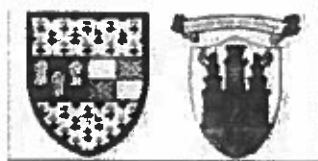


Contae agus Cathair



**COMHAIRLÍ CONTAE
AGUS BUIRGE
CHILL CHAINNIGH
COMHSCÉIM GAEILGE
2013-2016**

Faoi Alt 15

d'Acht na dTeangacha Oifigiúla, 2003

***Dúchas
agus
Dóchas***



**KILKENNY COUNTY
AND BOROUGH
COUNCILS
JOINT IRISH LANGUAGE SCHEME
2013 – 2016**

Under Section 15 of the

Official Languages Act 2003

Dúchas

agus

Dóchas

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Réamhrá – an Ghaeilge Bheo

Teanga lánfheidhmeach Eorpach atá sa Ghaeilge anois. Sainítear sa reachtaíocht gurb í ár gcéad teanga in Alt 8 de Bhunreacht na hÉireann. Tá feidhm reachtúil ag an nGaeilge de bhua Acht na dTeangacha Eorpacha, 2003 agus Rialachán a rinneadh ina dhiaidh sin. Ar leibhéal níos áitiúla, tá an teanga in úsáid gach lá mar chuid dár gcuraclam oideachais. Rinneadh dul chun cinn maidir le Gaelscoileanna agus Naíonraí. Tá an teanga beo.

Agus an bonn daingean seo faoi chaibidil, tá Údaráis Áitiúla Chill Chainnigh tiomanta do chaomhnú ár dteanga Náisiúnta. Leanaimid le héileamh poiblí a éascú in idirbheartaíochtaí gnó agus an tsaoil laethúil trí mheán na Gaeilge. Mar gheall ar na bearta a glacadh mar thoradh ar fhorálacha ár Scéimeanna Gaeilge, tá an Ghaeilge i bhfad níos inrochtana i gCill Chainnigh.

Tá athbheochan fhairsing suime sa teanga le sonrú i measc an daonra go ginearálta agus i measc mhuintir Chill Chainnigh, go háirithe. Léirítear seo i mbunú áiseanna oideachais naíonra, bhunscoile agus mheánscoile. Chomh maith leis sin, gabhann an Scéim leasaithe seo níos faide sa tóir ar eagraíocht atá go hiomlán freagrúil agus ar féidir léi freastal ar riachtanais a gcustaiméirí uile.

Tá sé mar chuspóir ag an scéim chun cur le forálacha na scéime roimhe seo agus léiríonn sí bonn daingean do bhreis dul chun cinn i dtéarmaí na Gaeilge. Díríonn an nuálaíocht ar rochtain gan stró a chruthú do chustaiméirí ar threonna, treoir agus ar fhaisnéis i bhformáid dhátheangach. Cuireann oiliúint na foirne túsline agus tacaíocht i dtaobh na meán leictreonach ar chumas an phróisis freastal ar éileamh go muiníneach agus go hinniúil.

Joe Crockett,
Bainisteoir Contae.

Foreword – An Ghaeilge Bheo

Irish is now a fully fledged European language. Its status is constitutionally defined as our first language in Section 8 of Bunreacht na hÉireann. The Irish language has statutory effect by virtue of the Official Languages Act 2003 and subsequent Regulations. At a more local level the language is in daily use as part of our educational curriculum. There have been advances in terms of Gaelscoileanna and Naíonraí. The language is alive.

With these firm foundations in mind Kilkenny Local Authorities are committed to the preservation of our National language. We continue to facilitate public demand in the transactions of business and daily life through the medium of Irish.

This scheme seeks to build on the provisions of its predecessor and reflects a firm foundation for further progress in terms of the Irish language. The supports and services which the Council provides enable ready access for customers to directions, guidance and information in a bilingual format. The Council is committed to the training of front line staff while support in terms of electronic media enables the process to meet demand with confidence and competence.

Joe Crockett,
County Manager.

Comhréamhrá – Ag Oibriú le Chéile

Tá an Ghaeilge mar bhunchloch ár gcultúir agus ár n-oidhreacht. Chruthaigh muintir na tíre seo í, agus tá sí mar imleacán idir muintir na tíre agus tagann sí chun cinn le muintir na tíre. Bhain imeachtaí stairiúla de staid ár dteanga dúchais maidir lena húsáid laethúil, bíodh an t-ionad oibre nó an teach cónaithe i gceist.

Aithnítear i mBunreacht na hÉireann agus i Reacht na hÉireann tábhacht na Gaeilge. Rinne ár gcóras oideachais an teanga a chothú thar go leor glúine. Tá fuilleach eolais ar an teanga, mar aon leis an gcumas chun í a labhairt agus a scríobh, mar aon le toilteanas chun í a úsáid.

Tá againn an deis chun gach ceann de na snáitheanna seo a athnascadh agus ár ndícheall a dhéanamh chun taipéis fhairsing ár dteanga beo a athchruthú. Léiríonn an Scéim leasaithe Gaeilge clár gníomhaíochta a chuir Comhairlí Buirge agus Contae Chill Chainnigh i bhfeidhm chun úsáid níos mó a bhaint den Ghaeilge a spreagadh. Sa chás go gcuirtear faisnéis ar fáil ar bhonn cothrom i nGaeilge agus i mBéarla araon, is dóchúla go ndéanfaidh custaiméirí rogha i bhfabhar na Gaeilge.

Tá go leor de na bearta ar a dtugtar breac-chuntas sa Scéim seo suite go dlúth i struchtúr, próiseas agus teicneolaíocht ár n-eagraíochtaí. Tá sé beartaithe againn go gcuirfead na háiseanna seo ar fáil do dhaoine a théann i dteagmháil linn agus ar mian leo leas a bhaint as ár seirbhísí éagsúla. Tá ár gcustaiméirí in ann iad seo a rochtain gan stró agus bíonn siad réidh le húsáid. Ó pheirspictíocht na cumarsáide túslíne ó bhéal, tá ár n-eagraíochtaí réidh chun lámh chúnta a thabhairt in úsáid laethúil agus i mborradh na Gaeilge.

