



**LIMERICK CITY COUNCIL
IRISH LANGUAGE SCHEME**

**COMHAIRLE CATHRACH
LUIMNIGH
SCÉIM NA GAÉILGE**

Chapter 1

Introduction and Background

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

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

This scheme sets out the measures to be adopted to ensure that any services that are not provided through the medium of Irish will be so provided within an agreed timeframe.

1.1 Content of the Language Scheme

The scheme has been developed by the Corporate Services department in association with other Senior staff.

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

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

This scheme was drafted having regard to the contents of the statutory guidelines issued by the Minister for Community, Rural and Gaeltacht Affairs under section 11 of the Official Languages Act 2003.

1.2 Commencement Date of Scheme –

This scheme has been confirmed by the Minister for Community, Rural & Gaeltacht Affairs. The scheme is commenced with effect from the 1/10/2007 and shall remain in force for a period of 3 years from this date or until a new scheme has been confirmed by the Minister pursuant to Section 15 of the Official Languages Act, whichever is earlier.

1.3 Overview of Limerick City Council

Limerick City Council is the statutory authority for the provision of local services to the people of Limerick City.

Our mission statement is as follows:

“We will work in partnership to enhance Democratic Leadership and continue to support our community by the development of sustainable policies and the delivery of better quality services”

Limerick City Council provide a multiplicity of services, which touch the lives of every citizen in the City. The principal functions and services are as follows:

- Housing management and provision
- Roads including traffic management and safety
- Water Services including sewerage
- Development Incentives and Control
- Environmental Protection
- Recreation and Amenity including public parks and playgrounds
- Miscellaneous services

The main functions and activities of the City Council are underpinned by a number of core corporate objectives, that include:

- **Transparency & Accountability**

We will focus our decisions, which are based on clear understandable principles and policies, to better serve our citizens and their needs, subject to the common good

- **Democracy**

We will promote and grow the role of our councillors and optimise the contribution from the external nominated representatives

- **Value our Staff**

The Council's stature as an essential public service provider depends critically on the loyalty, commitment and performance of its staff. We will support our workforce during this time of change through ongoing partnership initiatives, training and assistance programmes

- **Quality Service**

Each client service will be assessed on how it is delivered and its outcomes, in pursuit of continuous improvement in standards

- **Value for Money**

Each resource allocation and spending decision will seek to deliver the best value in services to our customers and ratepayers

- **Equality and Social Inclusion**

Prioritise the delivery of resources to enable all our citizens to participate fully in the social, economic and cultural life of our city

- **Community Partnership**

Our communities are our city and we will work in partnership with them to build greater trust and respond to their diverse needs

These are identified in the council's current Corporate Plan 2005-2009 which sets out challenging targets for improvements to city services and for the enhancement of democracy.

1.4 Customers and Clients

Limerick City Council' customer base includes the residents of Limerick City, the business community and the thousands of visitors to the City on a daily basis.

In addition the City Council has a working relationship with a variety of statutory and non-statutory groups.

1.5 Assessment of the extent to which services are already available through Irish

The City Council currently publishes its statutory documents and other policy statements in Irish and English in accordance with the provisions of section 10 of the Official Languages Act 2003. Public signage generally in the City and at council offices is also bilingual.

The Council has the capacity to communicate through Irish where requested by a member of the public.

Chapter 2

Provision of General Council Services/Activities

2.1 Methodology and Research Undertaken

In the preparation of this Scheme, Limerick City Council undertook a consultation process, which involved:

- seeking submissions from the public on the preparation of a draft scheme
- a customer survey to ascertain the demand for services to be provided through Irish or bilingually
- seeking submissions from senior staff
- a survey of staff skills and expertise in Irish

Limerick City Council received a total of 3 submissions from the public during the consultation process.

The main findings of the Customer Survey undertaken in relation to the provision of services through Irish are outlined in Appendix A

2.2 Means of Communication with the Public

The Council uses the following methods to communicate with the public

- Brochures & Information Leaflets
- Application Forms
- Publications
- Press releases
- Website
- Public Advertisement

2.3 Written Documentation

The following policies in relation to the various categories of written documentation produced by Limerick City Council shall be enacted during the lifetime of this scheme:

(i) Brochures, Information Leaflets & Application Forms

All new public Information Leaflets & Application Forms produced by the City Council shall be available in Irish and English from the beginning of the scheme.

