anseo agus na céimeanna sonracha a ghlacfaidh Comhairle Contae Chorcaí lena chinntiú go bhfoilseofar na doiciméid chuí go comhuaineach i nGaeilge agus i mBéarla.

Tráth a dtabharfaidh Comhairle Contae Chorcaí fógra faoi réir alt 11(1) den Acht um Pleanáil & Forbairt 2000 go bhfuil Dréacht-Phlean Forbartha Contae nua le forbairt aici, go gcuirfidh an Chomhairle in iúl i

Main recommendations of the investigation

That Cork County Council shall submit an implementation plan to this Office which would set out the manner in which statutory language obligations would not be contravened in respect of the simultaneous publication in each official language of public policy proposals and other relevant documents in the future.

That the implementation plan would clearly set out the entire process entailed in the preparation and publication of documents going forward and the detailed measures which Cork County Council will adopt to ensure that the appropriate documents are published in Irish and in English.

When Cork County Council gives notice in accordance with section 11(1) of the Planning and Development Act 2000 that a new Draft County Development Plan is to be compiled, the Council will inform my Office in

scríbhinn do m'Oifig laistigh de choicís ó dháta an fhógra sin go raibh an Plean Feidhme á fheidhmiú ina iomláine ag an gComhairle lena chinntiú go bhfoilseofar na doiciméid chuí go comhuaineach i nGaeilge agus i mBéarla.

Go gcuirfeadh Comhairle Contae Chorcaí an Oifig seo ar an eolas maidir leis na céimeanna a ghlacfar lena chinntiú gurb iad na leaganacha oifigiúla de logainmneacha Gaeltachta a úsáidfidh an Chomhairle chun críocha oifigiúla feasta.

An Obair Iniúchta

Ar an 19 Bealtaine 2022, dheimhnigh an Chomhairle i scríbhinn go raibh céimeanna cuí á dtógáil aici maidir le feidhmiú mholtaí an imscrúdaithe. Ar cheann de phríomh-mholtaí an imscrúdaithe bhí an riachtanas go bhforbródh an Chomhairle Plean Feidhme a leagfadh amach cur chuige na Comhairle lena chinntiú nach sárófaí fo-alt 10(a) d'Acht na dTeangacha Oifigiúla amach anseo. Chuimsigh an Plean Feidhme a chuir an Chomhairle faoi bhráid na hOifige freisin ar 19 Bealtaine 2022 sceideal pleanála agus amlínte d'fhorbairt Dréacht-Phlean Forbartha Contae, na rannóga sa Chomhairle a bheadh páirteach ann agus na gníomhaíochtaí criticiúla a bheadh le glacadh ag bainisteoirí sna rannóga cuí d'fhorbairt an Phlean.

Thug an Chomhairle le fios freisin go raibh acmhainní faisnéise ar leith forbartha aici le feacht a cuid foirne ar na dualgais faoi Acht na dTeangacha Oifigiúla, 2003, a threisiú. Is maith ann a leithéid d'acmhainní. Thug an Chomhairle le fios sa chomhfhreagras sin go raibh na baill foirne chuí sa Chomhairle agus na gníomhaireachtaí maoirsithe rialachais cuí curtha ar an eolas maidir le fionnachtana an imscrúdaithe. Bhí an tAire Tithíochta, Rialtais Áitiúil agus Oidhreacht agus an tSeirbhís Iniúchta Rialtais Áitiúil de chuid na Roinne céanna i measc na bpáirtithe a cuireadh ar an eolas chun críche an mhaoirsithe rialachais.

Dheimhnigh an Chomhairle gur ghlac sí leis an riachtanas go gcuirfeadh sí Oifig an Choimisinéara Teanga ar an eolas laistigh de choicís ón dáta a dtógfaí cinneadh sa todhchaí Dréacht-Phlean Forbartha Contae nua a fhorbairt. Bheadh an Plean Feidhme le cur i gcrích ag an tráth sin lena chinntiú go bhfoilseofar an Dréacht-Phlean Forbartha Contae go comhuaineach sa dá theanga oifigiúla.

writing within a fortnight of the date of such notice, that the Implementation Plan is being fully implemented by the Council to ensure that the appropriate documents will be published simultaneously in Irish and in English.

