

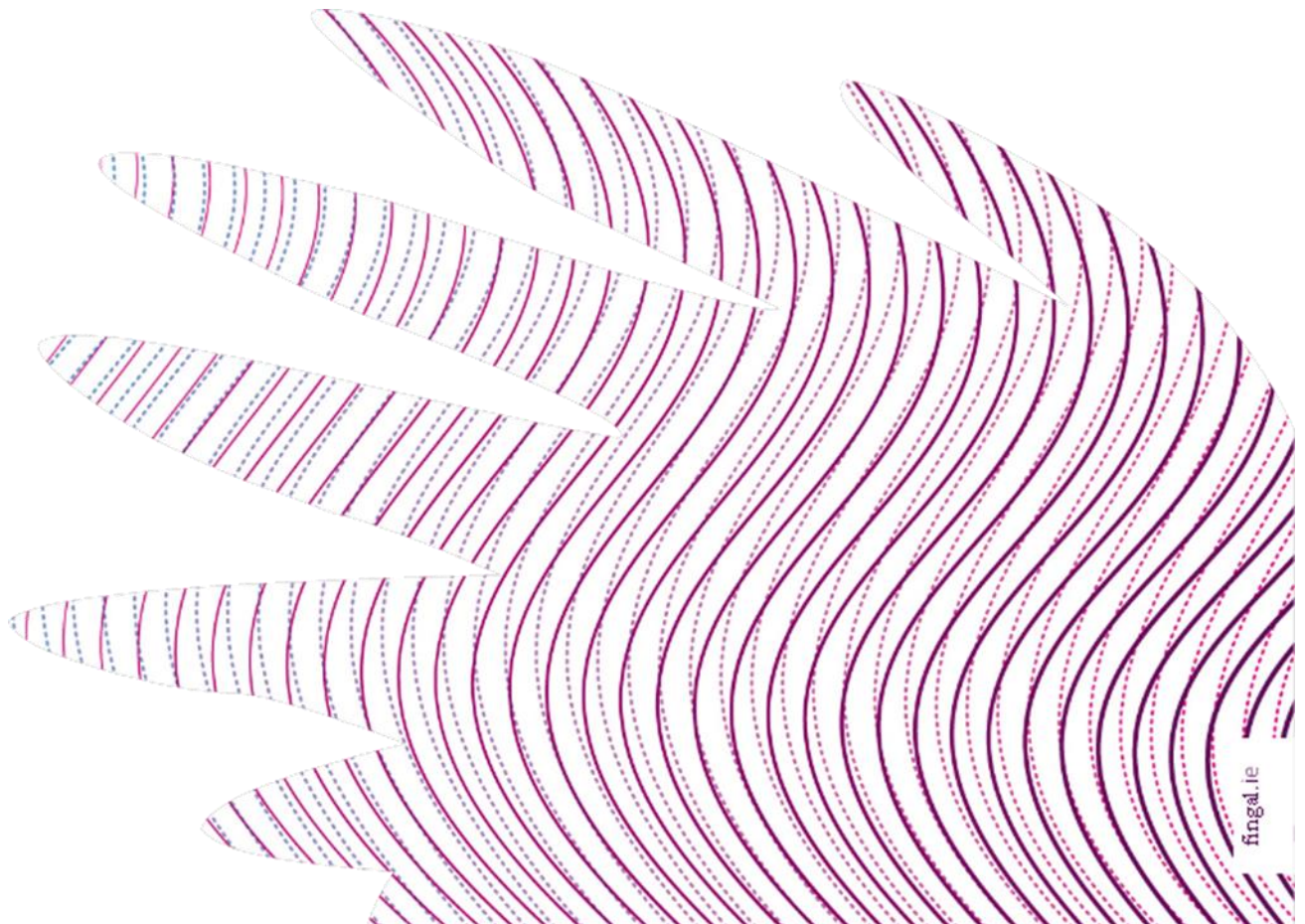


# COMHAIRLE CONTAE FHINE GALL

## CEATHRÚ SCÉIM TEANGA

2021 – 2024

(Faoi Alt 15 d’Acht na dTeangacha Oifigiúla 2003)



## CLÁR

| Caibidil  | Uimhir an Leathanaigh |
|---|-----------------------|
| 1 Réamhrá agus Cúlra  | 3                     |
| 2 Forbhreathnú ar Chomhairle Contae Fhine Gall              | 5                     |
| 3 Miondealú ar na seirbhísí reatha i ngach Teanga Oifigiúil | 8                     |
| 4 Gealltanais chun úsáid na Gaeilge a fheabhsú              | 9                     |
| 5 Feidhmiú, Monatóireacht & Foilsiú na Scéime Comhaontaithe | 14                    |

## **Caibidil 1 Réamhrá agus Cúlra**

### **1.1 Réamhrá & Athbhreithniú ar an 3ú Scéim Teanga**

D'ullmhaigh Comhairle Contae Fhine Gall a tríú Scéim Teanga sa bhliain 2018 de réir Acht na dTeangacha Oifigiúla 2003. Deimhníodh an Scéim ar 28 Bealtaine 2018 agus rinneadh athbhreithniú uirthi mar chuid den ullmhúchán don ceathrú scéim seo.

D'fhoilsigh an Chomhairle fógraí nuachtáin ag lorg aighneachtaí ó aon pháirtithe leasmhara i ndáil le hullmhú na dréacht-Scéime agus bhí comhairliúchán poiblí ar siúl ó 2 Feabhra to 5 Márta 2021. Fuarthas 4 aighneacht agus glacadh na haighneachtaí sin san áireamh nuair a bhí an Scéim á hullmhú agus is féidir súil a chaitheamh orthú ar <https://consult.fingal.ie/>.

### **1.2 Ábhar na Scéime Gaeilge**

Ullmhaíodh an Scéim seo faoi Alt 15 d'Acht na dTeangacha Oifigiúla 2003. Forálann Alt 11 go ndéanfaidh comhlacht poiblí scéim reachtúil a ullmhú ina dtabharfar sonraí na seirbhísí a bheartaíonn sé a sholáthar:

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

agus na bearta atá le glacadh lena chinntiú go gcuirfear aon seirbhís nach gcuireann an comhlacht ar fáil trí mheán na Gaeilge faoi láthair ar fáil laistigh de thréimhse ama comhaontaithe. Dréachtaíodh an Scéim seo de réir na dtreoirínte agus tá sí bunaithe ar na gealltanais go léir in aon scéim roimhe seo a chur i bhfeidhm. Sa chás nár cuireadh i bhfeidhm gach gealltanais i scéimeanna a bhí ann roimhe seo go dtí seo, bhí an t-ábhar seo ina ábhar plé le hOifig an Choimisinéara Teanga.

