



Comhairle Cathrach Chorcaí
Scéim Teanga

Cork City Council
Irish Language Scheme
2007-2010

Clár
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Réamhrá agus Cúlra

D'ullmhaigh Comhairle Cathrach Chorcaí an Scéim seo faoi Alt 11 d'Acht na dTeangacha Oifigiúla 2003. Tá soláthar in Alt 11 a cheadaíonn do chomhlacht poiblí Scéim reachtúil a ullmhú a shonraíonn na seirbhísí atá i gceist acu a chur ar fáil:

- Trí mheán na Gaeilge,
- Trí mheán an Bhéarla, agus
- Trí mheán na Gaeilge agus an Bhéarla.

Leagtar síos sa Scéim seo na bearta a chuirfear i bhfeidhm i leith na seirbhísí a bheidh ar fáil trí mheán na Gaeilge, taobh istigh de scála ama aontaithe.

1.1 Ábhar na Scéime Teanga

Cuireann an Scéim le Plean Gníomhaíochta don Ghaeilge 1997 – 2001 Chomhairle Cathrach Chorcaí. Beidh freagracht fheidhmiú na Scéime maraon le monatóireacht agus athbhreithniú na Scéime ar an



mbainistíocht shinsearach i gComhairle Cathrach Chorcaí. Cuirfidh an Scéim le fairsinge na seirbhísí reatha atá ar fáil trí Ghaeilge.

1.2 Dáta Tosaithe na Scéime

Tá an Scéim seo deimhnithe ag an Aire Gnóthaí Pobail, Tuaithe agus Gaeltachta. Thosnaigh an Scéim seo ar an 31 Deireadh Fómhair 2007 agus seasfaidh sé ar feadh tréimhse 3 bliana ón dáta sin nó go dtí go mbeidh Scéim nua deimhnithe ag an Aire de réir Alt 15 den Acht, cibé cé acu is túisce.

1.3 Forbhreathnú ar Chomhairle Cathrach Chorcaí

Is eagraíocht seirbhíse poiblí í Comhairle Cathrach Chorcaí a fheidhmíonn le sainordú áitiúil daonlathach. Tá sé de dhuilgias orainn réimse leathan seirbhísí a sholáthar do shaoránaigh ár gcathrach a mbíonn tionchar díreach agus indíreach acu ar a saol laethúil. Tá dualgas ar an gComhairle Cathrach, mar eagraíocht atá tofa go daonlathach, freastal ar riachtanais ár bpobal agus in éindigh leis sin, ceannaireacht a ghlacadh maidir le hoibriú ar fhís aontaithe a bhaint amach do thodhchaí ár gcathrach agus an cheantair mórthimpeall Chorcaí.

Léirítear in Aidhmeanna Corparáideacha Chomhairle Cathrach Chorcaí eolas a fuarthas as comhairliúchán a bhí againn lenár ngeallshealbhóirí agus muid ag ullmhú do Phlean Corparáideach 2004-2009. Bunaithe ar na haidhmeanna seo, déanann an Chomhairle Cathrach struchtúrú agus soláthar ar a gcuid seirbhísí laistigh de na paraiméadair atá leagtha síos inár

bPríomhphrionsabail Eagrúcháin agus Caighdeáin Chorparáideacha.

Is iad an hAidhmeanna Corparáideacha ná:

- *Ceannaireacht Chathartha*: Soláthróidh Comhairle Cathrach Chorcaí ceannaireacht dhaonlathach agus bainistíocht siad a gcuid acmhainní chun leas iomlán an phobail uilig a fheabhsú.
- *Ag Forbairt na Cathrach*: Cinnteoidh Comhairle Cathrach Chorcaí, i gcomhar leis na gnólachtaí agus pobail áitiúla, go ndéanfar forbairt bhuan eacnamaíochta, shóisialta, chultúrtha agus chomhshaoil ar Chorcaigh.
- *Ardchaighdeán Seirbhíse*: Cuirfidh Comhairle

Introduction and Background

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

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

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

1.1 Content of the Language Scheme

The Scheme builds on Cork City Council's Plean Gníomhaíochta don Ghaeilge 1997 – 2001 (Cork City Council Action Plan for Irish 1997 – 2001). Responsibility for ensuring implementation, as well as monitoring and reviewing the Scheme, will rest with

1.3 Overview of Cork City Council

Cork City Council is a public service organisation that operates with a local democratic mandate. It is responsible for providing a diverse range of services to the citizens of our city that impact directly and indirectly on their daily lives. The City Council, as a democratically elected body, has a responsibility not only to respond to the needs of our communities but also to exercise leadership in shaping and working towards the achievement of a shared vision for the future of our City and the Greater Cork Area.

The Corporate Goals of Cork City Council reflect information received arising from consultation with our stakeholders in preparation of our Corporate Plan 2004-2009. These goals give the City Council a focus to the way we structure and deliver our services within the parameters set by our Core Organisational Principles and Corporate Standards.



senior management of Cork City Council. The Scheme builds on the extent to which services are currently available through Irish as a starting base.

1.2 Commencement Date of Scheme

This Scheme was confirmed by the Minister for Community, Rural and Gaeltacht Affairs. The Scheme commenced on the 31st October 2007 and shall remain in force for a period of 3 years from this date or until the Minister pursuant to Section 15 of the Act has confirmed a new Scheme, whichever is the earlier.

The Corporate Goals are:

- *Civic Leadership*: Cork City Council will provide democratic leadership and manage its resources to improve the overall well being of the entire community.
- *Developing the City*: Cork City Council will ensure the economic, social, cultural and environmental development of Cork in a sustainable manner together with our local businesses and communities.
- *Quality Service*: Cork City Council will deliver efficient, focussed quality services in an effective manner to meet the needs of its citizens.
- *Building Synergies*: Cork City Council will continue to create and develop linkages with other organisations to enhance its effectiveness.



Cathrach Chorcaí seirbhísí d'ardchaighdeán a bheidh éifeachtach agus cuí ar fáil ar bhealach éifeachtúil chun freastal ar riachtanais a shaoránaigh.

- *Ag Cruthú Sineirgíochtaí*: Leanfaidh Comhairle Cathrach Chorcaí orthu ag cruthú agus ag forbairt naisc le heagraíochtaí eile chun a n-éifeachtúlacht a fheabhsú.