The Council will over the lifetime of the scheme make available all current public information leaflets and application forms in both Irish and English.

The Council will ensure that the above will be available bilingually within the same cover except where it is not feasible because of the nature, size or layout of the material.

(ii) Publications

Limerick City Council are committed to ensuring that during the lifetime of the scheme policy documents approved by Council for publication will be available in Irish and English within the same cover except where it is not feasible because of the nature, size or layout of the material.

(iii) Press releases

Press releases are currently available in English only. The Council will by the end of the scheme publish 20% of its press releases in both Irish and English.

(iv) Website

Limerick City Council shall develop an Irish language version of its website by the end of 2008 and this site shall contain, excluding technical information, at least 10% of the information contained on the English language site increasing to 25% by the end of the Scheme.

2.4 Oral Communication

Receptionists / switchboard operators are the first points of contact with the public. By the end of this scheme, it shall be the policy of Limerick City Council to ensure that standard Quality Customer Service (QCS) practice applies in this area, which is that:

- Reception / switchboard staff are able to give the name of the Local Authority in Irish.
- They are at least familiar with the basic greetings in Irish
- Suitable arrangements are in place so that they can put members of the public in touch without delay, with the office or officer responsible for offering the service required through Irish, where available.

High profile public events shall incorporate an element of bilingualism into the proceedings as part of the Council's efforts to positively promote Irish in the community.

An authorised spokesperson will be available to give statements to the Irish language media should the need arise.

Chapter 3

Services/Activities provided by Sections

3.1 Introduction

This Chapter sets out the position in relation to service provision/activities by individual Sections within the City Council and the official language regime operated in each case.

3.2 Operating Language of Each Section

No department currently provides a service exclusively through Irish.

English is the operating language across all Council services listed as follows

- Housing Provision and Management
- Roads and Traffic Management
- Water Services
- Planning
- Accounts payable and receivable
- Environment Regulation and Enforcement
- Street Cleaning, Parks and Cemeteries
- Roxboro and Moyross Libraries, Art Gallery and Museum
- Fire Service
- Civil Defence
- Corporate Services and Information Systems

During the lifetime of this scheme the Council will implement a training programme to enable the departments listed below to be in a position to provide a bilingual counter service by the end of the scheme.

- Accounts Receivable
- Art Gallery
- Roxboro and Moyross Libraries
- Museum
- Corporate Services
- Planning
- Environmental Regulation Enforcement.

3.2.1 Sections that provide a service in Irish and English

The City Library can provide a counter service in Irish and English to members of the public. During the lifetime of the scheme training will be provided to ensure that this position is maintained with existing and new staff.

3.2.2 Summary

The aim will be to create and foster an atmosphere of bilingualism in the sections listed above so that Irish speaking customers feel welcome and are encouraged to do their business in Irish and so that both customers and staff feel comfortable in conducting their business through the Irish language.

Chapter 4

Enhancement of Corporate Services in respect of the Irish language

4.1 Information Systems

In relation to electronic communication, Limerick City Council will ensure that the following policies will be implemented:

- Any standard disclaimer or message on e-mail correspondence will be bilingual by the end of 2007.
- The City Council shall ensure that any new computer systems/software being purchased by the City Council is fully capable of handling the Irish language.
- Existing systems will be made compatible at the next suitable planned maintenance or upgrade work.
- Establish a generic e-mail address for queries 'as Gaeilge'. The City Council will ensure that such queries are addressed promptly in the same manner as English language queries.
- The intranet will be used as an internal resource to promote Irish and assist with general queries
- Any new interactive systems that the public use to access services will be made bilingual by the end of the Scheme. Existing interactive systems will also be made bi-lingual at the next suitable planned maintenance or upgrade work.

4.2 Recruitment & Placement

The Corporate Services department will address the issue of the Irish language in relation to recruitment and training.

The City Council will have regard to the requirements of this scheme when considering issues relating to recruitment and placement/deployment.