Tá sé mar aidhm ag an gceathrú Scéim de chuid Chomhairle Contae Fhine Gall cur le prionsabail i ndáil le Seirbhís Ardchaighdeán do Chustaiméirí agus

- leanfar ag cinntiú go n-éascófar daoine ar mian leo a ngnó a dhéanamh i nGaeilge;
- cuirfear de réir a chéile leis an leibhéal seirbhísí i nGaeilge atá ann faoi láthair;
- réimsí a aithint ar féidir iad a fheabhsú agus aird a thabhairt ar céard is féidir a bhaint amach go réalaióch thar na trí bliana amach romhainn.

Tá gealltanas sa Scéim measúnú leanúnach a dhéanamh ar an leibhéal éilimh ar sheirbhísí trí Ghaeilge agus a chinntiú go leanann Comhairle Contae Fhine Gall ag freastal ar an éileamh sin ar bhealach pleanáilte agus ciallmhar. Déanfar iniúchtaí chun leibhéal na gceisteanna/iarratas ar sheirbhísí trí Ghaeilge a mheas.

Beidh an Bhainistíocht Shinsearach i gComhairle Contae Fhine Gall freagrach as feidhmiú a chinntiú, chomh maith le monatóireacht agus athbhreithniú a dhéanamh ar an Scéim. Cuirtear an scéim i bhfeidhm i gcomhthéacs na dtimpeallachtaí seirbhíse poiblí agus acmhainní atá ann i gcónaí.

### **1.3 Dáta tosaithe na Scéime Nua**

Dheimhnigh an tAire Turasóireachta, Cultúir, Ealaíon, Gaeltachta, Spóirt agus Meán an scéim seo a thosóidh ar **01 Bealtaine 2021** agus fanfaidh sí i bhfeidhm ar feadh tréimhse 3 bliana ón dáta sin nó go dtí go mbeidh scéim nua deimhnithe ag an Aire de bhun Alt 15 den Acht, cibé acu is déanaí.

## **Caibidil 2                      Forbhreathnú ar Chomhairle Contae Fhine Gall**

### **Plean Corparáideach Chomhairle Contae Fhine Gall 2019- 2024:**

Clúdaíonn contae Fhine Gall limistéar geografach de 450 ciliméadar cearnach, ó Bhaile Brigín ar an taobh ó thuaidh den chontae go dtí Baile Bhlainséir ar an taobh thiar theas agus go dtí Binn Éadair ar an taobh thoir. Tá an cósta 88 km ar fad agus tá 13 thrá mhóra, trí inbhear mhóra agus gnáthóga réisc goirt ar an gcósta. Tá oidhreacht chultúrtha shaibhir ag an gcontae agus imríonn an Chomhairle ról mór maidir le roinnt de na príomhthaitneamhachtaí a mheallann turasóirí a fhorbairt, Diméin Ard Giolláin, Teach Dhroichead Nua, Caisleán agus Gairdíní Mhullach Íde agus Muilte na Sceirí san áireamh.

Tá buntáistí móra ag an gcontae ó thaobh an gheilleagair de, ach go háirithe cé chomh gar do Chathair Bhaile Átha Cliath agus an Calafort trí Thollán an Chalafoirt agus a suíomh an chontae ar chonair eacnamaíoch Bhaile Átha Cliath Bhéal Feirste. Nascann na mórbealaí artaireacha an M50, M1, M2 agus M3 an contae leis an gcuid eile de Bhaile Átha Cliath agus tuaisceart na tíre. Is príomh-mhol iompair le haghaidh taisteal isteach sa tír agus amach aisti é Aerfort Baile Átha Cliath, atá lonnaithe i gcroílár an chontae, agus is tiománaí suntasach eacnamaíochta sa chontae é chomh maith.

Tá go leor comhlachtaí aitheanta san earnáil TCF agus an earnáil chógaisíochta suite i Saincheantar Fiontraíochta Bhaile Átha Cliath, atá lonnaithe i mBaile Bhlainséir agus ina bhfuil 1,571 heicteár talún tionsclaíche. Tá post ag os cionn 19,000 duine a oibríonn i 780 comhlacht ann.

Tá institiúid tríú leibhéal amháin sa chontae, Ollscoil Teicneolaíochta Bhaile Átha Cliath, ar ar tugadh Institiúid Teicneolaíochta Bhaile Bhlainséir, agus forbraíodh dlúthnaisc le hOllscoil Chathair Bhaile Átha Cliath freisin. Leagtar amach déimeagrafaic an chontae sna míreanna seo a leanas.

#### **DAONRA**

De réir Dhaonáireamh 2016 is ionann daonra Fhine Gall agus 296,020, arb é sin an tríú daonra is mó sa tír, taobh thiar de Chathair Bhaile Átha Cliath agus Contae Chorcaí. Is ionann é sin agus méadú 8% ar an daonra i nDaonáireamh 2011 agus 17% ar an daonra i nDaonáireamh 2006. Sa tréimhse chéanna, d'fhás an contae níos tapa ná aon údarás áitiúil eile.

#### **AOIS**

Bhí thart ar 42% de dhaonra an chontae faoi bhun 30 bliain d'aois in 2016, i gcomparáid leis an meán náisiúnta 39%. Bhí 13% os cionn 60 bliain d'aois sa chontae, i gcomparáid le 18%

go náisiúnta. Ba iad na catagóirí aoise 0-15 agus 25- 39 bliain d'aois na catagóirí ina raibh céatadán an daonra i bhfad níos airde i bhFine Gall ná an meán náisiúnta.

#### TEAGHLAIGH

De réir Dhaonáireamh 2016, bhí 96,812 teaghlach i bhFine Gall. Ba mhéadú 16,400 nó 20% é sin ar an líon in 2006. Ba ionann meánmhéid na dteaghlach príobháideach agus 3.03 duine in 2016, agus ba ionann an figiúr céanna don Stát ar fad agus 2.75 duine.