Ó thaobh an bhaill thofa de, tá gliondar croí orainn go bhfuil anois againn feidhm dhíreach sa phróiseas seo. Mar gheall gurb ann d'Fhochoiste Gaeilge na Comhairle, tá deis againn chun monatóireacht, pleanáil agus forbairt a dhéanamh ar dhul chun cinn Chill Chainnigh i bhforbairt ár dteanga dúchais.

Táimid tiomanta do thacú le gach ceann de na bearta ar a dtugtar breac-chuntas sa Scéim seo mar aon le hiad a chothú. Cé go maireann saolré na cáipéise thar thréimhse trí bliana, sáraíonn ár bhfís an t-amfhráma seo go mór. Cuireadh tús leis an Straitéis Fiche Bliain don Ghaeilge in 2010. Rinneadh spriocanna cinnte a shocrú. Beidh feidhm ag Cill Chainnigh leis na spriocanna seo a bhaint amach.

An Comhairleoir Pat Dunphy agus an Comhairleoir Martin Brett,
Cathaoirleach agus Méara Chill Chainnigh.

Joint Foreword - Ag Obair Le Chéile

The Irish Language is the bedrock of our culture and heritage. It comes from the people, connects the people and evolves with the people. Historical events have conspired to erode and undermine the position of our native tongue in daily use, be it in the place of work or at home.

The Irish Constitution and Statute recognise the importance of the Irish Language. Our educational system has sustained the language over many generations. Knowledge of the language, the ability to speak and write it, allied to a willingness to use it, all exist in abundance.

Now we have an opportunity to reconnect all of these threads and do our part to recreate the rich tapestry that is our living language. This revised Irish Scheme represents a programme of action which Kilkenny Borough and County Councils have put in place to encourage the greater use of Irish. Where information is provided on an equal basis in both Irish and English, customers are more likely to exercise their choice in favour of Irish.

Many of the measures outlined in this Scheme are embedded in the structure, process and technology of our organisations. It is our intention that these facilities are put at the disposal of persons who contact us wishing to avail of our various services. These are readily accessible by our customers and are ready to use. From the perspective of front line verbal communication, our organisations are prepared to assist in the daily usage and growth of the Irish language.

From the perspective of the elected member, it is most welcome that we now have a direct role in this process. The existence of the Council's Irish Language Subcommittee gives us an opportunity to monitor, plan and develop Kilkenny's path to progress in the development of our native language.

We commit to supporting and sustaining all of the measures outlined in this Scheme. While the currency of the document extends over a three year period our vision extends far beyond this timeframe. The Twenty Year Strategy for the Irish Language commenced in 2010. Definite targets have been set. Kilkenny will play its part in achieving these goals.

**Councillor Pat Dunphy and Councillor Martin Brett,
Cathaoirleach and Mayor of Kilkenny**

Caibidil 1

Réamhrá agus Cúlra

Comhlachtaí móra seirbhíse poiblí iad Comhairlí Contae agus Buirge Chill Chainnigh atá lonnaithe i gCúige Laighean, in Oirdheisceart oileán na hÉireann. Tá sa chontae daonra measctha 95,419 duine (daonáireamh 2011), agus mar gheall ar an daonra seo, tá ar na comhlachtaí seo tabhairt faoi réimse fairsing seirbhísí a sheachadadh. Tá méid suntasach de chomhéadan custaiméirí le sonrú. Cuirtear iarratais ar shagsanna éagsúla cúnaimh, iarratais ar scéimeanna agus ar chistiú, agus tuairimí ó chustaiméirí faoinár mbráid, agus cuirimid freagraí agus faisnéis eile amach san fhearann poiblí. Ina theannta sin, leagtar dualgas ar na comhlachtaí maidir le faisnéis a chur le chéile, a chomhchruthú agus a dháileadh i bhfoirm phleananna, bheartas agus cháipéisí éagsúla faisnéise.

Soláthraíonn seirbhísí fairsinge eile, ar nós Sheirbhís na Leabharlainne Contae, deiseanna caitheamh aimsire agus áineasa, agus tugann feidhm Bhóithre na Comhairle faoi fheabhsúcháin agus cothabháil bóithre, a bhfuil suiteáil agus deisiúchán comharthaí bóithre mar chuid de. Aithnímid nach mór dúinn tabhairt faoi gach ceann dár seirbhísí do chustaiméirí, teidlíochtaí agus cearta a sheachadadh ar bhealach atá go hiomlán comhsheasmhach leis an staid bhunreachtúil i dtaca leis an nGaeilge, a príomhacht mar an gcéad teanga oifigiúil agus cearta teangeolaíochta agus cultúrtha gach duine dár gcustaiméirí.

Réitíodh an scéim ar leith seo i gcomhréir le hAlt 15 d'Acht na dTeangacha Oifigiúla. Déanann Alt 15 foráil d'athbheithniú ag comhlacht poiblí ar scéim reachtúil a shonraíonn na seirbhísí a bheartaítear a chur ar fáil:

- trí mheán na Gaeilge,
- trí mheán an Bhéarla,
- trí mheán na Gaeilge agus an Bhéarla, agus
- na bearta a bheartaíonn an comhlacht a ghlacadh lena chinntiú go gcuirfear aon seirbhísí ar fáil trí Ghaeilge nach bhfuil á soláthar trí Ghaeilge faoi láthair.

Dearbhaíodh céad scéim teanga Chomhairlí Contae agus Buirge Chill Chainnigh an 10 Lúnasa 2009 agus cuireadh i bhfeidhm go gníomhach í ó shin i leith. Cuireann an scéim seo le chéad scéim na gComhairlí agus cuireann sí le prionsabail na Seirbhísí Ardchaighdeáin do Chustaiméirí agus lenár gCairt Chustaiméirí.

Chapter 1

Introduction and Background

Kilkenny County and Borough Councils are prominent public service bodies located in the Province of Leinster, in the South Eastern part of the island of Ireland. With a combined population of 95,419 (2011 census) these bodies are tasked with the delivery of a wide range of public services. There is a significant volume of customer interface. Requests for various forms of assistance, applications for schemes and funding, and customer comments flow inward while replies and other information emanates out into the public domain. The bodies are also charged with the assembly, co-relation and distribution of information in the form of various plans, policies, reports and briefing documents.