Cuireann na Stiúrthóireachtaí agus Ranna seo a leanas seirbhísí na Comhairle Cathrach ar fáil dár gcustaiméirí:

- Roinn Ailtire na Cathrach
- Stiúrthóireacht Pobail & Fiontar
- Stiúrthóireacht Gnóthaí Corparáideacha
- Stiúrthóireacht Forbartha & Pleanála
- Stiúrthóireacht Cheantar na nDuganna
- Stiúrthóireacht Comhshaoil
- An Roinn Airgeadais
- Stiúrthóireacht Tithíochta & Pobail
- An Roinn Córais Faisnéise
- An Roinn Dlí
- An Roinn Pearsanra
- Stiúrthóireacht Áineasa, Conláiste & Cultúir
- Stiúrthóireacht Bóithre & Iompar

sóisialta, eacnamaíochta agus comhshaoil do cheantar Chorcaí go dtí 2020. Tá sé ag cur le LUTS a bhí mar threoir d'fhorbairt i gceantar Chorcaí ó 1978 go dtí 2000.

I measc chustaiméirí agus chliaint Chomhairle Cathrach Chorcaí tá:

- An tAire & An Roinn Comhshaoil, Oidhreacht & Rialtais Áitiúil
- Ranna Rialtais & Oifigí Aireachta eile
- Grúpaí pobail
- Áitritheoirí
- Gníomhaireachtaí Eile Stáit
- Páirtneirí Sóisialta
- Údarais áitiúla & réigiúnacha eile.
- Eagraíochtaí an Aontais Eorpaigh
- Soláthróirí seirbhíse den rannóg phríobháideach
- Gnólachtaí áitiúla príobháideacha



1.4 Custaiméirí agus Cliaint

Tá 119,418 duine (Daonáireamh 2006) ina gcónaí i gCathair Chorcaí, atá ar bhruach Abha na Laoi. Tá sé suite ar chósta iardheisceart na hÉireann agus is é an dara Cathair is mó i bPoblacht na hÉireann é. Is é achar na cathrach ná 3,731 heictéar.

Le blianta anuas bhí borradh mór ar an bhfás eacnamaíochta sa réigiún rud atá ag cur brú ar an infreastruchtúr. Tá éileamh dá bharr seo ar thithíocht i ngach earnáil. Rinne Comhairlí Cathrach agus Contae Chorcaí comhchoimisiúnú ar Phlean Straitéiseach Cheantar Chorcaí mar go raibh gá pleanáil a dhéanamh d'fhorbairt inmharthana an réigiúin. Cuireann Plean Straitéiseach Cheantar Chorcaí creat ar fáil d'imeascadh úsáid talún, iompair, eilimintí

1.5 Meastachán ar chomh fairsing agus atá seirbhísí trí Ghaeilge faoi láthair.

Is í bunaidhm an Achta ná rochtain níos fearr agus caighdeán níos airde seirbhísí pobail trí mheán na Gaeilge a chinntiú. Tá Comhairle Cathrach Chorcaí ag soláthar seirbhísí áirithe i nGaeilge agus i mBéarla cheana féin. Léirítear go soiléir i gcairt chustaiméirí Chomhairle Cathrach Chorcaí ár dtiomantas chuige seo, mar a ndeirtear *“cabhróimid le custaiméirí gur mian leo a ngnó a dhéanamh trí mheán na Gaeilge, trí chomharthaíocht teanga nó teanga eile nuair is féidir linn é”*. Is í an Scéim seo an chéim is deireanaí i gcur chun cinn na ngealltanais seo.

The City Council's services are delivered to our customers by the following Directorates and Departments:

- City Architect's Department
- Community & Enterprise Directorate
- Corporate Affairs Directorate
- Development & Planning Directorate
- Docklands Directorate
- Environment Directorate
- Finance Department
- Housing & Community Directorate
- Information Systems Department
- Law Department
- Personnel Department
- Recreation, Amenity & Culture Directorate
- Roads & Transportation Directorate

economic and environmental elements for the Cork area, to 2020. It builds on LUTS which guided development in the Cork area from 1978 to 2000.

Customers and clients of Cork City Council include:

- The Minister and Department of the Environment, Heritage & Local Government
- Other Government Departments and Ministerial Offices
- Community groups
- Residents
- Other State Agencies
- Social Partners
- Other local and regional authorities
- Organisations of the European Union
- Private sector service providers
- Local private businesses



1.4 Customers and Clients

Cork City, situated on the banks of the River Lee, is home to 119,418 people (Census 2006). It is located on the South West coast of Ireland and is the second largest City in the Republic of Ireland. The area of the city is 3,731 hectares.

In recent years economic growth in the region has been exceptional and this has put pressures on infrastructure. It has also greatly increased the demand for housing in all sectors. In recognition of the need to plan for the sustainable development of the region the Cork Area Strategic Plan (CASP), was jointly commissioned by Cork City and County Councils. CASP provides a framework for the integration of land use, transportation, social,

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

The primary objective of the Act is to ensure better availability and a higher standard of public services through Irish. Cork City Council already provides certain services through Irish and English. Cork City Council's customer charter clearly outlines our commitment in this regard stating *"we will facilitate customers who wish to conduct their business through the medium of the Irish language, sign language or other language where possible"*. This Scheme is the latest step in advancing commitments given in this regard.



Soláthar ar Sheirbhísí/Ghníomhaíochtaí Ginearálta na Comhairle

2.1 Modheolaíocht agus Taighde atá déanta

In ullmhú na Scéime seo, rinne Comhairle Cathrach Chorcaí:

- Éileamh, trí fhógraíocht poiblí, ar aighneachtaí ón bpobal maidir le hullmhú Dréacht-Scéime.
- Éileamh ar an bpobal a gcuid tuairimí a chur in iúl trí shuirbhé a bhí sa nuachtlitir teaghlaigh *City News* a scaiptear amach ar na teaghlaigh go léir i gCathair Chorcaí.
- Iniúchadh inmheánach ar na seirbhísí a chuireann/a d'fhéadfadh gach Roinn/Stiúthóireacht a chur ar fáil trí Ghaeilge.
- Suirbhé ar an bhfoireann chun na leibhéil reatha agus líon na foirne a bhfuil scileanna cumarsáide i nGaeilge acu a fháil amach maraon leis na riachtanais nua-oiliúna a theastódh ón bhfoireann amach anseo.