#### NÁISIÚNTACHTAÍ

Tá an dara líon is mó náisiúnach nach náisiúnaigh Éireannacha iad (64,000) i bhFine Gall, taobh thiar de Chathair Bhaile Átha Cliath, agus tá an 3ú céatadán is airde náisiúnach nach náisiúnaigh Éireannacha iad i bhFine Gall, taobh thiar de Chathair na Gaillimhe agus Cathair Bhaile Átha Cliath.

#### **ÁR bhFÍS:**

Fine Gall áit iontach le cónaí ann, oibriú ann, cuairt a thabhairt air agus gnó a dhéanamh ann.

#### **ÁR MISEAN**

A bheith inár gComhairle atá beoga, oscailte agus eagraithe go maith a léiríonn ceannaireacht agus a ghlacann le héagsúlacht agus deiseanna

#### **ÁR LUACHANNA CORPARÁIDEACHA**

##### CUNTASACH

Táimid cuntasach i leith ár ngealltanais a chur i gcrích

##### FEIDHMIÚ LE HIONRACAS

Oibrímid ar bhonn prionsabail agus ar bhealach oscailte agus coinsiasach

##### FEABHAS LEANÚNACH A DHÉANAMH

Glacaimid le hathruithe agus táimid sa tóir ar bharr feabhais

##### CEANNAIREACHT DHAONLATHACH AGUS SHIBHIALTA

Tá meas againn ar an bpróiseas daonlathach agus cosnaímid ceannaireacht shibhialta

##### CAIDREAMH A BHUNÚ AGUS DAOINE A SPREAGADH

Dírímid ar chaidreamh a bhunú lenár ndaoine agus iad a spreagadh

##### CUIMSITHEACHT

Cuirfimid gach duine san áireamh lenár ngníomhaíochtaí

## TÚS ÁITE A THABHAIRT DO DHAOINE

Tá meas againn ar dhaoine, spreagaimid a bhforbairt agus cúitimid iad as a bhfeidhmíocht

## INBHUANAITHEACTH

Tugaimid tús áite d'inhuanaitheacht i ngach rud a dhéanaimid

## TÉAMAÍ STRAITÉISEACHA

Aithníodh ceithre théama straitéiseacha mar chuid den Phlean seo a fhorbairt. Is léiriú iad ar an timpeallacht oibre chasta agus cheangailte atá san eagraíocht. Baineann na téamaí seo le gach Rannóg san eagraíocht maidir lenár seirbhísí a chur ar fáil do mhuintir Fhine Gall.

Tá roinnt tosaíochtaí straitéiseacha ardleibhéil ag baint le gach téama agus, chomh maith leis sin, tá roinnt cuspóirí straitéiseacha ag baint le gach tosaíocht straitéiseach.

TÉAMA 1: CAIGHDEÁN NA BEATHA

TÉAMA 2: COMHSHAOL AR ARDCHAIGHDEÁN ATÁ ATHLÉIMNEACH Ó THAOBH AERÁIDE DE

TÉAMA 3: TIMPEALLACHT GNÓ AR ARDCHAIGHDEÁN

TÉAMA 4: CÁILÍOCHT INÁR GCUID OIBRE

Is féidir Plean Corparáideach Chomhairle Contae Fhine Gall 2019-2024 a fháil ar

[www.fingal.ie](http://www.fingal.ie)

### **Deir Cairt Chustaiméirí Chomhairle Contae Fhine Gall:**

*"Éascóimid an dátheangachas (Béarla/Gaeilge) chomh maith agus is féidir agus aithneofar teangacha eile de réir mar is cuí".*

### Caibidil 3 Miondealú ar na seirbhísí reatha i ngach Teanga Oifigiúil

| Seirbhísí atá ar fáil i nGaeilge | Seirbhísí atá ar fáil go dátheangach   | Seirbhísí atá ar fáil i mBéarla   |
|----------------------------------|--|---|
|                                  | <p>Tá seirbhísí agus fáisnéis ar fáil ar láithreán gréasáin dátheangach Chomhairle Contae Fhine Gall.</p> <p>Tá roinnt ball foirne ar fud na heagraíochta ar féidir leo seirbhís dhátheangach a chur ar fáil má iarrtar orthu é, ach iad a bheith ar fáil.</p> <p>Tá sé sin fógartha ar rannóg de Láithreán Gréasáin Chomhairle Contae Fhine Gall <a href="http://www.fingal.ie">www.fingal.ie</a>.</p> <p>Tá seirbhís dhátheangach á cur ar fáil anois ag leabharlanna i gcuid mhaith dá gcraobhacha (sin má bhíonn a bhfoireann dhátheangach ar fáil).</p> | <p><b>Halla an Chontae Sord</b></p> <ul style="list-style-type: none"> <li>• Rannóg Gnóthaí Corparáideacha &amp; Rialachais</li> <li>• Rannóg Acmhainní Daonna</li> <li>• Teicneolaíocht Faisnéise</li> <li>• An Rannóg Ailtirí</li> <li>• An Rannóg Airgeadais</li> <li>• An Rannóg Forbartha Eacnamaíochta, Fiontair, Cultúir Turasóireachta</li> <li>• An Rannóg Pleanála &amp; Bonneagair Straitéiseach</li> </ul> <p><b>Oifig Bhaile Bhlainséir, Bóthar an Gharráin</b></p> <ul style="list-style-type: none"> <li>• An Rannóg Oibríochtaí</li> <li>• An Rannóg Tithíochta &amp; Pobail</li> <li>• An Rannóg Pobail, &amp; Spóirt</li> <li>• An Roinn Comhaoil, Gníomhaíochta ar son na hAiráide agus Taisteal Gníomhach</li> <li>• An Roinn Dlí</li> </ul> <p><b>Leabharlanna</b></p> <ul style="list-style-type: none"> <li>• Na seirbhísí go léir atá ag feidhmiú ó 10 gcraobh leabharlainne, an tseirbhís leabharlainne soghluaiste agus an tseirbhís don té atá gafa sa teach.</li> <li>• Cartlann an Chontae</li> <li>• An Oifig Staidéir Áitiúil</li> </ul> |



## **Caibidil 4 Gealltanais chun úsáid na Gaeilge a fheabhsú**

Is iad cuspóirí an cheathrú Scéim seo cur leis an dul chun cinn atá bainte amach ón bhliain 2018 i soláthar seirbhísí ar ardchaighdeán dár gcustaiméirí a labhraíonn Gaeilge agus an réimse seirbhísí atá ar fáil go dátheangach a leathnúi rith shaolré na scéime.