Other diverse services, such as the County Library Service, provide recreational and amenity opportunities, while the Council's Roads function performs roadway improvement and maintenance, part of which involves the installation and repair of route-way signage. We recognise that we must pursue the delivery of all of our customer services, entitlements and rights in a way that is wholly consistent with the constitutional position regarding the Irish Language, its primacy as the first language and the linguistic and cultural rights of all of our customers.

This particular scheme was prepared in accordance with Section 15 of the Official Languages Act. Section 15 provides for the review 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,
- through the medium of both Irish and English, and
- the measures the body proposes to adopt to ensure that any services that are not provided by the body through the medium of the Irish language will be so provided.

Kilkenny County and Borough Councils' first language scheme was confirmed on 10 August 2009 and has been actively implemented since then. This scheme builds on the Council's first scheme and complements the principles of Quality Customer Service and our Customer Charter.

Ábhar na Scéime Teanga

Dréachtaíodh an scéim agus aird ar ábhar na dtreoirlínte reachtúla arna eisiúint ag an Aire Ealaíon, Oidhreachta agus Gaeltachta faoi Alt 15 d'Acht na dTeangacha Oifigiúla, 2003.

Dearbhaítear an scéim seo trí gach gealltanais in aon scéim roimhe seo a chur i bhfeidhm. Sa chás nár cuireadh i bhfeidhm go hiomlán go dtí seo gealltanais i scéimeanna roimhe seo, bhí/beidh an tsaincheist seo á plé le hOifig an Choimisinéara Teanga.

Leagfar an fhreagracht as cur i bhfeidhm na scéime, mar aon le monatóireacht agus athbhreithniú a dhéanamh ar an scéim ar an lucht bainistíochta sinsearaí laistigh de gach rannóg de Chomhairlí Contae agus Buirge Chill Chainnigh.

Dáta Tosaigh na Scéime

Rinne an tAire Ealaíon, Oidhreachta agus Gaeltachta an scéim seo a dheimhniú. Tosófar an scéim le héifeacht ón **18 Samhain 2013** agus fanfaidh sí i bhfeidhm ar feadh tréimhse trí bliana ón dáta seo nó go dtí go ndeimhníonn an tAire scéim nua de bhun Alt 15 d'Acht na dTeangacha Oifigiúla, pé tráth is déanaí.

Content of the Language Scheme

This scheme was drafted having regard to the contents of the statutory guidelines issued by the Minister for Arts, Heritage and the Gaeltacht under section 15 of the Official Languages Act 2003.

This scheme is predicated on all of the commitments in any previous scheme being implemented. In the event of commitments in earlier schemes having not being fully implemented to date, this matter will be/or has been the subject of discussion with the Office of an Coimisinéir Teanga.

Responsibility for ensuring implementation of the scheme as well as monitoring and reviewing the scheme will rest with senior management within each section of Kilkenny County and Borough Councils.

Commencement Date of Scheme

This scheme has been confirmed by the Minister for Arts, Heritage and the Gaeltacht. The scheme will commence with effect from **18 November 2013** 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 later.

Caibidil 2

Forbhreathnú ar Chomhairlí Contae agus Buirge Chill Chainnigh

Is iad Comhairlí Contae agus Cathrach Chill Chainnigh an t-údarás reachtúil do sholáthar seirbhísí áitiúla do mhuintir Chomhairle Contae agus Buirge Chill Chainnigh. Is é ár ráiteas misin:

“Tá sé mar chuspóir ag Údaráis Áitiúla Chill Chainnigh oibriú as lámh mhuintir Chill Chainnigh agus na ngníomhaireachtaí ábhartha chun seirbhísí ardchaighdeán a sheachadadh agus chun forbairt inmharthana gheilleagrach, shóisialta agus chultúrtha a chur chun cinn le haghaidh na glúine seo agus glúine amach anseo.”

Soláthraíonn Comhairlí Contae agus Buirge Chill Chainnigh seirbhísí iomadúla, a mbíonn tionchar acu ar shaol gach saoránaigh sa Chontae agus sa Bhuirg. Is iad na príomhfheidhmeanna agus na príomhsheirbhísí:

- Bainistíocht agus soláthar tithíochta
- Bóithre, lena n-áirítear bainistíocht agus sábháilteacht tráchta
- Seirbhísí Uisce, lena n-áirítear séarachas
- Dreasachtaí agus Rialú Forbartha
- Cosaint agus Oideachais Chomhshaoil
- Caitheamh Aimsire agus Áineas, lena n-áirítear leabharlanna, na healaíona, páirceanna agus faichí súgartha
- Seirbhísí ilghnéitheacha.

Tá líon croíchuspóirí corparáideacha mar bhonn agus taca le príomhfheidhmeanna agus príomhghníomhaíochtaí na Comhairle Contae agus Buirge, agus ina measc siúd tá:

“tacú le próiseas daonlathach agus le sainchúram na nIonadaithe tofa, mar aon leis an ngá atá le timpeallacht shábháilte, fholláin, agus thacúil don fhoireann a aithint”.

Tá ag Údaráis Áitiúla Chill Chainnigh na croíluachanna a leanas:

- Rannpháirtíocht agus Comhionannas.
- Seirbhís ardchaighdeán do chustaiméirí a sheachadadh.
- Feabhsú leanúnach seirbhíse (lena n-áirítear luach ar airgead agus úsáid táscairí).
- Ardchaighdeán iompair agus ionracais.
- Oscailteacht agus freagracht.
- Comh-mheas agus comhthacaíocht le Baill, leis an bhFoireann agus leis an bpobal mór.
- Díriú éifeachtach agus comhbhách ar dhaoine.
- Forbairt leanúnach Foirne.

Custaiméirí agus Cliaint

I measc bhonn custaiméirí Chomhairlí Contae agus Buirge Chill Chainnigh tá lucht cónaithe Chontae agus Bhuirg Chill Chainnigh, an pobal gnó agus na mílte turasóir a thagann chuig an gContae agus chuig an gCathair ar bhonn laethúil. Anuas air sin, tá caidreamh oibre ag an gComhairle Contae agus Cathrach le réimse de ghrúpaí reachtúla agus neamhreachtúla.