Cé go raibh éagsúlacht castachta sna haighneachtaí óna heagraíochtaí agus daoine aonair seo, bhí roinnt fachtóirí coitianta iontu:

- Go mbeadh feiceáil níos mó ar an nGaeilge ar chomharthaí seachtracha agus inmheánacha, ag áireamh feithiclí agus éadaí oibre fhoireann na Comhairle Cathrach.
- Go mbeadh duine aitheanta amháin ar a laghad ag gach Stiúthóireacht/Roinn a bhíonn ag plé leis an bpobal, a mbeadh ar a c(h)umas gnó a dhéanamh trí Ghaeilge.
- Go mbainfí níos mó úsáide as an nGaeilge ag cruinnithe den Chomhairle Cathrach.
- Go bhfógrófaí imeachtaí poiblí de chuid Halla na Cathrach go dátheangach ar chomharthaíocht sheachtrach.
- Go bhfeabhsófaí an Ghaeilge atá ar shuíomh gréasáin na Comhairle Cathrach.
- Go n-úsáidfí leagan Gaeilge na heagraíochta freisin nuair atáthar ag freagairt fiosrúcháin ar an teileafón agus go mbeadh na beannachtaí réamhthaifeadta go dátheangach.



Fuair Comhairle Cathrach Chorcaí 7 n-aighneacht ón bpobal, idir eagraíochtaí agus daoine aonair, le linn an phróisis comhairliúcháin. Ba iad sin:

1. Gael Taca
2. Comhdháil Náisiúnta na Gaeilge
3. Oifig na Gaeilge, Institiúid Teicneolaíochta Bhaile Átha Cliath
4. Cumann Aistritheoirí agus Teangairí na hÉireann
5. Máire Ní Laoire, Iar Uachtarán Chomhar na Múinteoirí Gaeilge
6. Gearóid Ó Catháin
7. Barra Ó Caoimh

Bhí na freagraí ar an gceistneoir sa nuachtlitir *City News* mórán mar a chéile leis na nithe thuas.

Maidir leis an suirbhé foirne a rinne an Comhairle Cathrach, fuarthas 159 freagra (timpeall 10% den lucht foirne), tá na pointí is tábhachtaí liostaithe thíos:

- dúirt **96.6%** de na freagróirí gur thuig siad gnáthbheannachtaí i nGaeilge.
- dúirt **85.6%** de na freagróirí gur mhaith leo a gcuid Gaeilge labhartha a fheabhsú.
- dúirt **73.6%** gur mhaith leo a bheith in ann déileáil le fiosrúcháin i nGaeilge.
- dúirt **69.7%** gurbh fhearr leo teagascoir a bheith i mbun oiliúna teanga mar seo.

Chapter 2

Provision of General Council Services/Activities

2.1 Methodology and Research undertaken

In the preparation of this Scheme, Cork City Council:

- Invited submissions from the public on the preparation of a draft Scheme by public advertisement.
- Invited the public to make their opinions known through a survey contained in our householder's newsletter *City News* which is circulated to all households in Cork City.
- Conducted an internal audit of services provided/capable of being provided through Irish by each Department/Directorate.
- Conducted a survey of staff to ascertain current levels and numbers of staff with communication skills in Irish and the future upskilling needs of staff.

Though varying in complexity, the submissions from these organisations and individuals had a number of common factors:

- A desire to see greater visibility of Irish language in external and internal signage, including vehicles and workwear of City Council staff.
- That at least one identifiable person in each Directorate/Department that deals with the public be in a position to transact business through Irish.
- Greater use of the Irish Language at meetings of the City Council.
- That public events held in City Hall be advertised bilingually in external signage.
- That the Irish language content on the City Council's website be improved.
- That the Irish language name of the organisation to be included in responding to telephone enquiries and that pre-recorded greetings should be bilingual.



Cork City Council received 7 submissions from the public during the consultation process from organisations and individuals. These were:

1. Gael Taca
2. Chomhdháil Náisiúnta na Gaeilge
3. Oifig na Gaeilge, Institiúid Teicneolaíochta Bhaile Átha Cliath
4. Irish Translators' and Interpreters' Association
5. Máire Ni Laoire, Iar Úachtarán Comhar na Múinteoirí Gaeilge
6. Gearóid Ó Catháin
7. Barra Ó Caoimh

Responses to the questionnaire included in the *City News* newsletter mirrored closely the items listed above.

With regard to the staff survey undertaken by the City Council, 159 responses were received (approximately 10% of staff), the more salient points are listed below:

- 96.6%** of respondents said they understood common greetings in Irish.
- 85.6%** of respondents expressed a wish to improve their spoken Irish.
- 73.6%** expressed an interest in being able to deal with queries in Irish.
- 69.7%** expressed a preference that such language training be tutor-led.



2.2 Bealaí Cumarsáide leis an bPobal

Déantar cumarsáid leis an bpobal trí Bhéarla den chuid is mó. Déantar méid áirithe den chomhfhreagras scríofa trí Ghaeilge agus Béarla nó go dátheangach laistigh de aon chlúdach amháin, ag áireamh:

- Foirmeacha iarratais
- Bileoga Eolais agus Bróisiúir ina bhfuil Eolas Poiblí
- Foilseacháin
- Suíomh gréasáin
- Cuirí
- Ábhar priontáilte eile

2.3 Doiciméadú Scríofa

Is é an polasaí a bheidh ag Comhairle Cathrach Chorcaí ná go mbeidh na seirbhísí seo a leanas ar fáil go dátheangach trí mheán na Gaeilge agus an Bhéarla i ngach Stiúirthóireacht/Roinn den Chomhairle Cathrach faoi dheireadh na Scéime seo:

- Foirmeacha Iarratais:
Ó thús na Scéime, beidh gach Foirm nua Iarratais a chuireann Comhairle Cathrach Chorcaí le chéile, maraon le aon bhileoga eolais a théann leo, go hiomlán dátheangach laistigh d'aon chlúdach amháin seachas nuair atá sé seo dodhéanta de bharr méid, cineál nó leagan amach an doiciméid.

Faoi dheireadh na Scéime, beidh na Foirmeacha Iarratais atá ann faoi láthair agus aon bhileoga eolais a théann leo, go hiomlán dátheangach laistigh d'aon chlúdach amháin, seachas nuair atá seo dodhéanta de bharr méid, cineál nó leagan amach an doiciméid.