4.3 Training & Development

Having regard to this scheme, the Corporate Services department will:

- Ensure that all staff are given equal encouragement and opportunity to improve their Irish language skills through training and development courses.

Arrange courses for staff to ensure that departments can meet the requirements set out in this scheme.

Chapter 5

Monitoring, Revision & Publication of Agreed Scheme

5.1 Monitoring & Revision

The Corporate Services Department will review on a regular basis the operation of the scheme. These reviews will be forwarded to the Council's Senior Management Team.

Line managers in each of the departments will be responsible for the day to day operation of the scheme. Details of progress in the implementation will be published in the Council's Annual Report.

5.2 Publicising of Agreed Scheme

The public will be able to view the scheme on the Council's website and at its offices. It will also be circulated to statutory and non-statutory groups working in the City.

A copy of this scheme has also been forwarded to Oifig Choimisinéir na dTeangacha Oifigiúla.

APPENDIX A

A random sample of one hundred people were surveyed in relation to the following questions in City Hall and in the City Centre during August 2006.

The results were as follows:-

Have you tried to conduct your business through Irish?

Yes	No	No Response
0.93%	99.06%	0.00%

If more of the City Council's services were offered through Irish, would you avail of them?

Yes	No	Maybe
20.56%	69.15%	10.28%

It should be noted that the results contained above cannot be regarded as a complete or scientific survey of public opinion on the matter. It is in fact a random sample of customer views taken at a given time in two specific locations and should only be viewed as such.

Caibidil 1

Réamhrá agus Cúlra

Ullmhaíodh an scéim seo faoi Chuid 11 d'Acht na dTeangacha Oifigiúla. Déanann Alt 11 socrú d'ullmhú scéime reachtúla ag comhlacht poiblí a shonraíonn na seirbhísí a bheartaíonn sé a sholáthar:

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

Leagann an scéim seo na bearta amach a nglacfar leo chun a chinntiú go soláthrófar aon seirbhísí nach soláthraítear trí mheán na Gaeilge faoi láthair trí mheán na teanga sin laistigh de fhráma ama aontaithe.

1.2 Ábhar na Scéime Teanga

D'fhorbair an roinn Seirbhísí Corparáideacha an scéim seo i gcomhar le baill foirne Shinsearacha eile.

Beidh an bhainistíocht shinsearach laistigh de Chomhairle Cathrach Luimnigh freagrach as cur i bhfeidhm na scéime agus as monatóireacht agus athbhreithniú a dhéanamh uirthi.

Tosaíonn an scéim seo le méid na seirbhísí atá ar fáil trí mheán na Gaeilge faoi láthair, agus cuireann sí leis sin.

Dréachtaíodh an scéim seo le haird tugtha ar ábhair na dtreoirlínte reachtúla eisithe ag an Aire Gnóthaí Pobail, Tuaithe agus Gaeltachta faoi alt 11 d'Acht na dTeangacha Oifigiúla 2003.

1.2 Dáta Tosaithe na Scéime -

Dhearbhaigh an tAire Gnóthaí Pobail, Tuaithe & Gaeltachta an scéim seo. Tíocfaidh an scéim i bhfeidhm an 1/10/2007 agus beidh sí i bhfeidhm ar feadh tréimhse 3 bliana ón dáta sin nó go dtí go ndearbhaíonn an tAire scéim nua de bhun Alt 15 d'Acht na dTeangacha Oifigiúla, cibé ceann acu is túisce.

1.3 Forbhreathnú ar Chomhairle Cathrach Luimnigh

Is í Comhairle Cathrach Luimnigh an t-údarás áitiúil a chuireann seirbhísí áitiúla ar fáil do mhuintir Chathair Luimnigh.