Chapter 2

Overview of Kilkenny County and Borough Councils

Kilkenny County and City Councils are the statutory authority for the provision of local services to the people of Kilkenny County and Borough. Our mission statement states as follows:

"Kilkenny Local Authorities aim to work in partnership with all of the people of Kilkenny and relevant agencies to deliver quality services and to promote sustainable economic, social and cultural development for current and future generations."

Kilkenny County and Borough Councils provide a multiplicity of services, which touch the lives of every citizen in the County and Borough. 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 and Education
- Recreation and Amenity including libraries, arts, parks and playgrounds
- Miscellaneous services.

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

"supporting the democratic process and the mandate of the Elected Representatives as well as recognising the need for a safe, healthy, and a supportive environment for staff".

Kilkenny Local Authorities subscribe to the following core values:-

- Participation and Equality.
- A high quality of service delivery.
- Ongoing service improvement (including value for money and use of indicators).
- High standards of conduct and probity.
- Openness and accountability.
- Mutual respect and support for Members, Staff and the general public
- An effective and caring focus on people.
- Ongoing development of Staff.

Customers and Clients

Kilkenny County and Borough Councils' customer base includes the residents of Kilkenny County and Borough, the business community and the thousands of visitors to the County and City on a daily basis. In addition the County and City Council has a working relationship with a variety of statutory and non-statutory groups.

Caibidil 3

Seirbhísí/Gníomhaíochtaí a chuireann na Rannóga ar fáil

Réamhrá

Leagtar amach sa Chaibidil seo an staid maidir le soláthar seirbhíse/gníomhaíochtaí a chuireann na Rannóga ar leith ar fáil laistigh den Chomhairle Contae agus Cathrach, mar aon leis an gcóras teanga oifigiúla atá i gceist i ngach cás.

Próifil Rannóga Údarás Áitiúla Chill Chainnigh

Faoi láthair, níl ar chumas aon rannóige a seirbhísí a sheachadadh go cuimsitheach trí mheán na Gaeilge. Is é an Béarla an teanga oibriúcháin i measc na seirbhísí a leanas den Chomhairle:

- Soláthar agus Bainistíocht Tithíochta
- Bainistíocht Bóithre agus Tráchtá
- Seirbhísí Uisce
- Pleanáil
- Cuntais infíochta agus infhaighte
- Rialú, Oideachas agus Forfheidhmiú Comhshaoil
- Oifigí Chomhairle Bhuirg Chill Chainnigh
- Brainsí leabharlainne ar fud an Chontae
- Oifig na nEalaíon
- Gach Oifig Limistéir
- An Linn Snámha
- An tSeirbhís Dóiteáin
- Cosaint Shibhialta
- Seirbhísí Corparáideacha agus Córais Faisnéise

Rannóg atá ag feidhmiú le cumas teoranta Gaeilge.

Sna rannóga a leanas, tá roinnt den fhoireann ar an deasc thosaigh in ann seirbhís teoranta dhátheangach a sholáthar do chustaiméirí;

- Halla an Chontae
- Ceanncheathrú Leabharlann an Chontae agus na Cathrach

Ar a shon sin, braitheann soláthar seirbhísí go mbíonn na daoine seo i láthair agus ar fáil chun amhlaidh a dhéanamh, anuas ar a ngnáthdhualgais a sannadh dóibh. D'éirigh an fhoireann seo freastal ar sheirbhísí trí Ghaeilge a sholáthar roimhe seo agus is amhlaidh a dhéanann siad go fóill.

Cuirtear oiliúint leanúnach ar fáil lena chinntiú go gcoimeádtar an tseirbhís seo ar bun. Chuir an Chomhairle clár oiliúna i bhfeidhm chun cabhrú le teagmhálaithe déileáil le fiosrúcháin trí Ghaeilge d'fhonn an tseirbhís seo a shíneadh chuig rannóga eile.

Chapter 3

Services/Activities provided by Sections

Introduction

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

Section Profile of Kilkenny Local Authorities

Currently no department is capable of delivering its services comprehensively through the medium of Irish. English is the operating language across the following Council services listed as follows:

- Housing Provision and Management
- Roads and Traffic Management
- Water Services
- Planning
- Accounts payable and receivable
- Environment Regulation, Education and Enforcement
- The offices of Kilkenny Borough Council
- Library branches throughout the County
- The Arts Office
- All Area Offices
- Swimming Pool
- Fire Service
- Civil Defence
- Corporate Services and Information Systems

Departments operating with limited Irish Language capability.

In the following departments there is a number of front desk staff capable of providing a limited bilingual service to customers;

- County Hall
- County and City Library head-quarters

However, the provision of services is dependent on these individuals being present and available to do so in addition to their normal assigned duties. These staff have been extremely accommodating in the past and remain so in the present.

Ongoing training is provided to ensure that this service is maintained. The Council has implemented a training programme to enable contact persons to deal with enquiries in Irish with a view to extending this service to other departments.

Is é an cuspóir chun atmaisféar dátheangachais a chruthú agus a chothú sna rannóga a liostáiltear thuas, ionas go mbraitheann custaiméirí a labhraíonn an Ghaeilge go bhfuil fáilte rompu agus go spreagtar iad a gcuid gnó a dhéanamh trí Ghaeilge ionas go mbraitheann custaiméirí agus an fhoireann araon compordach le tabhairt faoina ngnó trí theanga na Gaeilge.

The aim is 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 so that both customers and staff feel comfortable in conducting their business through the Irish language.

Caibidil 4

Measúnú ar an méid seirbhísí atá ar fáil trí Ghaeilge cheana féin

Foilsíonn an Chomhairle Contae agus Cathrach a gcáipéisí reachtúla agus a ráitis bheartais eile go comhuaineach trí Ghaeilge agus trí Bhéarla, i gcomhréir le forálacha Alt 10 d'Acht na dTeangacha Oifigiúla, 2003. Tá an chomharthaíocht phoiblí in oifigí na Comhairle Contae agus Buirge dátheangach, chomh maith. Sa mhullach air sin, tá comhéadan nascleanúna láithreán gréasáin na Comhairle ar fáil i nGaeilge agus i mBéarla araon. Léiríonn an leathanach baile an méid seo. Cuirtear an príomhábhar statach ar fáil i nGaeilge agus i mBéarla araon.