Nuair is eagraíocht eile seachas an Chomhairle a eisíonn foirmeacha iarratais, bróisiúir agus bileoga eolais a úsáideann nó a sholáthraíonn an Chomhairle, éileofar leaganacha dátheangacha óna heagraíochtaí seo.

- Bileoga Eolais agus Bróisiúir ina bhfuil Eolas Poiblí:
Faoi dheireadh na Scéime, beidh gach Bileog Eolais agus Bróisiúir Poiblí, nua agus reatha, de chuid Chomhairle Cathrach Chorcaí go hiomlán dátheangach laistigh d'aon chlúdach amháin seachas nuair atá seo dodhéanta de bharr méid, cineál nó leagan amach an doiciméid. Nuair is eagraíocht eile seachas an Chomhairle a eisíonn bróisiúir agus bileoga eolais a úsáideann nó a sholáthraíonn an Chomhairle, éileofar leaganacha dátheangacha óna heagraíochtaí seo.

Tá Cód Iompraíochta agus Cairt Chustaiméirí Chomhairle Cathrach Chorcaí ar fáil i nGaeilge agus i mBéarla faoi láthair.

Foilseacháin:

- Leagtar síos i bPlean Corparáideach Chomhairle Cathrach Chorcaí na haidhmeanna straitéiseacha atá ag an gComhairle go dtí deireadh 2009. Tá an Plean

Corparáideach reatha go hiomlán dátheangach laistigh d'aon chlúdach amháin. Leanfar den pholasaí seo sna leaganacha amach anseo. Tá an Tuarascáil Bhliantúil foilsithe go dátheangach laistigh d'aon chlúdach amháin agus tá leaganacha in-íoslódála Gaeilge nó Béarla de le fáil ar shuíomh gréasáin na Comhairle www.corkcity.ie.

- Preasráitis:
Faoi dheireadh na Scéime, foilseofar 20% de phreasráitis i nGaeilge agus i mBéarla nó go dátheangach laistigh d'aon chlúdach amháin agus dáilfear thart iad ag an am céanna ar na meáin Ghaeilge agus Bhéarla.

2.4 Cumarsáid Bhéil

Córais Theileafóin:

Faoi dheireadh na Scéime seo, de réir cleachtas Ardchaighdeán Seirbhíse don Chustaiméir, tabharfaidh an fhoireann fáiltithe/lasc-chláir ainm an Údaráis Áitiúil i nGaeilge. Beidh an fhoireann seo eolach freisin ar na bunbheannachtaí Gaeilge agus beidh socruithe cuí in áit le go bhféadfar baill den phobal a chur i dteagmháil, gan mhoill, leis an oifig nó leis an oifigeach atá freagrach as soláthar na seirbhíse a theastaíonn trí Ghaeilge, nuair is ann dó.

Tabharfar liosta de na cainteoirí Gaeilge atá sa Chomhairle Cathrach don lucht foirne, an fhoireann fáiltithe/lasc-chláir ina measc, le go bhféadfaidh custaiméirí gur mian leo a ngnó a dhéanamh trí Ghaeilge é seo a dhéanamh.

- Maidir leis an bpointe thuas, forbrófar treoirlínte chun déileáil le cásanna den tsórt seo agus scaipfear ar an bhfoireann uilig san eagraíocht iad.
- Cuirfear fógraí poiblí ar taispeáint ag na príomhdheasca fáiltithe agus ag na cuntair phoiblí éagsúla i ngach Stiúirthóireacht/Roinn ag tabhairt cuireadh don phobal an Ghaeilge a úsáid agus ar na fógraí seo beidh ainmneacha na foirne atá toilteannach agus ábalta seirbhís trí Ghaeilge a chur ar fáil.
- Beidh gné an dátheangachais áirithe in imeachtaí poiblí ardphróifíle mar chuid d'íarrachtaí na Comhairle an Ghaeilge a chur chun cinn go dearfach sa phobal.
- Beidh fáil ar urlabhraí údaraithe chun ráitis a thabhairt do mheáin na Gaeilge má theastaíonn sin.

2.2 Means of Communication with the Public

Communication with the public is done mainly through English. A certain amount of written communication is made through Irish and English or bilingually within the one cover, including:

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

2.3 Written Documentation

It will be Cork City Council's policy that the following services will be provided bilingually through the medium of Irish and English, across all Directorates/Departments of the City Council by the end of this Scheme:

- **Application Forms:**
From the beginning of the Scheme all new Application Forms generated by Cork City Council and any accompanying information leaflets will be made available fully bilingual within the one cover except where this is not feasible because of the size, nature or layout of the document.

Existing Application Forms and any accompanying information leaflets shall also be fully bilingual within the one cover, except where this is not feasible because of the size, nature or layout of the document, by the end of the Scheme.

In the case of application forms, brochures and information leaflets used or provided by the Council being issued by another body apart from the Council, bilingual versions will be actively requested from such bodies.

- **Public Information Leaflets and Brochures:**
By the end of the Scheme, all new and existing Public Information Leaflets and Brochures generated by Cork City Council shall be fully bilingual within the one cover except where this is not feasible because of the size, nature or layout of the document. In the case of brochures and information leaflets used or provided by the Council, being issued by another body apart from the Council, bilingual versions will be actively requested from such bodies.

Cork City Council's Code of Conduct and Customer Charter are currently available in both Irish and English.

Publications:

- Cork City Council's Corporate Plan sets out the Council's strategic objectives to the end of 2009. The current Corporate Plan is fully bilingual within the one cover. Future editions

will continue this policy. The Annual Report is published bilingually under one cover and in separate downloadable versions on the City Council website www.corkcity.ie.

- **Press releases:**
20% of press releases will be produced in Irish and English or bilingually within the one cover and circulated to the Irish language and English language media simultaneously by the end of the Scheme.

2.4 Oral Communication

Telephone systems:

In line with standard Quality Customer Service (QCS) practice, by the end of this Scheme frontline/switchboard staff shall give the name of the Local Authority in Irish. Such staff shall also be familiar with the basic greetings in Irish and suitable arrangements will be in place so that they can put members of the public in touch, without delay, with the office or employee responsible for offering the service required through Irish, where available.