Áiríonn ár gceathrú Scéim tiomantas chun monatóireacht a dhéanamh ar leibhéal an éilimh ar sheirbhísí trí Ghaeilge ar bhonn leanúnach, ionas gur féidir linn leanúint ag freastal ar an éileamh seo ar bhealach pleanáilte, ciallmhar agus praiticiúil.

Geallann Comhairle Contae Fhine Gall leanúint leis na gealltanais seo a leanas maidir le forbairt na Gaeilge faoin cheathrú Scéim seo thar shaolré na Scéime mura luaitear a mhalairt:

### **4.1 Cáipéisíocht Scríofa**

Leanfaidh Comhairle Contae Fhine Gall ag soláthar gach foirm iarratais agus bileoga faisnéise a bhaineann leo ar fáil i bhformáid dhátheangach, nó i leaganacha Gaeilge agus Béarla ar leith.

Nuair a chuirtear foirmeacha iarratais agus bileoga faisnéise a bhaineann leis ar fáil mar leaganacha Gaeilge agus Béarla ar leith, tabharfar an aird chéanna ar an dá leagan ag gach láthair phoiblí.

Leanfar ag foilsíú cáipéisí a bhaineann le cúrsaí teicniúla nó eolaíochta, nach mbeadh spéis iontu ach ag speisialtóir nó atá beartaithe do lucht spéise idirnáisiúnta amháin i mBéarla amháin.

### **Cumarsáid Sheachtrach**

Eiseofar gach preasráiteas a bhaineann le saincheisteanna Gaeilge i nGaeilge nó go dátheangach ag an am céanna. Eiseofar roinnt Preaseisiúintí go dátheangach freisin agus beidh fáil ar leagan Gaeilge de gach preasráiteas ar láithreán gréasáin na Comhairle.

Aithneofar foireann údarásach i ngach Seirbhís, nuair a bheidh siad ar fáil, chun agallamh a dhéanamh leis na meáin Ghaeilge, go háirithe Raidió na Life, RTÉ Raidió na Gaeltachta agus TG4.

Cuirfear an fhoireann seo ar fáil chun agallamh a dhéanamh do na meáin Ghaeilge trí Oifig Chumarsáide na Comhairle.

Bainfidh Comhairle Contae Fhine Gall úsáid as an nGaeilge in aon phostáil amháin ar a laghad gach lá ar ár n-ardán ar na Meáin Shóisialta.

## **4.2 Seirbhísí Duine le Duine**

Leanfar le hoiliúint leanúnach a chur ar fáil do bhaill foirne a léiríonn suim i seirbhísí trí Ghaeilge a thairiscint agus faoi dheireadh na Scéime táthar ag súil go mbeidh foireann ag gach rannóg a fhéadfaidh déileáil le ball den phobal trí Ghaeilge.

## **4.3 Fáilteoir/Lasc-chlár & Fógraí Béil**

Leanfaidh an fhoireann fáiltithe/an fhoireann lasc-chláir in oifigí na Comhairle ag tabhairt ainm Chomhairle Contae Fhine Gall agus/nó na Rannóige i nGaeilge agus leanfar ag cur oiliúna ar fáil chun beannachtaí bunúsacha a rá i nGaeilge. Leanfar ag cur socruithe oiriúnacha i bhfeidhm ionas gur féidir leo baill den phobal a chur i dteagmháil gan mhoill leis na baill foirne atá freagrach as an tseirbhís a theastaíonn trí Ghaeilge a chur ar fáil.

Is féidir le baill foirne aonair a dteachtaireachtaí glórphoist a shocrú sa teanga aonair a roghnaíonn siad, nó go dátheangach.

## **4.4 Láithreán Gréasáin**

Tá barr feabhais curtha ar láithreán gréasáin Chomhairle Contae Fhine Gall [www.fingal.ie](http://www.fingal.ie) agus tá an t-ábhar agus an nascleanúint dátheangach. Tá roinnt ábhar a bhaineann le cúrsaí teicniúla, agus nach mbeadh spéis ann ach ag speisialtóir amháin nach bhfuil ar fáil ach i mBéarla amháin.

## **4.5 Córais Faisnéise**

Beidh aon chórais ríomhaireachta nua a bheidh á suiteáil in ann an Ghaeilge a láimhseáil go hiomlán.

Tá seoladh ríomhphoist [eolas@fingal.ie](mailto:eolas@fingal.ie) bunaithe chun déileáil le ceistanna i nGaeilge. Freagrófar fiosrúcháin chomh sciobtha le fiosrúcháin i mBéarla.

Leanfaidh an Chomhairle ar aghaidh ag cur infhaighteacht seirbhísí Gaeilge chun cinn trí rannóg a chur ar fáil ar leathanach baile an Láithreáin Gréasáin a léireoidh conas is féidir leat do ghnó a dhéanamh trí Ghaeilge. Cuirfidh sé seo muinín an phobail chun cinn as infhaighteacht na seirbhísí seo trí Ghaeilge.

Leanfar ar aghaidh ag forbairt an Leathanaigh Gaeilge ar Bogearraí Líonraithe Sóisialta Inmheánach na Comhairle mar acmhainn foirne chun dátheangachas a chur chun cinn, lena n-áirítear cúnamh agus comhairle faoi: litreacha a scríobh, frásaí d'fháilteoirí, ainmneacha post agus seirbhísí laistigh den Chomhairle, mionsonraí faoi imeachtaí Gaeilge atá le teacht agus aon fhaisnéis ábhartha eile.

#### **4.6 Seirbhísí Idirghníomhacha Ar Líne**

Beidh aon sheirbhísí idirghníomhacha ar líne nua, a fhorbróidh Comhairle Contae Fhine Gall, a thugann deis don phobal i gcoitinne leas a bhaint as seirbhísí na Comhairle á dtabhairt isteach sa dá theanga ag an am céanna.