Tá sé de chumas ag an gComhairle cumarsáid a dhéanamh trí Ghaeilge nuair a iarrann duine de mhuintir an phobail air sin. Sannadh feidhmeanna éascaitheora ar dhaoine ainmnithe le hatreorú agus freagraí inniúla a chinntiú ar riachtanais chustaiméirí trí Ghaeilge.

Líonta na gCustaiméirí

D'fhonn measúnú ceart a dhéanamh ar mhéid agus ar chineál an éilimh agus chun rochtain a fháil ar mhéid an bhoinn shonraigh chliant, thug Údarás Áitiúla Chill Chainnigh faoi gach cumarsáid agus ionadaíocht a dhéantar trí mheán theanga na Gaeilge a chur i dtaifead. Déantar seo mar chuid d'fheidhm Sheirbhísí do Chustaiméirí agus coimeádtar clár glaoiteoirí agus cuairteoirí a iarrann ar sheirbhísí trí Ghaeilge, mar chuid den Sainchúram foriomlán Seirbhísí Corparáideacha. Iontráiltear sonraí faoi chumarsáid leictreonach eile agus faoi iarratais scríofa sa taifead céanna.

Seirbhísí Ginearálta na Comhairle a Sholáthar/Modheolaíocht

Ghníomhaíochtaí agus Taighde faoinar Tugadh

Le linn réiteach na Scéime seo, thug Comhairlí Contae agus Buirge Chill Chainnigh faoi phróiseas comhairliúcháin, ina raibh an méid a leanas i gceist:

- aighneachtaí ón bpobal a lorg ar réiteach dréachtscéime
- aighneachtaí ón bhfoireann shinsearach a lorg

Meáin Chumarsáide leis an bPobal

Úsáideann an Chomhairle na modhanna a leanas chun cumarsáid a dhéanamh leis an bpobal

- Bróisiúir agus Bileoga Faisnéise
- Foirmeacha iarratais
- Foilseacháin
- Preaseisiúintí
- Leathanach gach coicís i gceann de na nuachtáin áitiúla
- Láithreán Gréasáin
- Fógraíocht Phoiblí
- An raidió áitiúil

Chapter 4

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

The County and City Council currently publishes its statutory documents and other policy statements simultaneously in Irish and English in accordance with the provisions of section 10 of the Official Languages Act 2003. Public signage generally in the County and Borough and at Council offices is also bilingual. The Council's website navigational interface is available in both Irish and English. The home-page illustrates this. The main static content is provided in both Irish and English.

The Council has the capacity to communicate through Irish where requested by a member of the public. Nominated persons have been assigned facilitator roles in order to ensure competent referral and responses to customer requirements through Irish.

Customer Numbers

In order to properly assess the extent and nature of demand and to assess the extent of the specific client base, Kilkenny Local Authorities has undertaken to log all communications and representations made through the medium of the Irish Language. This is done as part of the Customer Service function and a register of callers and visitors requesting services through Irish is retained as part of the overall Corporate Services Brief. Details of other electronic communications and written requests are entered in the same log.

Provision of General Council Services/Activities Methodology and Research Undertaken

In the preparation of this Scheme, Kilkenny County and Borough Councils undertook a consultation process, which involved:

- seeking submissions from the public on the preparation of a draft scheme
- seeking submissions from senior staff

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
- A fortnightly page in one of the local newspapers
- Website
- Public Advertisement
- The local radio

Cáipéisíocht Scríofa

Coimeádfar na beartais a leanas i bhfeidhm i dtaca leis na catagóirí éagsúla de cháipéisíocht scríofa a chuir Comhairlí Contae agus Buirge Chill Chainnigh i dtoll a chéile le linn shaolré na scéime seo;

(i) Bróisiúir, Bileoga Faisnéise agus Foirmeacha Iarratais

Tá fáil i nGaeilge agus i mBéarla ar gach Foirm Iarratais nua phoiblí agus gach cáipéisíocht lena mbaineann a chuireann an Chomhairle Contae agus Cathrach i dtoll a chéile ó thús na scéime i leith.

Cuirtear fáil ar bhróisiúir agus ar bhileoga faisnéise i nGaeilge agus i mBéarla araon cibé acu go leictreonach nó trí mheán cruachóipe.

Chuir an Chomhairle gach foirm reatha phoiblí iarratais ar fáil i nGaeilge agus i mBéarla araon. Cuirtear fáil ar bhróisiúir agus ar bhileoga faisnéise i nGaeilge agus i mBéarla araon cibé acu go leictreonach nó trí mheán cruachóipe. Caithfear go cothrom leis an dá theanga oifigiúla lena chinntiú go gcuirtear ar fáil an caighdeán céanna de sheirbhís do chustaiméirí sa dá theanga.

Cinntoidh an Chomhairle go gcuirtear ar fáil na cáipéisí thuas go dátheangach laistigh den chlúdach céanna, seachas nuair nach indéanta dó seo mar gheall ar shaghas, méid nó leagan amach an ábhair.

(ii) Foilseacháin

Tá Údarás Áitiúla Chill Chainnigh tiomanta do chinntiú, le linn shaolré na scéime, go gcuirtear ar fáil cáipéisí beartais a d'fhaomh an Chomhairle lena bhfoilsíú, i nGaeilge agus i mBéarla laistigh den chlúdach céanna, seachas nuair nach indéanta dó seo mar gheall ar shaghas, méid nó leagan amach an ábhair.

(iii) Preaseisiúintí

Faoi láthair, déantar preaseisiúint agus fógra amháin as gach deich gcinn a fhoilsíú go dátheangach.

(iv) Láithreán Gréasáin

Faoi fhorálacha na scéime deiridh, chinntigh Údarás Áitiúla Chill Chainnigh go bhfuil fáil ar rochtain dhátheangach idirlín ar gach ábhar statach. Leantar le comhéadan láithreán gréasáin na Comhairle a sholáthar sa dá theanga oifigiúla. Bunaíodh ríomhphost tiomanta, gaeilge@kilkennycoco.ie, do dhaoine ar mian leo cumarsáid dhíreach a dhéanamh i nGaeilge le hÚdarás Áitiúla Chill Chainnigh.