Staff including Frontline/Switchboard staff will be provided with a list of Irish speakers in the City Council so that customers seeking to transact their business in Irish may do so.

- In relation to the previous point, guidelines for dealing with such instances will be developed and circulated to all staff across the organization.
- The main reception desks and the individual public counters in each Department/Directorate will display notices inviting the public to use Irish and will give the names of the staff who are willing and able to provide a service in Irish.
- 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 authorized spokesperson will be available to give statements to the Irish language media should the need arise.



Achoimre ar Sheirbhísí/Ghníomhaíochtaí a sholáthraíonn gach Stiúrthóireacht/Roinn

3.1 Réamhrá

Léiríonn an caibidil seo na príomhghníomhaíochtaí/seirbhísí a sholáthraíonn Stiúrthóireachtaí/Ranna Chomhairle Cathrach Chorcaí.

3.2 Teanga Feidhme gach Stiúrthóireacht/Roinn

Is é an Béarla an teanga oibre a úsáidtear i ngach Stiúrthóireacht/Roinn de Chomhairle Cathrach Chorcaí.

3.2.1 Stiúrthóireachtaí/Ranna ag obair i nGaeilge

Stiúrthóireacht Gnóthaí Corparáideacha:

Oibríonn an tOifigeach Gaeilge go dátheangach trí Ghaeilge agus Béarla agus tá sé freagrach as forbairt agus as cothú na Gaeilge sa Chomhairle Cathrach agus ar son na Comhairle Cathrach. Tá sé lonnaithe i Stiúrthóireacht na nGnóthaí Corparáideacha agus cuidíonn sé le ranna eile den Stiúrthóireacht sin chun seirbhís dátheangach a chur ar fáil.

3.2.2 Stiúrthóireachta/Ranna atá ag soláthar seirbhíse faoi láthair a bhfuil cuid di dátheangach:

Stiúrthóireacht Gnóthaí Corparáideacha (féach 3.2.1. thuas)

Roinn an Airgeadais

Stiúrthóireacht Comhshaoil.

Tá an Stiúrthóireacht seo freagrach as seirbhísí uisce, draenála, oibríúcháin agus bainistíocht dhramhaíola, monatóireacht agus rialú comhshaoil a chur ar fáil do phobal Chathair Chorcaí.

Stiúrthóireacht Bóithre agus Iompair

Is é Comhairle Cathrach Chorcaí an tÚdarás Bóithre atá ainmnithe do Chathair Chorcaí. Tá na cearta agus dualgais atá air chuige seo leagtha amach go príomha in Acht na mBóithre 1993. Is é a aidhm ná an gréasán bóithre a sholáthar, a fhorbairt agus a bhainistiú ionas go bhfuil an leibhéal céanna rochtana air ag gach úsáideoir agus a chinntiú go bhfuil an gréasán bóithre inmharthana agus go dtacaíonn sé le forbairt chomhshaoil, shóisialta agus eacnamaíochta. Tá an Stiúrthóireacht Bóithre agus Iompair roinnte

ina ceithre Rannóg, siad sin Rialú Bóithre, Dearadh Bóithre, Cothabháil Bóithre agus an Rannóg Tráchtá.

3.2.3 Stiúrthóireachtaí/Ranna a chuireann seirbhís trí Bhéarla amháin ar fáil

Seo iad na Stiúrthóireachtaí/Ranna nach bhfuil ábalta seirbhís trí Ghaeilge duine le duine a chur ar fáil faoi láthair. Cuirfear tús le hobair ullmhúcháin le linn saolré na Scéime d'fhonn iarracht a dhéanamh an tseirbhís seo a chur ar fáil sa dara Scéim nó i Scéimeanna ina dhiaidh sin.

- Roinn na gCóras Faisnéise
- An Roinn Pearsanra
- An Stiúrthóireacht Áineasa, Conláiste agus Cultúir
- An Roinn Dlí
- Stiúrthóireacht Cheantar na nDuganna
- Roinn Ailtire na Cathrach
- Stiúrthóireacht Tithíochta agus Pobail
- Pobal agus Fiontar
- Pleanáil agus Forbairt

3.3 Stiúrthóireachtaí/Ranna a bhfuil tosaíocht tugtha dóibh ó thaobh seirbhís níos fearr a sholáthar trí Ghaeilge.

Faoi dheireadh na Scéime seo, beidh seirbhís chuimsitheach cuntair dátheangach ar fáil óna Stiúrthóireachtaí seo a leanas

Gnóthaí Corparáideacha

Roinn an Airgeadais (rannóga Bailiúcháin agus Rátaí)

Stiúrthóireacht Gnóthaí Corparáideacha

Tá freagracht ar an Stiúrthóireacht Gnóthaí Corparáideacha i leith seirbhísí Chomhairle Cathrach Chorcaí i réimse na gcríocha ginearálta. Áiríonn seo seirbhísí a bhaineann le:

- Cruinnithe de chuid na Comhairle Cathrach agus a choistí a eagrú agus miontuairiscí na gcruinnithe seo a thairgead agus a chur le chéile.
- Seirbhísí rúnaíochta a chur ar fáil d'oifigí an Ardmhéara agus an Bhainisteora Contae agus don Fhoireann Shinsearach Bainistíochta.
- Imeachtaí Cathartha a eagrú agus a chur chun cinn ag áireamh fáiltithe de chuid an Ardmhéara agus gníomhaíochtaí um Nascadh.
- Caidreamh agus Cumarsáid Phoiblí ar son na

Summary of Services/Activities provided by each Directorate/Department

3.1 Introduction

This chapter outlines the main activities/services provided by the Directorates/Departments of Cork City Council.

3.2 Operating Language of each Directorate/Department

English is the working language used in all Directorates/Departments of Cork City Council.

3.2.1 Directorates/Departments working in Irish

Corporate Affairs Directorate:

The Irish officer based in the Corporate Affairs Directorate works bilingually through Irish and English and is responsible for the development and promotion of the Irish language in and on behalf of the City Council. He assists other sections of the Corporate Affairs Directorate to provide a bilingual service.

3.2.2 Directorates/Departments currently providing a partially bilingual service

Corporate Affairs Directorate (see 3.2.1 above)

Finance Department

Environment Directorate.

This Directorate is responsible for the delivery of water, drainage, waste operations and management, environmental monitoring and control services to the people of Cork City.