That Cork County Council inform my Office of the steps taken to ensure that the official versions of Gaeltacht placenames shall be used by the Council for official purposes in future.

The audit work

On the 19 May 2022, the Council confirmed in writing that appropriate measures were being taken to implement the investigation recommendations. One of the main recommendations of the investigation required the Council to develop an Implementation Plan which would set out the Council's approach to ensure that sub-section 10(a) of the Official Languages Act would not be contravened in the future. The Implementation Plan which was submitted by the Council to my Office on 19 May 2022 encompassed a planning schedule and timelines for the development of the Draft County Development Plan, the departments within the Council which would be involved and the critical activities which would be undertaken by managers in the appropriate sections to develop the Plan.

The Council also indicated that particular information resources had been developed to heighten staff awareness of the obligations under the Official Languages Act 2003. Resources of this type are very useful. The Council indicated in that correspondence that appropriate members of staff in the Council and relevant governance agencies had been informed regarding the findings of the investigation. The Minister for Housing, Local Government and Heritage and the Local Government Audit Service of the aforementioned Department were among the parties which were informed for the purpose of governance oversight.

The Council confirmed that it accepted the requirement that in future Oifig an Choimisinéara Teanga would be informed within a fortnight from the date on which a decision was made to compile a new Draft County Development Plan. The Implementation Plan is to be implemented at that time to ensure that the Draft County Development Plan is to be published simultaneously in both official languages.

I mí Aibreáin 2023, scríobh an Chomhairle chuig an gCoimisinéir Teanga ag tabhairt le fios gurbh í tuairim bhail na Comhairle ná go mbeadh sos sa phróiseas le Dréacht-Phleananna Forbartha Contae a fhorbairt ar mhaithe le deis a thabhairt don Chomhairle leagan Gaeilge den Dréacht-Phlean a sholáthar. Scríobh an Oifig seo ar ais chuig an gComhairle ag tabhairt le fios gur feidhm de chuid an Aire Tithíochta, Rialtais Áitiúil agus Oidhreachta aon leasú a dhéanamh ar na hamlínte atá leagtha amach d'fhorbairt Dréacht-Phlean Forbartha Contae faoin Acht um Pleanáil agus Forbairt, 2000.

Príomhfhionnachtain

Is léir go bhfuil céimeanna á dtógáil ag an gComhairle sáraithe ar fho-ailt 10(a) agus 18(1) d'Acht na dTeangacha Oifigiúla 2003 a sheachaint amach anseo. Beidh teagmháil leanúnach ag m'Oifig leis an gComhairle lena chinntiú go bhfeidhmeofar an Plean Feidhme d'fhorbairt an chéad Dhréacht-Phlean Forbartha Contae eile.

In April 2023, the Council wrote to An Coimisinéir Teanga to indicate that it was the opinion of Council members that there would be a pause in the process to compile Draft County Development Plans so that the Council could have an opportunity to provide an Irish language version of the Draft Plan. This Office responded to the Council by indicating that it was a function of the Minister for Housing, Local Government and Heritage to make any amendments to the timelines that are set down for the development of Draft County Development Plans under the Planning and Development Act 2000.

Main finding

It is apparent that measures are being taken by the Council to avoid future contraventions of sub-sections 10(a) and 18(1) of the Official Languages Act. My Office shall remain in ongoing contact with the Council to ensure that the Implementation Plan for the compilation of the next new Draft County Development Plan is implemented.