Meán atá bunaithe ar an inlín is ea Gaeilge Log chun gach cumarsáid isteach agus amach i nGaeilge a chur i dtaifead agus a rianú.

Leabhar frásaí agus acmhainn foghlama is ea Is Féidir Linn a thacaíonn leis an bhfoireann agus iad ag iarraidh seirbhís éifeachtach Ghaeilge a chur ar fáil.

Written Documentation

The following policies in relation to the various categories of written documentation produced by Kilkenny County and Borough Councils shall be kept in place during the lifetime of this scheme;

(i) Brochures, Information Leaflets & Application Forms

All new public Application Forms and associated documentation produced by the County and City Council are available in Irish and English from the beginning of the scheme.

New brochures and information leaflets are made available in both Irish and English either electronically or by way of hard copy.

The Council has made available all existing public application forms in both Irish and English. Brochures and information leaflets are made available in both Irish and English either electronically or by way of hard copy. Both official languages will be treated equally to ensure that the same quality of customer service is provided in both languages.

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

(ii) Publications

Kilkenny Local Authorities are committed to ensuring that during the lifetime of the scheme, policy documents approved by Council for publication are made 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

One in ten press releases and advertisements are currently published bilingually.

(iv) Website

Subject to the provisions of the last scheme, Kilkenny Local Authorities have ensured the availability of bilingual internet access to all static content. The Council's website interface continues to be available in both official languages. A dedicated e-mail gaeilge@kilkennycoco.ie address has been established for persons wishing to communicate directly in Irish with Kilkenny Local Authorities.

Gaeilge Log is an intranet based means of recording and tracking all communications, inbound and outbound, in Irish.

Is Féidir Linn is an intranet based phrasebook and learning resource which supports staff in their efforts to deliver an effective Irish Language service.

Cumarsáid ó Bhéal

Is iad an fhoireann a oibríonn ag an deasc sheirbhísí do chustaiméirí/na hoibreoírí lasc-chláir na chéad phointí teagmhála leis an bpobal. Anuas ar na gealltanais a rinneadh sa scéim dheiridh, tá foireann na deisce tosaigh/an lasc-chláir in ann an méid a leanas a dhéanamh;

- beannú don phobal agus ainm an Údaráis Áitiúil a thabhairt i nGaeilge;
- custaiméirí a atreorú chuig an rannóg nó an láthair a theastaíonn uathu;
- custaiméirí a atreorú gan mhoill, chuig an oifig nó chuig an oifigeach atá freagrach as an tseirbhís a sholáthar a theastaíonn trí Ghaeilge, nuair a bhíonn fáil orthu.

Is minic a bhíonn gné den dátheangachas le sonrú sna himeachtaí in imeachtaí ardphróifíle agus i gcruinnithe rialta na gComhairlí mar chuid d'iarrachtaí na Comhairle chun an Ghaeilge a chur chun cinn sa phobal.

Oral Communication

Staff on the customer services desk / switchboard operators are the first points of contact with the public. Further to the commitments given in the last scheme front desk / switchboard staff are;

- able to greet the public and give the name of the Local Authority in Irish;
- are capable of referring customers to the desired section or location;
- are capable of directing customers without delay , to the office or officer responsible for offering the service required through Irish, where available.

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

Caibidil 5

Tionscnaimh Bhreise a Fheabhsaíonn an Cumas Gaeilge

Ciorcal Comhrá

Mar aitheantas ar a bhfeidhm mar éascaitheoir na Foirne agus an Phobail agus le húsáid níos mó a bhaint as an nGaeilge, tá Ciorcal Comhrá bunaithe ag Údarás Áitiúla Chill Chainnigh. Tugann an beart seo an deis d'fhostaithe a leibhéal eolais agus úsáide Gaeilge a mhéadú mar theanga labhartha. Bíonn an Ciorcal ar siúl ar bhonn rialta seachtainiúil, d'fhonn an deis foghlama a fhairsingiú agus chun beart ar fud an phobail a éascú. Bíonn Leabharlanna Contae Chill Chainnigh ina n-óstaigh ar na cruinnithe ag Leabharlann an Locha Bhuí agus tá fáilte roimh chách. Cuireadh an dara hionad ar fáil ag Leabharlann nua Phort an Chalaigh de chuid na Comhairle i ndeisceart an Chontae. Soláthraíonn na hionaid rochtain do na rannpháirtithe ar an Acmhainn Ghaeilge a chuireann ár tSeirbhís Leabharlainne ar fáil.

Léiríonn na rannpháirtithe réimse fairsing de ghrúpaí spéise, ar tugadh cuireadh dóibh i dtosach báire ó bhonn ginearálta custaiméirí na leabharlainne, grúpaí tuismitheoirí a glacadh ó scoileanna áitiúla agus freagróirí ar fhógraí maidir leis an tionscnamh seo. Bíonn na cruinnithe seo ar bun faoi láthair le linn gnáthuaireanta oibre, tráth a mbíonn gach ball Foirne in ann freastal orthu, d'fhonn feasacht agus cumas méadaithe Gaeilge a chothú i dtosach báire laistigh den ghrúpa seo.

Oiliúint agus Forbairt

Cuireann an Rannóg Oiliúna tacaíocht ar fáil don Fhoireann agus do Bhaill Thofa, d'fhonn teagasc Gaeilge a fháil. Is éard atá i gceist leis an bhfoirm seo ná socrúcháin a fháil ar chúrsaí áisiúla oiliúna a chuirtear ar bun laistigh den réigiún, oiliúint inmheánach agus seisiúin feasachta a chur ar siúl agus tacaíocht iomlán airgeadais a sholáthar d'oiliúnaithe a thugann faoi oiliúint fhaofa chun a gcumas Gaeilge a uasghrádú, mar iarracht chun spriocanna na Comhairle a bhaint amach agus d'fhonn freastal níos fearr a dhéanamh ar an bPobal. Cuireann an tSeirbhís Leabharlainne Contae acmhainn shuntasach Foghlama agus lucht léitheoireachta Gaeilge ar fáil atá inrochtana ag an bhFoireann, Baill Thofa agus ag an bPobal.

Comharthaíocht

Aithníonn Údarás Áitiúla Gaeilge an tábhacht a bhaineann le léiriú oiriúnach agus cruinn logainmneacha agus treoracha go dátheangach. Tá dhá ghné bainteach sa tionscnamh seo mar gheall go bhfuil peirspictíocht inmheánach agus sheachtrach i gceist.