Roads and Transportation Directorate

Cork City Council is the designated Road Authority for Cork City. Its rights and obligations in this regard are primarily set out in the Roads Act 1993. Its aim is to provide, develop, and manage the road network so that an equitable level of access is available to all users and to ensure that the road network is sustainable and supports environmental, social and economic development.

The Roads & Transportation Directorate is divided into four Divisions, namely Roads Control, Roads Design, Roads Maintenance and the Traffic Division.

3.2.3 Directorates/Departments providing an English language only service

The following sets out the Directorates/Departments that are currently not in a position to provide a one to one service through the Irish language. Preparatory work will begin during the lifetime of this Scheme to establish the possibility of providing such a service in second or subsequent Schemes.

- Information Systems Department
- Personnel Department
- Recreation Amenity and Culture Directorate
- Law Department
- The Docklands Directorate
- City Architect's Department
- Housing and Community Directorate
- Community and Enterprise
- Planning and Development

3.3 Directorates/Departments prioritized to provide an enhanced service through Irish.

By the end of the Scheme, a comprehensive bilingual counter service will be available from the following Directorates

Corporate Affairs

Finance Department (Collection and Rates sections).

Corporate Affairs Directorate

The Corporate Affairs Directorate has responsibility for Cork City Council services in the general purpose area. This includes services relating to:

- Organizing meetings of the City Council and its committees and recording and compiling minutes of same.
- Providing secretarial services for the offices of Lord Mayor and City Manager and the Senior Management Team.
- Organization and promotion of Civic Events including Civic and Mayoral receptions and Twinning activities.
- Public Relations and Communications on behalf of the City Council including promotion of the work of the City Council, delivery of the City Council's obligations under the Freedom of Information Acts 1997-2003 and An Acht Teanga 2003.
- Management of corporate property and the acceptance of tenders.
- Maintenance of the Register of Electors and organization of local elections.



Comhairle Cathrach ag áireamh cur chun cinn obair na Comhairle Cathrach, soláthar ar dhualgais na Comhairle Cathrach faoin Acht um Shaoráil Faisnéise 1997-2003 agus an tAcht Teanga 2003.

- Bainistiú ar mhaoín chorparáideach agus glacadh le tairiscintí.
- Breathnú amach do Chlár na dToghthóirí agus toghcháin áitiúla a eagrú.
- Éascaíocht ar chomhpháirtíocht ionad oibre: Tugann comhpháirtíocht ionad oibre deis d'ionadaithe bainistíochta agus ceardchumainn staidéar agus plé a dhéanamh ar ábhar a bhaineann le seirbhís don chustaiméara agus leas na bhfostaithe.
- Seirbhísí Ilghnéitheacha: ullmhú ar Phleananna Gníomhaíochta do Chustaiméirí, ar Phlean Corparáideach, ar fheidhm na Seirbhísí Inmheánacha Iniúchta agus Bainistíochta, feidhmiú ar Scéim na nDeontas Ardoideachais.

Maidir le seirbhísí na Comhairle, tá an Chomhairle tiomanta faoin Scéim seo na feabhsúcháin seirbhíse seo a leanas a dhéanamh sa chéad bhliain den Scéim

- Beidh gach cuireadh ag fáiltithe Cathartha, bronnadh Shaoirse na Cathrach agus imeachtaí cathartha eile go hiomlán dátheangach. Déanfaidh

Beidh sé mar pholasáí ag an rannóg Cúram Custaiméara go bhfáilteofar go dátheangach roimh gach ball den phobal ag deasc tosaigh an phríomhionaid fáiltithe agus go gcuirfidh an fhoireann fiosrúcháin Ghaeilge, i dtreo Stiúrthóireachtaí/Ranna eile de réir mar is cuí.

Roinn an Airgeadais (Rannóg Bailiúcháin agus Rátaí)

Tá ocht n-aicme déanta de Chaiteachas agus Ioncam na Comhairle Cathrach chun léiriú a thabhairt ar na gníomhaíochtaí laethúla a bhíonn idir lámha ag an gComhairle. Maoinítear an caiteachas as foinsí ioncaim ar nós rátaí tráchtála, deontais rialtais, táillí bruscair, cíós tithíochta, táillí ar iarratais phleanála agus táillí tráchtála uisce. Maoinítear Caiteachas Caipitil as Deontais Rialtais den chuid is mó (m.sh. Príomhdhraenáil Chorcaí, bóithre agus tithíocht) agus as iasachtaí a fhaightear do thionscadaíl caipitil ar leith. Soláthraíonn an Roinn a cuid seirbhísí tríd na rannóga seo:

- Rannóg Cuntasaíocht Bhainistíochta
- Rannóg Cuntasaíocht Airgeadais
- Rannóg na Rátaí
- Rannóg an Chaiteachais
- Rannóg Éileamh agus Árachas



Máistir na Searmanas a bheidh ag ócáidí den chineál seo an chaint ag tús agus ag deireadh na n-ócáidí oifigiúla seo trí Ghaeilge.

- Úsáidfidh an tArdmhéara méid shuntasach Gaeilge ina chuid óráidí.
- Bainfear i bhfad níos mó úsáide as an nGaeilge ag cruinnithe den Chomhairle Cathrach, sé sin paidir tosaíthe na Comhairle, tús agus deireadh an chruinnithe.

Cúram Custaiméara

Is é an rannóg Cúram Custaiméara an chéad pointe teagmhála ag go leor Stiúrthóireachtaí/Ranna maidir le heolas agus foirmeacha. Tá "Cárta Tuairimí" na Comhairle Cathrach ar fáil cheana féin go dátheangach faoi aon chlúdach amháin.