#### **4.7 Oiliúint & Forbairt**

Tá Rannóg Oiliúna Chomhairle Contae Fhine Gall agus an Roinn Acmhainní Daonna tiomanta d'éolas agus do scileanna na bhfostaithe a fheabhsú agus cinnteoidh siad go dtabharfar an spreagadh agus an deis chéanna do gach ball foirne chun a n-inniúlacht i nGaeilge a fheabhsú. Beidh an t-éileamh ar sheirbhísí trí Ghaeilge i rith shaolré na Scéime mar fhachtóir lena dhéanamh amach cén feabhas atá tagtha ar inniúlacht i nGaeilge. Déanfar iniúchtaí ar an éileamh ar sheirbhísí trí Ghaeilge ar bhonn rialta.

Beidh an Chomhairle:-

- Ag leanúint ar aghaidh ag tacú le réimse cúrsaí oiliúna Gaeilge ar ardchaighdeán a chur ar fáil don fhoireann, i rith agus tar éis gnáthuaireanta oibre araon, tríd na Scéim Oideachais Foirne, mar chuid lárnach de phlean oiliúna foriomlán na nÚdarás.
- Ag cur réimse cúrsaí ar fáil thrí mheán na Gaeilge do bhaill foirne atá líofa sa teanga cheana féin.
- Ag cur ábhar Gaeilge ar fáil don fhoireann trí an Leathanaigh Gaeilge ar Bogearraí Líonraithe Sóisialta Inmheánach na Comhairle agus an mBileog Foirne Laethúil chun forbairt agus seachadadh seirbhísí trí Ghaeilge a éascú.
- Ag leanúint ar aghaidh ag measúnú gach cúrsa, lena n-áirítear cúrsaí Gaeilge agus cúrsaí a chuirtear ar fáil trí Ghaeilge, ar bhonn rialta chun a fháil amach chomh éifeachtach agus a chomhlíonann siad spriocanna na nÚdarás.
- Ag cur feasacht teanga san áireamh mar chuid de chúrsaí oiliúna Ionduchtúcháin agus Seirbhíse do Chustaiméirí araon ionas go gcinnteofar:

- a. go dtuigfidh an fhoireann an chúis a gcuireann an Chomhairle beartas dátheangach i bhfeidhm
  - b. go dtuigfidh an fhoireann comhthéacs agus cúlra an bheartais; agus
  - c. go bhfuil siad go hiomlán ar an eolas faoin tslí a mbeidh tionchar ag an mbeartas ar a gcuid oibre
  - d. go bhfaighfear tuiscint bháúil ar riachtanais agus ar imní na Saoránach a labhraíonn Gaeilge
- Leanfaidh an Chomhairle ar aghaidh ag scrúdú bealaí eile (e.g. scéimeanna dámhachtana) chun forbairt seirbhísí trí Ghaeilge na foirne a spreagadh agus a chur chun cinn, agus chun iarrachtaí na foirne a aithint.

#### **4.8 Bearta Cur Chun Cinn**

Leanfaidh Comhairle Contae Fhine Gall ar aghaidh:

- Ag glacadh páirte agus ag cur chun cinn Seachtain na Gaeilge agus Imeachtaí eile, imeachtaí leabharlainne san áireamh
- Ag tacú leis an ngrúpa Gaeilge sa Chomhairle le himeachtaí sóisialta Gaeilge eile.
- Rannóg Ghaeilge a chur i nuachtlitir na foirne 'The Raven'.
- Faisnéis a chur ar fáil don fhoireann ar Bogearraí Líonraithe Sóisialta Inmheánach na Comhairle agus tríd an mBileog Foirne Laethúil
- Úsáid na Gaeilge a mhéadú ar ár nArdáin ar na Meáin Shóisialta – Twitter agus Facebook

#### **4.9 Earcaíocht agus Socrúchán**

Cuirfidh Comhairle Contae Fhine Gall beartais earcaíochta, shoghluaisteachta foirne agus acmhainní i bhfeidhm agus é mar aidhm a chinntiú go mbeidh an dóthain foirne a labhraíonn Gaeilge ar fáil chun seirbhísí i nGaeilge a chur ar fáil. I gcomhthéacs ina bhfuil cáilíochtaí do phoist leagtha amach go náisiúnta ag an rialtas láir, leanfaidh Comhairle Contae Fhine Gall ag déanamh athbhreithnithe ar cibé an bhfuil poist ann a bhféadfadh inniúlacht i nGaeilge a bheith luaite leo, (i scríbhinn agus ó bhéal araon), ar fud na heagraíochta.

Leanfaidh an Chomhairle ag obair le baill foirne atá inniúil i nGaeilge le seirbhísí i nGaeilge a chur ar fáil i réimse chomh leathan seirbhísí agus is féidir agus de réir mar a thagann éileamh ar sheirbhísí trí Ghaeilge. Tá rannóg ar fáil ar leathanach baile an Láithreáin Gréasáin a léireoidh conas is féidir leat do ghnó a dhéanamh trí Ghaeilge.

#### **4.10 Beartas cruinnithe poiblí**

Reáchtálann an Chomhairle gach cruinniú poiblí dá gcuid i mBéarla.

Cuirfear deiseanna oiliúna ar fáil do bhaill tofa ar mian leo Gaeilge a fhoghlaim agus a úsáid.

Leanfaidh Comhairle Contae Fhine Gall ag obair leis an gCoiste Gaeilge a bunaíodh trí Choiste Polasaí Straitéiseach um Forbairt Pobail, Cultúr Oidhreacht & chun an Ghaeilge a chur chun cinn sa Chomhairle agus i bhFine Gall.

## **Caibidil 5 Feidhmiú, Monatóireacht & Foilsiú na Scéime Comhaontaithe**

### **5.1 Feidhmiú & Monatóireacht**

Is ar an Fhoireann Bainistíochta Sinsearach atá an fhreagracht iomlán chun an scéim a chur i bhfeidhm agus cuirfidh siad i bhfeidhm í i gcomhthéacs na n-acmhainní atá ar fáil. Is iad na bainisteoirí líne go príomha i ngach Rannóg a dhéanfaidh an fheidhm mhonatóireachta ó lá go lá.

Tabharfaidh an tAonad Cumarsáide tuairisc faoin tslí a bhfuil Comhairle Contae Fhine Gall ag comhlíonadh Acht na dTeangacha Oifigiúla 2003 agus an dul chun cinn maidir le feidhmiú na Scéime Gaeilge. Nuair a bheidh an Scéim ceadaithe, ullmhófar Plean Forfheidhmithe 3 bliana ina leagtar síos spriocanna ina mbeifear in ann dul chun cinn na scéime a mheas.