Go ginearálta, dearadh an chomharthaíocht chun na ceanglais reachtaíochta a chomhlíonadh.

Go seachtrach, tá díriú athnuaithe ar chur i bhfeidhm ceart forálacha maidir le logainmneacha, faoi mar a dtugtar breac-chuntas air san Ordú Logainmneacha mar aon le hionadaíocht cheart na logainmneacha sin maidir le litriú agus an fhoráid oiriúnach téacs. Tá sé beartaithe go leagfaidh an tionscnamh an Ghaeilge i gcomhthéacs oiriúnach ina léiríonn logainm láthair agus go dtuigtear go soiléir go n-eascaíonn an logainm sin ó stair agus ó threolaíocht Chontae Chill Chainnigh. Cuireann an fhoráil sa Phlean Forbartha Contae, gur tugadh an aird chuí ar ainmniú eastát nua as Gaeilge, leis an tionscnamh seo chomh maith.

Chapter 5

Further Initiatives Improving Irish Language Capabilities

Ciorcal Comhrá

In recognition of its role as a facilitator for Staff and the Public and in promotion of greater use of the Irish language, Kilkenny Local Authorities have established a Ciorcal Comhrá. This measure extends the opportunity for employees to expand their level of knowledge and use of Irish as a spoken language. The Ciorcal operates on a regular weekly basis, in order to broaden the learning opportunity and enable a community wide measure. The meetings are hosted by Kilkenny County Libraries at Loughboy Library and all are welcome. A second venue has been provided at the Council's new Ferrybank Library in the south of the County. The venues offer the participants access to the Irish Language Resource offered by our Library Service.

Participants reflect a broad spectrum of interest groups, initially invited from amongst the library's general customer base, parent groups drawn from local schools and respondents to advertisements regarding the initiative. The meetings currently take place during normal working hours when all Staff-members are free to attend, in order to initially foster an increased Irish language awareness and capability within this group.

Training and Development

The Training Department provides support to Staff and Elected Members, in order to obtain Irish Language tuition. This support takes the form of securing placements on convenient training courses run within the region, running internal training and awareness sessions and providing full financial support for trainees undertaking approved training to upgrade their Irish Language capacity, in pursuit of the Council's goals and in order to serve the Public better. The County Library Service provides a significant Irish Language learning and readership resource accessible by Staff, Elected Members and the Public.

Signage

Kilkenny Local Authorities recognise the importance of appropriate and accurate portrayal of placenames and directions bilingually. This initiative has a dual aspect as it has both an internal and external perspective.

In general, signage has been designed to comply with the legislative requirements.

Externally, there is a renewed focus on the correct implementation of provisions regarding placenames as outlined in the Placenames Order and the correct representation of such placenames in terms of spelling and appropriate text format. It is intended that the initiative will place the Irish language in an appropriate context where a placename reflects location and is clearly understood to derive from both the history and geography of County Kilkenny. The provision in the County Development Plan that due consideration be given to the naming of new estates in Irish is a further extension of this initiative.

Fochoiste Gaeilge na Comhairle

Rinneadh Fochoiste Gaeilge na Comhairle a chomhdhéanamh arís. Tá triúr Ball Tofa sa Choiste agus casann siad ar a chéile ar bhonn ráithiúil. Is é an cuspóir atá aige seo chun peirspictíocht dhinimiciúil a chruthú do sholáthairtí Gaeilge laistigh d'Údarás Áitiúla Chill Chainnigh. Tuigtear nach mór d'iarracht chomhaontaithe agus threoraithe ó laistigh den daonlathas áitiúil faoi stiúir ár mBall Tofa bheith mar bhonn agus taca leis an sprioc lena mbaineann bheith in ann freastal ar riachtanais an Phobail, trí mheán na Gaeilge. Tacaíonn an beart seo leis na bearta leasaithe eile agus baintear leas astu mar mhodh chun an Ghaeilge a athbheochan mar chuid lárnach de chultúr Chontae Chill Chainnigh. Beidh faomhadh logainmneacha nua mar fheidhm an Fhochoiste seo. Beidh monatóireacht áitiúil ar chomharthaíocht agus cur chun cinn áitiúil úsáid na Gaeilge ina ngnéithe ar chlár an Choiste, mar aon le hathbhreithniú leanúnach ar an Scéim seo.

Earcaíocht agus Roghnú Foirne

Thug Údarás Áitiúla Chill Chainnigh, agus iad ag iarraidh borradh, forbairt agus inmharthanacht chumais fheabhsaithe a bhaint amach chun déileáil le Custaiméirí trí Ghaeilge, an gealltanais chun gné Ghaeilge a chur san áireamh laistigh den phróiseas agallaimh phearsanra le linn an chleachtaidh roghnaithe foirne. Cuirfidh ár mbeartas earcaíochta, atá faoi réir na creatlaí de nós imeachta náisiúnta comhaontaithe earcaíochta, le fostaíocht daoine ag a bhfuil cumas inchainníochtúil bunúsach sa teanga. Anuas air sin, feidhmeoidh sé chun réiteach a chruthú lena chinntiú gurb ann do bhonn inmharthana le haghaidh freagairt ar chustaiméirí as Gaeilge, agus an teanga a chothú ag an tráth céanna.

Aistriúcháin

Fostaíonn Údarás Áitiúla Chill Chainnigh seirbhísí Aistriúcháin Chreidiúnaithe faoi láthair. Cinntíonn seo na caighdeáin is airde in aistriúcháin agus tugann sé ráthaíocht go gcloítear leis na gnáthaimh inghlactha agus réamhshocrú in úsáid na Gaeilge. Ar an ábhar sin, tugtar ráthaíocht i leith cháilíocht chomhéadan na hEagraíochta/an chomhéadain Chustaiméirí.

Ábhair Chlóite

Thug Údarás Áitiúla Chill Chainnigh faoi théacs, cló agus formáid a uasghrádú i measc a réimse de pháipéar ceanteidil agus de dhuillíní dea-mhéine. Tugann seo na hábhair faoi chaibidil cothrom le dáta agus laistigh de raon an chomhlíonta reachtaíochta i dtaca le hAcht na dTeangacha Oifigiúla, 2003.