Dáithí Mac Cárthaigh agus Aisling Byrne, ó Chumann Dlí na hÉireann, le Páidí Ó Lionáird, Bainisteoir Cumarsáide Oifig an Choimisinéara Teanga ag seimineár do Chumann Dlí na hÉireann in Óstaí an Rí

Páidí Ó Lionáird, Communications Manager with Oifig an Choimisinéara Teanga with Dáithí Mac Cárthaigh and Aisling Byrne from the Law Society of Ireland during a seminar for the Law Society of Ireland at the King's Inns



CÚRSAÍ AIRGEADAIS

Cuireadh soláthar de €1,307,000 ar fáil don Oifig don bhliain 2023 agus tarraingíodh anuas €1,134,463 den bhuiséad sin.

Tá ráitis airgeadais na hOifige don bhliain 2023 ullmhaithe don Ard-Reachtair Cuntas agus Ciste lena n-íniúchadh de réir fho-alt 8(2) den Dara Sceideal a ghabhann le hAcht na dTeangacha Oifigiúla, 2003.

A luaithe agus is féidir tar éis an iniúchta, déanfaidh an Coimisinéir Teanga cóip de na ráitis airgeadais sin, nó cibé sleachta as na ráitis airgeadais sin a shonróidh an tAire Turasóireachta, Cultúir, Ealaíon, Gaeltachta, Spóirt agus Meán, mar aon le tuarascáil an Ard-Reachtair Cuntas agus Ciste maidir leis na cuntais, a chur i láthair an Aire.

Beidh cóipeanna de na doiciméid sin á leagan faoi bhráid Thithe an Oireachtais ag an Aire. Foilseofar ina dhiaidh sin iad ar shuíomh gréasáin Oifig an Choimisinéara Teanga.

Íocaíochtaí Prasa

Tá dualgas ar eagraíochtaí stáit córais chúí a fheidhmiú ionas go n-íoctar sonraisc bhailí laistigh de 15 lá ón dáta a bhfaightear iad. Tá dualgas ar eagraíochtaí stáit chomh maith tuairisc ráithiúil maidir le híocaíochtaí prasa a fhoilsiú ar a suíomh gréasáin.

Tuairisc ar Íocaíochtaí Prasa Prompt Payments Report

Tréimhse Clúdaithe: 1 Eanáir – 31 Nollaig 2023 *Period Covered: 1 January – 31 December 2023*

Sonraí Details	Uimhir Number	Luach (€) Value (€)	Céatadán (%) de líon iomlán na n-íocaíochtaí a rinneadh Percentage (%) of total number of payments made
Líon na n-íocaíochtaí a rinneadh laistigh de 15 lá <i>Number of payments made within 15 days</i>	258	239,142	100%
Líon na n-íocaíochtaí a rinneadh laistigh de thréimhse idir 16 lá agus 30 lá <i>Number of payments made within 16 days to 30 days</i>			
Líon na n-íocaíochtaí a rinneadh sa bhreis ar 30 lá <i>Number of payments made in excess of 30 days</i>			
Líon iomlán na n-íocaíochtaí sa tréimhse <i>Total number of payments made in the period</i>	258	239,142	100%

FINANCIAL MATTERS

An allocation of €1,307,000 was provided to this Office for 2023 and €1,134,463 of that budget was drawn down.

The financial statements of the Office for 2023 have been prepared for audit by the Comptroller and Auditor General in accordance with subsection 8(2) of the Second Schedule to the Official Languages Act 2003.

As soon as possible after the audit, a copy of those financial statements or of such extracts from those financial statements as the Minister for Tourism, Culture, Arts, Gaeltacht, Sport and Media may specify, shall be presented to the Minister together with the report of the Comptroller and Auditor General on the accounts.

Copies of those documents shall be laid before the Houses of the Oireachtas by the Minister. They will subsequently be published on the Oifig an Choimisinéara Teanga website.

Prompt Payments

Public bodies are required to have appropriate systems in place to ensure that valid invoices are paid within 15 days from the date they are received. Public bodies are also required to publish a quarterly report on prompt payments on their website.