Tabharfar tuarascálacha Ráithiúla maidir le Dul Chun Cinn don Phríomhfheidhmeannach lena n-áirítear tagairt dóibh seo a leanas:

- Tionscnaimh a chuir úsáid na Gaeilge chun cinn
- Ábhair ar foilsíodh cuid de nó é go léir i nGaeilge
- Aon ghearán nó moltaí a bhaineann le seirbhísí a chur ar fáil i nGaeilge ag Comhairle Contae Fhine Gall
- Dul chun cinn ar gach gealltanais atá leagtha amach sa Scéim
- Leibhéal na n-éileamh ar sheirbhísí i nGaeilge.

Beidh rannóg faoin nGaeilge san áireamh i dTuarascáil Bhliantúil na Comhairle.

### **5.2 Foilsiú na Scéime Comhaontaithe**

Scaipfear an Scéim Gaeilge ar an bhfoireann go léir agus a chuirfear ar fáil í ar Bhogearraí Líonraithe Sóisialta Inmheánach na Comhairle.

Tapóidh an Chomhairle gach deis chun na seirbhísí i nGaeilge a chuirimid ar fáil a chur chun cinn agus a phoibliú trí na modhanna seo a leanas:

- custaiméirí a chur ar an eolas go díreach ar bhonn réamhghníomhach faoin rogha gnó a dhéanamh linn trí Ghaeilge, mar shampla, trí fhógraí a thaispeáint i gceantair fáiltithe a thabharfaidh le fios go bhfuil seirbhísí Gaeilge ar fáil;
- faisnéis a chur ar fáil ar leathanach baile an Láithreáin Gréasáin a léiríonn conas is féidir leat do ghnó a dhéanamh trí Ghaeilge;
- Léiriú ar threoirínte, bileoga nó foirmeacha iarratais go bhfuil na cáipéisí seo ar fáil freisin i nGaeilge, mura gcuirtear i láthair iad go dátheangach;

- an aird chéanna a thabhairt ar ábhair i nGaeilge agus i mBéarla.

Cuirfear an Scéim seo ar fáil don phobal i gcoitinne trí:

- Láithreán Gréasáin Chomhairle Contae Fhine Gall
- Na Meáin Shóisialta
- Preasráiteas

Cuirfear cóip den scéim chomhaontaithe ar aghaidh chuig Oifig an Choimisinéara Teanga

Tuilleadh faisnéise ar fáil ó:

An tAonad Cumarsáide,

Comhairle Contae Fhine Gall.

Halla an Chontae

An tSráid Mhór

Sord

Ríomhphost: [eolas@fingal.ie](mailto:eolas@fingal.ie)

Láithreán Gréasáin [www.fingal.ie](http://www.fingal.ie) [www.fingal.ie/ga](http://www.fingal.ie/ga)



# FINGAL COUNTY COUNCIL

## FOURTH LANGUAGE SCHEME

2021 – 2024

(Under Section 15 of the Official Languages Act 2003)





## CONTENTS

| Chapter |   | Page Number |
|---------|---|-------------|
| 1       | Introduction and Background                               | 18          |
| 2       | Overview of Fingal County Council                         | 20          |
| 3       | Breakdown of current services in each Official Language   | 23          |
| 4       | Commitments to enhance the use of the Irish Language      | 24          |
| 5       | Implementation, Monitoring & Publicising of Agreed Scheme | 29          |

## **Chapter 1 Introduction and background**

### **1.1 Introduction & Review of 3rd Language Scheme**

Fingal County Council prepared its third Language Scheme in 2018 in accordance with the Official Languages Act 2003. The Scheme was confirmed on 28 May 2018 has been reviewed as part of the preparation of this fourth scheme.

The Council published newspaper advertisements seeking submissions from any interested parties in relation to the preparation of the draft Scheme and a public consultation took place from 2 February to 5 March 2021. 4 submissions were received and these were taken into account when the scheme was being prepared and can be viewed at <https://consult.fingal.ie/>.

### **1.2 Content of the Irish Language Scheme**

This Scheme was prepared under Section 15 of the Official Languages Act 2003. 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 Irish and English

and the measures to be adopted to ensure that any service not currently provided by the body through the medium of the Irish language will be so provided within an agreed timeframe. This Scheme has been drawn up in accordance with the guidelines and is predicated on all of the commitments in any previous scheme being implemented. In the event of commitments in earlier schemes not having been fully implemented to date, this matter has been the subject of discussion with the Office of an Coimisinéir Teanga.

Fingal County Council's Fourth Scheme aims to build on the principles of Quality Customer Service and

- will continue to ensure that persons who wish to conduct their business in Irish are facilitated;
- build incrementally on the existing levels of services currently provided in the Irish language;

- identify areas which can be improved on having regard to what is realistically achievable over the next three years.

The Scheme includes a commitment to assess on an ongoing basis the level of demand for services through Irish and to ensure that Fingal County Council continues to meet this demand in a planned and coherent way. Audits will be carried out to determine the level of queries/requests for services through Irish.

Responsibility for ensuring implementation, as well as monitoring and reviewing the Scheme will rest with Senior Management within Fingal County Council. The scheme is implemented in the context of the prevailing public service and resourcing environments.

### **1.3 Commencement date of New Scheme**

The Minister for Tourism, Culture, Arts, Gaeltacht, Sport and Media has confirmed this scheme with a commencement date of **01 May 2021** and it 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 Act, whichever is the later.

## **Chapter 2                      Overview of Fingal County Council**

### **2.1 Fingal County Council's Corporate Plan 2019 - 2024:**

The county of Fingal comprises a geographical area of 450 square kilometres stretching from Balbriggan in the north of the county to Blanchardstown in the south west and over to Howth in the east. The coastline stretches over 88kms with 13 major beaches, three large estuaries and salt marsh habitats. It is a county rich in cultural heritage with the Council playing a major role in the development of some of the key visitor attractions including Ardgillan Demesne, Newbridge House, Malahide Castle and Gardens and Skerries Mills.

The county has significant economic advantages notably its proximity to Dublin City and Port through the Port Tunnel and its location on the Dublin Belfast economic corridor. The major arterial routes of the M50, M1, M2 and M3 link the county with the rest of Dublin and with the north of the country. Dublin Airport, located in the heart of the county, in addition to being a key hub into and out of the country is also a significant economic driver in the county.