Irish Language Subcommittee of the Council

The Irish Language Sub-Committee of the Council has been reconstituted. The Committee consists of three Elected Representatives and meets on a quarterly basis. The purpose is to lend a dynamic perspective to Irish Language provisions within Kilkenny Local Authorities. It is understood that the goal of being able to meet the requirements of the Public, through the medium of the Irish language, must be underpinned by a concerted and directed drive from within local democracy itself as led by our Elected Members. This measure supports the other revised measures and draws on these as a means of reinvigorating Irish as an integral part of the culture of the County of Kilkenny. Approval of new placenames will be a function of this Sub-Committee. Local monitoring of signage and local promotion of the use of Irish will feature on the agenda of the Committee, as will ongoing review of implementation of this Scheme.

Recruitment and Selection of Staff

Kilkenny Local Authorities in the pursuit of the growth, development and sustainability of an enhanced capacity to deal with Customers through Irish has undertaken to include an Irish language component within the personnel interview process during the staff selection exercise. Our recruitment policy, which is subject to the framework of national agreed recruitment procedure, will contribute to the employment of persons with a quantifiable basic capacity in the language. It will also serve to provide a solution to ensuring a viable basis for customer response in Irish, while serving to foster the language.

Translations

Kilkenny Local Authorities currently engage the services of Accredited Translation services. This ensures the highest standards in translation and guarantees adherence to acceptable and pre-set norms in the use of the Irish language. The quality of the Organisation / Customer interface is therefore guaranteed.

Printed Materials

An upgrade of text, font and format has been undertaken by Kilkenny Local Authorities across its range of headed paper and compliments slips. This brings the materials in question up to date and within the ambit of legislative compliance in terms of the Official Languages Act, 2003.

Caibidil 6

Monatóireacht, Athbhreithniú agus Foilsiú a dhéanamh ar an Scéim Chomhaontaithe

Monatóireacht agus Athbhreithniú

Déanann an Rannóg Seirbhísí Corparáideacha athbhreithniú rialta ar oibriú na scéime. Titeann seo amach ar bhonn ráithiúil d'fhonn a chinntiú go gcoimeádtar cur i bhfeidhm beartas agus tionscnamh, faoi mar a dtugtar breac-chuntas orthu sa Scéim seo agus go gcoimeádaimid orainn le dul chun cinn a dhéanamh. Cuirtear na hathbhreithnithe seo ar chlár Fhochoiste Gaeilge na Comhairle. Cuirtear torthaí faoi bhráid Fhoireann Bhainistíochta Sinsearaí na Comhairle le haghaidh faisnéise agus gníomhaíochta nuair a theastaíonn.

Beidh bainisteoirí líne i ngach ceann de na rannóga freagrach as oibriú laethúil na scéime. Foilseofar sonraí ar dhul chun cinn maidir le cur i bhfeidhm i dTuarascáil Bhliantúil na Comhairle.

Poiblíú a dhéanamh ar an Scéim Chomhaontaithe

Tá an pobal in ann an scéim a fheiceáil ar láithreán gréasáin na Comhairle agus a n-oifigí. Déantar an scéim a scaipeadh ar ghrúpaí reachtúla agus neamhreachtúla atá ag oibriú sa Chontae agus sa Chathair. Déantar láithreach na scéime agus an fháil atá ar an scéim a phoiblíú ar leathanach an Údaráis Áitiúil sa nuachtán 'Kilkenny People'. Cuirtear foireann na gComhairlí Contae agus Buirge ar an eolas ar an scéim trí iatán atá curtha san áireamh leis na pána/tuarastail agus ar an infion.

Sa bhreis air sin, glacaimid gach deis inár n-idirghníomhú laethúil le custaiméirí chun na seirbhísí a chur chun cinn agus a phoiblíú a chuirimid ar fáil i nGaeilge trí na bealaí a leanas:

- custaiméirí a chur ar an eolas go díreach ar bhonn réamhghníomhach go bhfuil sé de rogha acu déileáil linn trí Ghaeilge, mar shampla, trí fhógraí a thaispeáint ag limistéir fáiltithe a thugann le fios na seirbhísí Gaeilge atá ar fáil;
- na seirbhísí seo a liostáil go feiceálach ar ár láithreán gréasáin;
- a thabhairt le fios ar threoirilínte, bileoga agus foirmeacha iarratais áirithe go bhfuil na cáipéisí seo ar fáil i nGaeilge chomh maith, mura bhfuil leagan dátheangach díobh le fáil;
- a chomhionann de shuntas a thabhairt d'ábhair Ghaeilge agus Bhéarla.

Is é an leagan Béarla den scéim seo an bunleagan.

Déanfar cóip den scéim seo a chur faoi bhráid Oifig Choimisinéir na dTeangacha Oifigiúla chomh maith.

Chapter 6

Monitoring, Revision & Publicising of Agreed Scheme

Monitoring & Revision

The Corporate Services Department regularly reviews the operation of the scheme. This takes place on a quarterly basis in order to ensure that implementation of policy and initiatives as outlined in this Scheme are maintained and progress is sustained. These reviews are put on the agenda of the Council's Irish Language subcommittee. Outcomes are referred to the Council's Senior Management Team for information and action where required.

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

Publicising of Agreed Scheme

The public are able to view the scheme on the Council's website and at its offices. It is circulated to statutory and non-statutory groups working in the County and City. The existence and availability of the scheme is publicised on the Local Authorities page in the Kilkenny People. Staff of Kilkenny County and Borough Councils are made aware of the scheme through an enclosure with the wages/salaries and on the intranet.

In addition, we will take every opportunity in our day to day interaction with customers to promote and publicise the services we provide in Irish through the following means:

- directly informing customers on a pro-active basis of the option of dealing with us through Irish, for example by the display of notices at reception areas indicating the Irish language services that are available;
- prominently listing these services on our website;
- signifying on selected guidelines, leaflets and application forms that these documents are also available in Irish, unless presented bilingually;
- giving equal prominence to Irish and English language materials.

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

A copy of this scheme will be forwarded to Oifig Choimisinéir na dTeangacha Oifigiúla.