FAISNÉIS CHORPARÁIDEACH

CORPORATE INFORMATION

ÚSÁID FUINNIMH

Tugtar an t-eolas seo a leanas i gcomhréir le forálacha I.R. 542 de 2009.

Forbhreathnú ar 2023

Baineann iomlán an fhuinnimh le leictreachas a úsáideann Oifig an Choimisinéara Teanga i bhfoirgneamh na hOifige sa Spidéal, Co. na Gaillimhe i gcomhair théamh agus aerú an fhoirgnimh, téamh uisce, soilse agus trealamh oifige.

D'úsáid an Oifig 73.151MWH leictreachais le linn na bliana 2023, íslú 3% ar úsáid na bliana 2022.

Ní dhearnadh ach turas fillte aerthaistil amháin in 2023. Turas 968 km san iomlán a bhí ann agus bhain astaíochtaí CO² de 101.6kg leis an turas.

Gníomhartha a rinneadh in 2023

Leanadh de na cleachtais sheanbhunaithe chun úsáid fuinnimh a spáráil: féachtar chuige go múchtar fearais oifige nuair is cúí agus deimhnítear go mbíonn gach fearas is féidir múchta san oíche agus nuair nach mbítear san fhoirgneamh. Cuirtear úsáid fuinnimh san áireamh mar chritéar nuair a bhíonn trealamh leictreonach á roghnú don Oifig nó tairiscintí ar threalamh á meas. Rinneadh iniúchadh íomháiithe theirmigh ar infreastruchtúr na hoifige agus cuirfear moltaí ón bpróiseas sin i bhfeidhm in 2024. Cuireadh *Mapa Bóthair Gníomhaithe ar son na hAeráide* i dtoll a chéile. Leagtar amach sa *Mhapa Bóthair Gníomhaithe ar son na hAeráide* dul chun cinn atá curtha i gcrích go dtí seo maidir le tionscadail atá tosaithe agus iarrachtaí atá ar bun chun spriocanna an phlean gníomhaithe ar son na haeráide a bhaint amach.

ENERGY USAGE

The following information is provided in accordance with the provisions of S.I. 542 of 2009.

Overview of 2023

The use of electricity in the office building in An Spidéal, Co. Galway constitutes the total energy consumption of the Office of An Coimisinéir Teanga including the heating and aeration of the building, water heating, lighting and the use of office equipment.

The Office used 73.151MWH of electricity during the year, a decrease of 3% on 2022 consumption.

Only one instance of air travel took place in 2023, a return trip which was a total of 968 km and resulted in CO² emissions of 101.6kg.

Actions taken in 2023

The established energy-saving practices were continued: ensuring that all equipment is turned off as appropriate and ensuring that lights and any equipment that can be are switched off overnight and when the building is not occupied. Energy consumption is used as a criterion in choosing electronic equipment and in evaluating tenders for equipment. Thermal imaging was carried out on the current Office infrastructure and its findings will be implemented in 2024. A *Climate Action Road Map* was prepared in 2023. The *Climate Action Road Map* sets out the progress to date on projects that have commenced and are underway to meet the targets of the climate action plan.

Gníomhartha atá beartaithe do 2024

Leanfar de na beartais spárála fuinnimh atá tionscanta cheana féin. Déanfar monatóireacht rialta ar úsáid leictreachais i gcaitheamh na bliana 2024. Beidh na beartais ón iniúchadh íomháithe theirmigh á gcur i gcrích in 2024 agus iad mar chuid de bhearta caomhnaithe fuinnimh na hOifige.

NOCHTADH COSANTA

Tuarascáil Bhliantúil Oifig an Choimisinéara Teanga do 2023 i gcomhréir le halt 22(1) den Acht um Nochtadh Cosanta, 2014. Is í seo an t-ochtú Tuarascáil Bhliantúil um Nochtadh Cosanta ó Oifig an Choimisinéara Teanga agus clúdaítear inti an tréimhse ón 1 Eanáir 2023 go dtí an 31 Nollaig 2023.