- Rannóg Bailiúcháin/Ioncaim

Is polasáí de chuid na Rannóige Bailiúcháin agus Ioncaim é go n-aithnítear go soiléir, trí chórais taifeadta, gach custaiméir atá ag roghnú a ngnó a dhéanamh trí Ghaeilge faoi láthair (agus sa toadhcháil) agus nach ndéanfaidh na rannóga cumarsáid leo ach trí mheán na Gaeilge. Cuirtear in iúl do chustaiméirí go bhfuil rogha acu a ngnó a dhéanamh trí Ghaeilge trí Chairt Chustaiméirí na Comhairle atá ar taispeánt go poiblí agus go feiceálach i ngach oifig phoiblí agus cuirtear leis seo trí *Gnó le Gaeilge* agus comharthaíocht chúil eile a chur ar taispeánt go feiceálach. Is trí Ghaeilge a dhéanfar gach cumarsáid maidir le heisiúint billí, maraon le déileáil scríofa a éiríonn as sin, leis na cliant siúd a léiríonn go roghnaíonn siad gnó a dhéanamh trí Ghaeilge agus

- Workplace partnership facilitation: Workplace partnership provides an opportunity for management and trade union representatives to consider and discuss issues in relation to customer service and employee welfare.
- Miscellaneous Services: preparation of Customer Action Plans, Corporate Plan, the Internal Audit and Management Services unction, Operation of Higher Education Grants Scheme

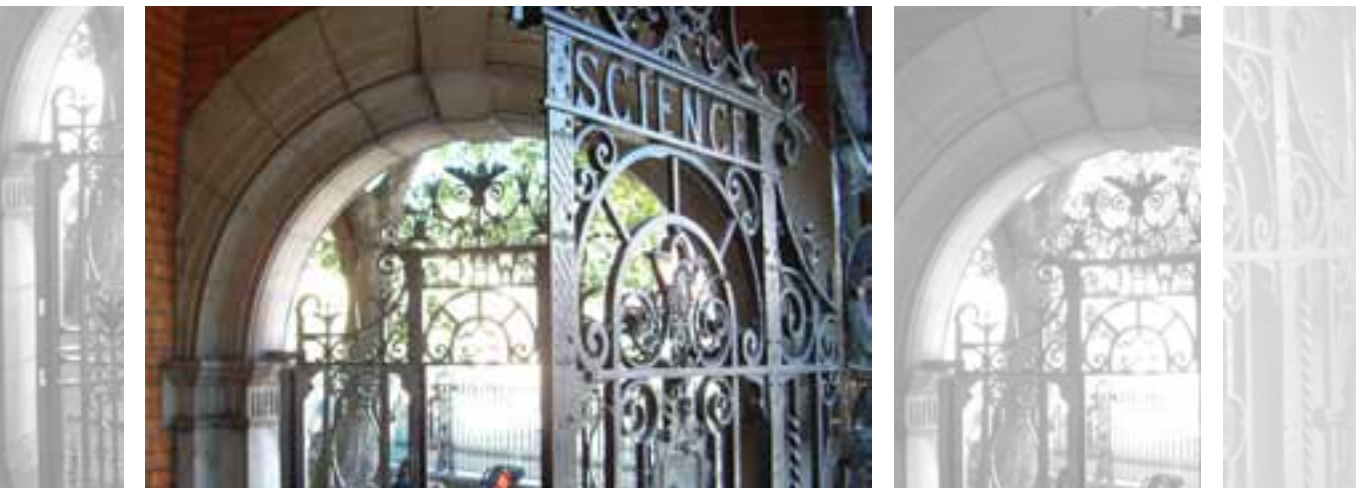
Regarding Council services the Council is committed under this Scheme to provide the following service improvements in the first year of the Scheme

- All invitations to Civic Receptions, conferring of Freedom of the City and other civic events will be fully bilingual. The Master of Ceremonies (MC) at such events will begin the opening and closing address at official functions in Irish.
- Speeches made by the Lord Mayor will make significant use of the Irish language.
- Meetings of the City Council will contain significantly increased Irish language content i.e. opening prayer of the Council, opening and closing of meetings.

Council is involved. Expenditure is financed from income sources such as commercial rates, government grants, refuse charges, housing rents, planning application fees and commercial water charges. Capital Expenditure is primarily funded from Government Grants (e.g. Cork Main Drainage, roads and housing) and loans borrowed for specific capital projects. The Department delivers its services through the following sections:

- Management Accounting Section
- Financial Accounting Section
- Rates Section
- Expenditure Section
- Claims and Insurance Section
- Collection/Revenue Section

It is a policy of the Collection and Rates Sections that all customers presently (and in the future) opting to conduct their business through Irish are clearly identified by recording systems and will only be communicated with by the sections through Irish. Customers are made aware that they have the option of conducting their business through Irish by the



Customer Care

The Customer Care section is the first point of contact for information and forms for many Directorates/ Departments. The City Council "Comment Card" is already available bilingually under one cover.

It will be the policy of the Customer Care section that all members of the public greeted at our main reception will be greeted bilingually at the front desk and that staff will direct queries as appropriate, through Irish, to other Directorates/Departments

The Finance Department (Collection and Rates Sections)

The City Council's Expenditure and Income is classified into eight programme group headings to reflect the day to day activities with which the

public display of the Council's Customer Charter which is prominently displayed in all public offices and this will be further strengthened by the prominent display of *Gnó le Gaeilge* and other appropriate signage. All communication regarding issuing of bills and subsequent dealings in writing with clients so indicated will be in Irish and as will queries from such customers at public counters of the Directorate.



déileáilfear trí Ghaeilge freisin le haon fhiosrúchán dá gcuid ag cuntaí poiblí na Stiúrthóireachta.

3.3.1

Cé nach féidir linn gealltanais a thabhairt ag an bpointe seo go gcuirfear seirbhís cuntaí dátheangach ar fáil, tá sé i gceist ag na Stiúrthóireachtaí seo a leanas a gcumas labhartha agus seirbhíse trí Ghaeilge a fheabhsú le linn saolré na Scéime ar mhaithe le hardchaighdeán seirbhíse trí Ghaeilge duine le duine a chur ar fáil óna Stiúrthóireachta seo sa dara Scéim Teanga nó Scéimeanna eile ina dhiaidh sin de chuid na Comhairle.

Stiúrthóireacht Pobail agus Fiontar

Tá freagracht ar an Stiúrthóireacht seo do:

- Bhord Forbartha Chathair Chorcaí
- Chlár RAPID
- Chuimsiú Sóisialta
- Forbairt Pobail Local Agenda 21.

Baineann sé go príomha le himeascadh na seirbhísí áitiúla poiblí chun cur le heifeachtúlacht an tsoláthair seirbhíse poiblí, chun dúbláil a sheachaint agus bearnaí seirbhísí a aithint. Breathnaítear go mórmhór ar an aird a tugtar ar riachtanais áitiúla agus ar an gcaoi le cur le páirtíocht na bpobal áitiúil agus na ngeallshealbhóirí eile i gcruthú polasaí.