Is é seo a leanas ár ráiteas misin:

“Oibreimid i gcomhpháirtíocht chun feabhas a chur ar Cheannasaíocht Dhaonlathach agus chun tacaíocht leanúnach a thabhairt dár bpobal trí bheartais inmharthana a fhorbairt agus trí sheirbhísí ar chaighdeán níos fearr a sholáthar”

Cuireann Comhairle Cathrach Luimnigh go leor seirbhísí éagsúla ar fáil, a mbíonn tionchar acu ar shaol gach saoránaigh sa Chathair. Is iad seo a leanas a feidhmeanna agus a seirbhísí príomhúla:

- Tithíocht a bhainistiú agus a sholáthar
- Bóithre, lena n-áirítear bainistiú tráchta agus sábháilteacht
- Seirbhísí Uisce lena n-áirítear séarachas
- Rialú agus Dreasachtaí Forbartha
- Cosaint Comhshaoil
- Áineas agus Conláiste lena n-áirítear páirceanna poiblí agus clóis súgartha
- Seirbhísí Ilghnéitheacha

Tacaíonn roinnt cuspóirí corparáideacha lárnacha le feidhmeanna agus gníomhaíochtaí príomhúla na Comhairle Cathrach, agus áirítear orthu sin:

- **Trédhearcacht & Cuntasacht**

Beidh sé mar aidhm ár gcinntí, atá bunaithe ar phrionsabail agus ar bheartais shoiléire intuigthe, freastal ar ár saoránaigh agus ar a riachtanais ar bhealach níos fearr, faoi réir leas an phobail

- **Daonlathas**

Cothóimid agus forbróimid ról ár gcomhairleoirí agus bainfidimid an leas is fearr as cion na n-ionadaithe ainmnithe seachtracha

- **Aitheantas a thabhairt do Luach ár bhFoirne**

Braitheann seasamh na Comhairle mar sholáthraí seirbhíse poiblí ríthábhachtach go mór ar dhílseacht, tiomantas agus feidhmíocht a cuid foirne. Tacóimid lenár gcuid foirne le linn na tréimhse athraithe seo trí thionscnaimh chomhpháirtíochta, cláir oiliúna agus cláir chúnaimh leanúnacha a chur ar fáil.

- **Seirbhís ar Chaighdeán Ard**

Measúnófar gach seirbhís do chliant ar conas a sheachadtar é agus na torthaí a mbíonn air, mar iarracht feabhas leanúnach a chur ar chaighdeán seirbhísí

- **Luach ar Airgead**

Déanfaidh gach riar acmhainne agus cinneadh caiteachais iarracht seirbhísí a mbaineann an luach ar airgead is fearr leo a sholáthar dár gcustaiméirí agus don lucht íoca rátaí.

- **Comhionannas agus Cuimsitheacht Shóisialta**

Tabharfaimid tosaíocht d'acmhainní a sheachadadh chun cur ar chumas ár saoránach uile páirt iomlán a ghlacadh i saol sóisialta, eacnamaíoch agus cultúrtha ár gcathrach.

- **Comhpháirtíocht Phobail**

Is ionann ár bpobail agus ár gcathair agus oibreoimid i gcomhpháirtíocht leo chun muinín níos mó a chothú agus chun freagairt dá riachtanais éagsúla

Aithnítear na cuspóirí sin i bPlean Corparáideach 2005-2009 reatha na comhairle a leagann spriocanna dúshlánacha amach maidir le feabhas a chur ar sheirbhísí cathrach agus ar dhaonlathas.

1.4 Custaiméirí agus Cliaint

Áiríonn bonn custaiméirí Chomhairle Cathrach Luimnigh cónaitheoirí Chathair Luimnigh, an pobal gnó agus na mílte daoine a thugann cuairt ar an gCathair gach lá.

I dteannta sin, tá caidreamh oibre ag an gComhairle Cathrach le grúpaí reachtúla agus neamhreachtúla éagsúla.

1.5 Measúnacht a dhéanamh ar a mhéid atá seirbhísí ar fáil trí mheán na Gaeilge cheana féin

Faoi láthair, foilsíonn an Chomhairle Cathrach a cáipéisí reachtúla agus a ráitis bheartais eile sa Ghaeilge agus sa Bhéarla de réir fhorálacha alt 10 d'Acht na dTeangacha Oifigiúla 2003. Tá comharthaíocht phoiblí ghinearálta sa Chathair agus in oifigí na comhairle dátheangach freisin.

Tá sé ar chumas na Comhairle cumarsáid a dhéanamh trí mheán na Gaeilge má iarrann ball an phobail air.