The Dublin Enterprise Zone, located in Blanchardstown, which consists of 1,571 hectares of industrial land, is home to many household names in the IT and pharmaceutical sectors providing employment to over 19,000 working in 780 companies.

The county is home to one third level institute, the Technological University Dublin, formerly the Blanchardstown Institute of Technology, and has also developed close links with Dublin City University. The demographics of the county are set out in the following sections.

#### **POPULATION**

The 2016 Census recorded a population of 296,020 in Fingal, the third highest in the country, behind Dublin City and Cork County. This represents an 8% increase on the 2011 Census and more than 17% on the 2006 Census, a faster growth rate than any other local authority area in the same period.

#### **AGE**

Circa 42% of the population of the county were below 30 years of age in 2016 as compared to the national average of 39%, while over 13% were aged 60 and over as compared with 18% nationally. The age categories of 0-15 and 25-39 years of age are those in which Fingal substantially exceeds the national profile.

#### **HOUSEHOLDS**

According to the 2016 Census there were 96,812 households in Fingal, 16,400 more than 2006 an increase of over 20%. The average size of all private households was 3.03 persons in 2016 while for the State as a whole it was 2.75 persons.

#### **NATIONALITIES**

Fingal has the second highest number of non Irish nationals at almost 64,000, behind Dublin City, and has the 3rd highest level in proportion to Irish nationals behind Galway and Dublin cities.

## **OUR VISION:**

Fingal a great place to live, work, visit and to do business

## **OUR MISSION**

To be a vibrant, outward looking, well run Council that shows leadership and embraces diversity and opportunity

## **OUR CORPORATE VALUES**

### ACCOUNTABLE

We are accountable for delivering on our commitments

### ACT WITH INTEGRITY

We work in a principled, open and conscientious manner

### CONTINUOUSLY IMPROVE

We embrace change and pursue excellence

### DEMOCRATIC AND CIVIC LEADERSHIP

We value the democratic process and protect civic leadership

### ENGAGE AND INSPIRE

We focus on engaging and inspiring our citizens

### INCLUSIVENESS

We will include all citizens in our activities

### PUT PEOPLE FIRST

We value people, encourage their development and reward their performance

### SUSTAINABILITY

We keep sustainability to the forefront of everything we do

## **STRATEGIC THEMES**

Four strategic themes have been identified as part of the development of this Plan reflecting the complex and interlinked working environment of the organisation.

These themes cross cut all Departments in the organisation in the delivery of our services to the citizens of Fingal. Each theme has a number of high level strategic priorities and each strategic priority has in turn a number of strategic objectives.

THEME 1: QUALITY OF LIFE

THEME 2: QUALITY AND CLIMATE RESILIENT ENVIRONMENT

THEME 3: QUALITY BUSINESS ENVIRONMENT

THEME 4: QUALITY IN OUR WORK

Fingal County Council Corporate Plan 2019-2024 is available on [www.fingal.ie](http://www.fingal.ie)

### **Fingal County Council Customer Charter states:**

*"We will facilitate bilingualism (English/Irish) to the maximum possible extent and recognise other languages as appropriate".*

**Chapter 3 Breakdown of current services in each Official Language**

| <b>Services available in Irish</b> | <b>Services available bilingually</b>  | <b>Services available in English</b>   |
|------------------------------------|--|--|
|                                    | <p>Fingal County Council provides access to information and services on our bilingual website.</p> <p>A number of staff are available throughout the organisation who can provide a bilingual service if requested, subject to availability.</p> <p>A section on Fingal County Council's Website <a href="http://www.fingal.ie">www.fingal.ie</a> advertises this.</p> <p>Libraries are now delivering a bilingual service in many of their branches (subject to the availability of bilingual staff).</p> | <p><b>County Hall Swords</b></p> <ul style="list-style-type: none"> <li>• Corporate Affairs &amp; Governance Dept</li> <li>• Human Resources Dept.</li> <li>• Information Technology</li> <li>• Architects Dept.</li> <li>• Finance Dept.</li> <li>• Economic Enterprise, Tourism &amp; Cultural Development Dept.</li> <li>• Planning &amp; Strategic Infrastructure Dept.</li> </ul> <p><b>Blanchardstown Office, Grove Road</b></p> <ul style="list-style-type: none"> <li>• Operations Dept.</li> <li>• Housing &amp; Community Dept inc.</li> <li>• Community, &amp; Sports Division.</li> <li>• Environment Climate Action and Active Travel Dept.</li> <li>• Law Dept.</li> </ul> <p><b>Libraries</b></p> <ul style="list-style-type: none"> <li>• All services operating from 10 branch libraries, the mobile library service and the housebound service.</li> <li>• The County Archive</li> <li>• The Local Studies Office</li> </ul> |

## **Chapter 4                      Commitments to enhance the use of the Irish Language**

The objectives of this fourth Scheme are to build on the progress achieved since 2018 in the provision of quality services to our Irish-speaking customers and to broaden the range of services available bilingually over the lifetime of the scheme.

Our fourth Scheme includes a commitment to monitor the level of demand for services through Irish on an ongoing basis, so that we can continue to meet this demand in a planned, coherent and practical way.

Fingal County Council undertakes to continue with the following commitments to the development of the Irish language under this Fourth Scheme over the lifetime of the Scheme unless otherwise stated:

### **4.1      Written Documentation**

Fingal County Council will continue to make all application forms and associated information leaflets available in bilingual format, or in separate Irish and English versions.

Where application forms and associated information leaflets are provided as separate Irish and English language versions, equal prominence will be given to both versions at all public locations.

Documents of a technical or scientific nature, of specialist interest only or intended for an international audience only, will continue to be published in English only.

### **External Communications**

All press releases pertaining to Irish language issues will be issued simultaneously in Irish or bilingually. Some other press releases will also be issued bilingually and an Irish version of all press releases will be available on the Fingal County Council Website.

Authoritative staff in each Service will be identified, where available, to carry out interviews with the Irish language media, particularly Raidió na Life, RTÉ Ráidió na Gaeltachta and TG4.

These staff will be made available for interview to the Irish language media through the Council's Communications Office.

Fingal County Council will use Irish in at least one post daily on our Social Media platforms.



## **4.2 One-to-One Services**

Ongoing training will continue to be provided to interested members of staff to offer services through Irish and by the end of the Scheme it is anticipated that each department will have staff that can deal with a member of the public through Irish.