Faoi alt 22(1) den Acht um Nochtadh Cosanta, 2014, tá ar gach comhlacht poiblí tuarascáil bhliantúil a fhoilsiú ina sonraítear líon na nochtuithe cosanta a fuarthas i gcomparáid leis an mbliain roimhe sin agus an gníomh a rinneadh (más ann dó). Ní dhearnadh aon nochtadh cosanta le hOifig an Choimisinéara Teanga le linn na bliana 2023.

DUALGAS NA HEARNÁLA POIBLÍ UM CHOMHIONANNAS AGUS CEARTA AN DUINE

Leagtar dualgas ar chomhlachtaí poiblí faoin Acht fá Choimisiún na hÉireann um Chearta an Duine agus Comhionannas, 2014 aird chuí a thabhairt ar shaincheisteanna a bhaineann le cearta an duine agus le comhionannas. Tá an Oifig seo ag glacadh cur chuige réamhghníomhach leis an dualgas sin a chur i bhfeidhm.

Chun feasacht na heagraíochta a ardú, tá oiliúint rochtana ar líne déanta ag foireann uile na hOifige. Cuirfear oiliúint ar fhostaithe nua de réir mar is gá.

Actions planned for 2024

The energy-saving policies already initiated will be continued. Electricity consumption will be monitored on a regular basis during 2024. The findings of the thermal imaging audit will be implemented in 2024 and will form part of energy conservation measures for the Office.

PROTECTED DISCLOSURE

Annual Report of the Office of An Coimisinéir Teanga for 2023 in accordance with section 22(1) of the Protected Disclosures Act 2014. This is the eighth Protected Disclosures Annual Report from the Office of An Coimisinéir Teanga and it covers the period from 1 January 2023 to 31 December 2023.

Under section 22(1) of the Protected Disclosures Act 2014, each public body is required to publish an annual report outlining the number of protected disclosures received in the preceding year and the action taken (if any). No protected disclosures were made to the Office of An Coimisinéir Teanga during 2023.

PUBLIC SECTOR EQUALITY AND HUMAN RIGHTS DUTY

The Irish Human Rights and Equality Commission Act 2014 places a duty on public bodies to have due regard to human rights and equality issues. This Office is adopting a proactive approach to implementing this obligation.

To increase awareness within the organisation, we ensured that all staff of the Office undertook access training online. Training shall be provided for new employees as required.



FOIREANN

STAFF



Séamas Ó Concheanainn

An Coimisinéir Teanga, ceaptha i mí na Nollag 2023
An Coimisinéir Teanga, appointed in December 2023



Órla de Búrca

Príomhoifigeach Cúnta – Gearáin
Assistant Principal Officer – Complaints



Maggie Ní Chadhain

Príomhoifigeach Cúnta – Oibríochtaí
Assistant Principal Officer – Operations



Páidí Ó Lionáird

Príomhoifigeach Cúnta – Cumarsáid
Assistant Principal Officer – Communications



Eibhlín de Paor

Príomhoifigeach Cúnta – Imscrúduithe
Assistant Principal Officer – Investigations



Eileen Seoighe

Ardoifigeach Feidhmiúcháin
Higher Executive Officer



Nóirín Sheoighe

Ardoifigeach Feidhmiúcháin
Higher Executive Officer



Gráinne Ní Shúilleabháin

Oifigeach Feidhmiúcháin
Executive Officer



Deirdre Nic Dhonncha

Oifigeach Feidhmiúcháin
Executive Officer



Sara Ní Neachtain

Oifigeach Feidhmiúcháin (Ar scor)
Executive Officer (Retired)



Ciara Dolphin

Oifigeach Cléireachais
Clerical Officer

NÓTAÍ | NOTES

Lined area for notes, consisting of 24 horizontal lines.



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