Caibidil 2

Seirbhísí/Gníomhaíochtaí Ginearálta na Comhairle a Sholáthar

2.1 Modheolaíocht agus Taighde Déanta

Agus an Scéim seo á hullmhú, ghlac Comhairle Cathrach Luimnigh páirt i bpróiseas comhairliúcháin, a raibh i gceist leis:

- aighnis a lorg ón bpobal faoi dhréacht-scéim a ullmhú
- suirbhé a dhéanamh ar chustaiméirí chun an t-éileamh ar sheirbhísí as Gaeilge nó seirbhísí dátheangacha a mheas
- aighnis a lorg ó bhaill foirne shinsearacha
- suirbhé a dhéanamh ar scileanna agus saineolas Gaeilge na foirne

Fuair Comhairle Cathrach Luimnigh 3 aighneas san iomlán ón bpobal le linn an phróisis chomhairliúcháin.

Tá cur síos ar thorthaí príomhúla an tSuirbhé a rinneadh ar Chustaiméirí maidir le seirbhísí a chur ar fáil trí mheán na Gaeilge ar fáil in Aguisín A

2.2 Modhanna Cumarsáide leis an bPobal

Baineann an Chomhairle úsáid as na modhanna seo a leanas chun cumarsáid a dhéanamh leis an bpobal

- Bróisiúir & Bileoga Faisnéise
- Foirmeacha Iarratais
- Foilseacháin
- Preas-ráitis
- Láithreán Gréasáin
- Fógra Poiblí

2.3 Cáipéisí Scríofa

Cuirfear na beartais seo a leanas i bhfeidhm maidir leis na catagóirí éagsúla de cháipéisí scríofa a tháirgeann Comhairle Cathrach Luimnigh le linn shaol na scéime seo:

- (i) Bróisiúir, Bileoga Faisnéise & Foirmeacha Iarratais

Beidh na Bileoga Faisnéise & Foirmeacha Iarratais nua uile a eiseoidh an Chomhairle Cathrach ar fáil sa Ghaeilge agus sa Bhéarla ó thús na scéime.

Le linn shaol na scéime, cuirfidh an Chomhairle na bileoga faisnéise poiblí agus na foirmeacha iarratais reatha uile ar fáil sa Ghaeilge agus sa Bhéarla.

Déanfaidh an Chomhairle cinnte go mbeidh na hábhair thuasluaite ar fáil go dátheangach laistigh den chlúdach céanna, ach amháin nuair nach mbeidh sé indéanta mar thoradh ar chineál, méid nó leagan amach an ábhair.

(ii) Foilseacháin

Tá Comhairle Cathrach Luimnigh tiomanta do chinntiú go mbeidh aon cháipéisí beartais a fhaigheann cead foilsithe ón gComhairle le linn shaol na scéime seo ar fáil sa Ghaeilge agus sa Bhéarla laistigh den chlúdach céanna, ach amháin nuair nach mbeidh sé indéanta mar thoradh ar chineál, méid nó leagan amach an ábhair.

(iii) Preasráitis

Faoi láthair eisítear preasráitis sa Bhéarla amháin. Faoi dheireadh na scéime, foilseoidh an Chomhairle 20% dá cuid preasráiteas sa Ghaeilge agus sa Bhéarla.

(iv) Láithreán Gréasáin

Forbróidh Comhairle Cathrach Luimnigh leagan Gaeilge dá láithreán gréasáin faoi dheireadh 2008 agus gan fhaisnéis theicniúil a áireamh, cuimseoidh an suíomh sin ar a laghad 10% den fhaisnéis ar an suíomh as Béarla agus beidh 25% den fhaisnéis sin ar fáil as Gaeilge faoi dheireadh na Scéime.

2.4 Cumarsáid ó Bhéal

Is iad fáilteoirí / oibreoirí lasc-chláir na chéad phointí teagmhála don phobal. Faoi dheireadh na scéime, beidh sé mar bheartas Chomhairle Cathrach Luimnigh a chinntiú go mbeidh cleachtas caighdeánach maidir le Seirbhís do Chustaiméirí ar Chaighdeán Ard (QCS) i bhfeidhm sa réimse seo, is é sin:

- Beidh foireann an fháiltithe/an lasc-chláir in ann ainm an Údaráis Áitiúil a thabhairt as Gaeilge.
- Beidh na fáiltí bunúsacha ar a laghad ar eolas acu as Gaeilge
- Beidh socruithe cuí i bhfeidhm ionas go mbeidh siad in ann baill an phobail a chur i dteagmháil, gan mhoill, leis an oifig nó leis an oifigeach freagrach as an tseirbhís éilithe a chur ar fáil as Gaeilge, más ann.