## **4.3 Receptionist/Switchboard & Oral Announcements**

Receptionist staff/switchboard staff in Council offices will continue to give the name of Fingal County Council and/or the Department in Irish and will continue to be provided with training to give basic greetings in Irish. Suitable arrangements will continue to be in place so that they can put members of the public in touch without delay with staff responsible for offering the service required through Irish.

Individual staff members can set their voicemail messages in the single language of their choice, or bilingually.

## **4.4 Website**

Fingal County Council's website [www.fingal.ie](http://www.fingal.ie) has been greatly improved and is bilingual in content and navigation. Some content of a technical nature, and of specialist interest, is available only in English.

## **4.5 Information Systems**

Any new computer systems being installed will be fully capable of handling the Irish language.

An e-mail address [eolas@fingal.ie](mailto:eolas@fingal.ie) has been set up to deal with queries in the Irish Language. Queries will be responded to as promptly as English language queries.

The Council will continue to promote the availability of Irish language services by providing a section on the homepage of the Website indicating how business can be conducted through Irish. This will promote public confidence in the availability of these services through Irish.

The Irish Language page on the Council's internal Social Networking Software, will continue to be developed as a staff resource for the promotion of bilingualism including help and advice on: writing letters, phrases for receptionists, names of posts and services within the Council, details of upcoming Irish language events and any other relevant information.

#### **4.6 On-line Interactive services**

Any new on-line interactive services, developed by Fingal County Council, which allow the general public to avail of Council services will be introduced simultaneously in both languages.

#### **4.7 Training & Development**

Fingal County Council's Training Section and Human Resources Departments, are committed to improving the knowledge and skills of employees and will ensure that all staff are given equal encouragement and opportunity to improve their Irish language competence. The demand for services through Irish during the lifetime of the Scheme will be a factor in determining the degree to which the Irish Language proficiency is enhanced. Audits of the demand for services through Irish will be carried out on a regular basis.

The Council will:-

- Continue to support the provision of a range of high-quality Irish language training courses to staff, both during and after normal working hours, through its Staff Education Scheme, as an integral part of the Authorities' overall training plan.
- Provide a range of courses through the medium of Irish for members of staff who are currently fluent in the language.
- Provide Irish language materials to staff through the Council's internal Social Networking Software and through the Daily Staff Bulletin to facilitate the development and delivery of services through Irish.
- Continue to assess all courses, including Irish language courses and courses delivered through Irish, on a regular basis to ascertain how effectively they meet the Authorities' goals.
- Include language awareness as part of both Induction and Customer Service training courses so as to ensure that staff:
  - a. understand why the Council implements a bilingual policy
  - b. understand the context and background to the policy; and
  - c. are fully informed about how the policy will affect their work
  - d. gain an empathetic understanding of the needs and concerns of Irish-speaking Citizens

- The Council will continue to examine other mechanisms (e.g. award schemes) to encourage and promote the development of services through Irish by staff, and to recognise the endeavours of staff.

#### **4.8 Promotional Measures**

Fingal County Council will continue to:

- Participate in and promote Seachtain na Gaeilge (Irish Language Week) and other Irish language events including Library events.
- Support the Irish Language Conversation group and any Irish language social events.
- Include an Irish Language section in the staff newsletter 'The Raven'.
- Provide information for staff through the Irish Language Community on the Council's internal Social Networking Software and through the Daily Staff Bulletin
- Increase the use of Irish on our Social Media Platforms – Twitter and Facebook

#### **4.9 Recruitment and Placement**

Fingal County Council will implement recruitment, staff mobility and resourcing policies with a view to ensuring an adequate number of Irish speaking staff are available to provide services in the Irish language. In a context where qualifications for posts are set nationally by central government, Fingal County Council will continue to review whether there are posts which may require competency in Irish (both written and oral) throughout the organisation.

The Council will continue to work with staff who are competent in the Irish language to provide services in the Irish language across as full a range of services as possible and as demand for services through Irish arises. A section will be provided on the homepage of the Website indicating how business can be conducted through Irish.

#### **4.10 Public meetings policy**

The Council conducts all of its public meetings in the English language.

Training opportunities will be provided for elected members who wish to learn and use Irish.

Fingal County Council will continue to work with the Coiste Gaeilge set up through the Community Development, Heritage, Culture and Creativity Strategic Policy Committee to promote the Irish Language in the Council and in Fingal.

## **Chapter 5 Implementation, Monitoring & Publicising of Agreed Scheme**

### **5.1 Implementation & Monitoring**

The overall responsibility for implementing the scheme rests with the Senior Management Team who will implement in the context of the available resources. The day to day monitoring function will be carried out primarily by line managers in each Department.

The Communications Unit will report on Fingal County Council's compliance with the Official Languages Act 2003 and progress on implementation of the Irish Language Scheme. Once the Scheme is approved, a 3-year Implementation Plan will be prepared which will set targets against which progress on the scheme can be measured.

Quarterly Progress reports will be made to the Chief Executive which will include reference to the following:

- Initiatives that have promoted the use of Irish
- Materials published in whole or in part in Irish
- Any complaints or suggestions relating to the provision of services in Irish by Fingal County Council
- Progress against each commitment set out in the Scheme
- Level of demand for services in Irish.

The Council's Annual Report will include a section on the Irish Language.

### **5.2 Publicising of agreed Scheme**

The Irish Language Scheme will be circulated to all staff and will be made available on the Council's internal Social Networking Software and through the Daily Staff Bulletin.

The Council will take every opportunity to promote and publicise the services we provide in Irish through the following means:

- directly informing customers on a proactive basis of the option of conducting business with us through Irish, for example, by the display of notices at reception areas indicating that Irish language services are available;
- providing information on the homepage of the Website indicating how business can be conducted through Irish;
- Indicating on guidelines, leaflets or application forms that these documents are also available in Irish, unless presented bilingually;

- giving equal prominence to Irish and English language materials.

This Scheme will be made available to the general public by means of:

- Fingal County Council Website
- Social Media
- Press Release

A copy of the agreed scheme will be forwarded to the Office of An Coimisinéir Teanga

Further information available from:

Communications Unit,

Fingal County Council.

County Hall

Main Street

Swords

Email: [eolas@fingal.ie](mailto:eolas@fingal.ie)

Web [www.fingal.ie](http://www.fingal.ie) [www.fingal.ie/ga](http://www.fingal.ie/ga)