Beidh gnéithe den dátheangachas léirithe in aon imeachtaí poiblí le próifíl ard mar chuid d'iarrachtaí na Comhairle an Ghaeilge a chur chun cinn sa phobal ar bhealach dearfach.

Beidh urlabhraí údaraithe ar fáil chun ráitis a thabhairt do mheáin chumarsáide na Gaeilge nuair a bheidh gá leis.

Caibidil 3

Seirbhísí/Gníomhaíochtaí curtha ar fáil ag Rannóga

3.1 Réamhrá

Leagann an Chaibidil seo amach an seasamh maidir le soláthar seirbhísí/gníomhaíochtaí ag Rannóga ar leith laistigh den Chomhairle Cathrach agus an beartas maidir le teangacha oifigiúla a bheidh i bhfeidhm i ngach cás.

3.2 Teanga Oibre Gach Rannóige

Ní chuireann aon roinn seirbhís ar fáil sa Ghaeilge amháin faoi láthair.

Is é an Béarla an teanga oibre i seirbhísí uile na Comhairle mar seo a leanas

- Soláthar agus Bainistíocht Tithíochta
- Bainistíocht Bóithre agus Tráchtá
- Seirbhísí Uisce
- Pleanáil
- Cuntais infíochta agus infhaighte
- Rialú agus Forfheidhmiú Comhshaoil
- Glanadh Sráideanna, Páirceanna agus Reiligí
- Leabharlann Roxboro agus Mhaigh Rois, Dánlann agus Iarsmalann
- Seirbhís Dóiteáin
- Cosaint Shíbhialta
- Seirbhísí Corparáideacha agus Córais Faisnéise

I rith shaol na scéime seo, cuirfidh an Chomhairle clár oiliúna i bhfeidhm chun cur ar chumas na rann a liostaítear thíos seirbhís cuntair dhátheangach a sholáthar faoi dheireadh na scéime.

- Cuntais Infhaighte
- Dánlann
- Leabharlann Roxboro agus Mhaigh Rois
- Iarsmalann
- Seirbhísí Corparáideacha
- Pleanáil
- Forfheidhmiú Rialachán Comhshaoil.

3.2.1 Rannóga a chuireann seirbhís ar fáil as Gaeilge agus as Béarla

Féadann Leabharlann na Cathrach seirbhís cuntair a chur ar fáil do bhaill an phobail sa Ghaeilge agus sa Bhéarla. Le linn shaol na scéime seo, cuirfear oiliúint ar fáil chun a chinntiú go gcoinnítear an inniúlacht sin i measc baill foirne reatha agus nua.

3.2.2 Achoimre

Is í an aidhm ná atmaisféar dátheangach a chruthú agus a chothú sna rannóga liostaithe thuas ionas go mbraithfidh custaiméirí a labhraíonn Gaeilge go bhfuil fáilte romhaibh agus go spreagfar dóibh a gcuid gnó a dhéanamh as Gaeilge agus ionas go mbraithfidh custaiméirí agus an fhoireann araon compordach agus a gcuid gnó á dhéanamh trí mheán na Gaeilge.

Caibidil 4

Feabhas a chur ar Sheirbhísí Corparáideacha i leith na Gaeilge

4.1 Córais Faisnéise

Maidir le cumarsáid leictreonach, cinnteoidh Comhairle Cathrach Luimnigh go gcuirfear na beartais seo a leanas i bhfeidhm:

- Beidh aon séanadh nó aon teachtaireacht chaighdeánach ar chomhfhreagras ríomhphoist dátheangach faoi dheireadh 2007.
- Déanfaidh an Chomhairle Cathrach cinnte go mbeidh ar chumas aon chórais ríomhaire/bogearraí nua a cheannóidh an Chomhairle Cathrach déileáil leis an nGaeilge.
- Comhoiriúnófar córais reatha an chéad uair eile a tharlóidh obair chothabhála phleanáilte nó obair uasghrádaithe.
- Bunófar seoladh ríomhphoist ginearálta d'fhiosruithe as Gaeilge. Déanfaidh an Chomhairle Cathrach cinnte go dtabharfar freagraí pras ar fhiosruithe dá leithéid, de réir mar a thugtar freagraí ar fhiosruithe as Béarla.
- Úsáidfear an t-inlíon mar acmhainn inmheánach chun Gaeilge a chur chun cinn agus chun cabhrú le fiosruithe ginearálta
- Beidh aon chórais idirghníomhacha a úsáideann an pobal chun rochtain a fháil ar sheirbhísí dátheangach faoi dheireadh na Scéime. Cuirfear leaganacha dátheangacha de chórais idirghníomhacha reatha ar fáil freisin an chéad uair eile a tharlóidh obair chothabhála phleanáilte nó obair uasghrádaithe.

4.2 Earcaíocht & Socrúchán

Tabharfaidh roinn na Seirbhísí Corparáideacha aghaidh ar shaincheist na Gaeilge maidir le hearcaíocht agus oiliúint.

Tabharfaidh an Chomhairle Cathrach aird ar riachtanais na scéime seo agus saincheisteanna maidir le hearcaíocht agus socrúchán/imlonnú á meas aici.

4.3 Oilíúint & Forbairt

I bhfianaise na scéime seo, déanfaidh roinn na Seirbhísí Corparáideacha na nithe seo a leanas:

- Déanfaidh sí cinnte go dtugtar spreagadh agus deis chomhchosúil do gach ball foirne feabhas a chur ar a scileanna Gaeilge trí chúrsaí oiliúna agus forbartha.
- Eagróidh sí cúrsaí don fhoireann chun a chinntiú go mbeidh ar chumas na rann na riachtanais leagtha amach sa scéim seo a chomhlíonadh.

Caibidil 5

Monatóireacht, Athbhreithniú & Foilsiú na Scéime Aontaithe

5.1 Monatóireacht & Athbhreithniú

Déanfaidh Roinn na Seirbhísí Corparáideacha athbhreithniú rialta ar fheidhmiú na scéime. Cuirfear na hathbhreithnithe sin ar aghaidh chuig Foireann Bainistíochta Shinsearach na Comhairle.

Beidh bainisteoirí líne sna ranna éagsúla freagrach as oibriú laethúil na scéime. Foilseofar sonraí an dul chun cinn maidir leis an bhforfheidhmiú i dTuarascáil Bhliantúil na Comhairle.

5.2 Poiblíocht a Dhéanamh ar an Scéim Aontaithe

Beidh an pobal in ann féachaint ar an scéim ar láithreán gréasáin agus ag oifigí na Comhairle. Scaipfear í freisin ar ghrúpaí reachtúla agus neamhreachtúla a oibríonn sa Chathair.

Cuireadh cóip den scéim seo ar aghaidh chuig Oifig Choimisinéir na dTeangacha Oifigiúla freisin.

AGUISÍN A

Rinneadh suirbhé randamach ar chéad duine i ndáil leis na ceisteanna seo a leanas i Halla na Cathrach agus i Lár na Cathrach i rith Lúnasa 2006.

Is iad seo a leanas na torthaí:-

An ndearna tú iarracht do chuid gnó a dhéanamh trí mheán na Gaeilge?

Rinne	Ní dhearna	Gan Freagra
0.93%	99.06%	0.00%

Dá gcuirfeadh an Chomhairle Cathrach níos mó seirbhísí ar fáil trí mheán na Gaeilge, an n-úsáidfeá iad?

D'úsáidfinn	Ní úsáidfinn	B'fhéidir go n-úsáidfinn
20.56%	69.15%	10.28%

Ba chóir a thabhairt faoi deara nach féidir glacadh leis na torthaí thuas mar shuirbhé iomlán nó eolaíoch ar thuairim an phobail i ndáil leis an ábhar seo. Is sampla randamach é de dhearcadh custaiméirí a tógadh ag am ar leith in dhá áit shonracha agus ba chóir féachaint air mar sin.