Ní Stiúrthóireacht Seirbhíse atá i gceist leis an Stiúrthóireacht ach is ceann é a chuidíonn le heagraíochtaí agus daoine aonaraacha ina réimse freagrachta. Bíonn sé ag brath ar chomhoibriú Stiúrthóireachtaí/ranna eile laistigh den Chomhairle Cathrach, ar ghníomhaireachtaí poiblí eile, ar eagraíochtaí pobail agus deonacha agus ar eagraíochtaí gnó lena aidhmeanna a bhaint amach. Ó



Stiúrthóireacht Bóithre agus Iompair Stiúrthóireacht Comhshaoil

Stiúrthóireacht Pleanála & Forbartha

Is é an ról atá ag an Stiúrthóireacht Pleanála & Forbartha ná polasaí forbartha fisiciúil iomlán a fhorbairt do Chathair Chorcaí a thugann tacaíocht d'fhás eacnamaíochta, caighdeán maireachtála inghlactha agus timpeallacht fhisiciúil shásúil le maireachtáil agus le n-oibriú ann.

Tabharfaidh Comhairle Cathrach Chorcaí le fios gurbh fhearr leosan go n-ainmneofaí gach forbairt chónaitheach i nGaeilge agus i mBéarla. Is féidir le Comhairle Cathrach Chorcaí cúnaimh a thabhairt do na forbróirí le theacht ar ainmneacha atá feiliúnach do stair agus oidhreacht áitiúil an cheantair.

tnaia nact gcuirtear seirbhís poiblí ar raí go díreach as ní féidir seirbhís cuntaí dátheangach a chur ar fáil. Táthar tiomanta ann, áfach, ar úsáid na Gaeilge a chur chun cinn sna tionscnaimh agus sna foilseacháin ina bhfuil sé mar eagraíocht pháirtnéara iontu.



3.3.1

Though not in a position at this stage to commit to providing a bilingual counter service, the following Directorates are committed to improving their Irish language capabilities and service during the lifetime of the Scheme with a view to addressing the issue of the provision of a quality one-to-one customer service through Irish from these Directorates in the Council's second or subsequent language Schemes.

Roads and Transportation Directorate

Environment Directorate

Planning & Development Directorate

The role of the Planning and Development Directorate is to develop an overall physical development policy for Cork City supporting economic growth, an acceptable standard of living and a satisfactory physical environment for living and working.

It will be the expressed preference of Cork City Council that all new residential developments will be named in Irish and English. Cork City Council can provide assistance to the developers in identifying names which are appropriate to the history and local heritage of the area

Community and Enterprise Directorate

This Directorate has responsibility for:

- Cork City Development Board
- RAPID Programme
- Social Inclusion
- Community Development Local Agenda 21.

It is primarily concerned with the integration of local public services in order to improve the effectiveness of public service delivery, the avoidance of duplication and the identification of service gaps. Of particular concern is responsiveness to local needs and increased participation by local communities and other stakeholders in policy formulation.

The Directorate is not a service Directorate but one which facilitates organisations and individuals in its area of responsibility. It depends on the co-operation of other Directorates/Departments within the City Council, other public agencies, community and voluntary organisations and business organisations to achieve its objectives. Because it does not directly provide a public service it is not in a position to provide a bilingual counter service. It is however committed to promoting the use of Irish in the initiatives and publications in which it is a partner organisation.



Feabhsú ar Sheirbhísí a chuirfear ar fáil go Dátheangach

4.1 Polasáí Ginearálta

Tá Comhairle Cathrach Chorcaí tiomanta ar dóthain lucht foirne a oiliúint a bheidh in ann seirbhís trí Ghaeilge a chur ar fáil i ngach Stiúirthóireacht/Roinn ainmnithe den Chomhairle a bhíonn ag déileáil go rialta leis an bpobal. Glacann an Chomhairle orthu féin, de réir ár gCairt Cúram Custaiméara, go ndéanfar freastal ar gach custaiméir ar mian leo a ngnó a dhéanamh trí mheán na Gaeilge.

Suímh Gréasáin ghaolmhara:

Tá úinéireacht ag an gComhairle Cathrach ar roinnt eile suíomh gréasáin, cuirfear leathanaigh baile na suíomh gréasáin seo ar fáil freisin go dátheangach faoi dheireadh na Scéime.

www.corkcitylibraries.ie
www.corkpastandpresent.ie
www.corkcityfirebrigade.ie



4.2 Córais Faisnéise

www.corkcity.ie

Faoi láthair tá rannóg tiomnaithe 'An Ghaeilge' ag Comhairle Cathrach Chorcaí ar a suíomh gréasáin. Méadóidh an Chomhairle Cathrach líon na leathanach gréasáin trí Ghaeilge trí leathanach baile an tsuímh gréasáin maraon le leathanach baile gach ceann de na 13 Stiúirthóireacht/Roinn a chur ar fáil go dátheangach laistigh de shaolré na Scéime.

www.corcaigh.ie

Tá an suíomh gréasáin www.corcaigh.ie cláraithe cheana féin ag Comhairle Cathrach Chorcaí agus taobh istigh de chéad bhliain na Scéime seo beidh treoir ann chuig leagan dátheangach leathanach baile www.corkcity.ie

4.2

Comhfhreagras R-phost:

Tá teachtaireacht nó séanadh caighdeánach ag Comhairle Cathrach Chorcaí ar gach comhfhreagras r-phost faoi láthair. Tabharfar isteach leagan dátheangach le linn saolré na Scéime seo.

Tá seoladh tiomnaithe r-phost gaeilge@corkcity.ie ar fáil cheana féin don phobal le haghaidh gach fiosrúchán Gaeilge.

Córais Ríomhairí Nua agus Reatha:

Nuair atá gá an córas ríomhaireachta a athrú nó ceann nua a chur ina áit, cuirfidh Comhairle Cathrach Chorcaí in iúl sa doiciméadú tairisceana nach mór go mbeadh an córas in ann eolas dátheangach a bhailiú, a stóráil agus a phriontáil.

Is le heagraíochtaí seachtracha go leor de na córais atá ann cheana agus déantar cothabháil leanúnach orthu faoi réir conarthaí, atá leagtha síos cheana féin.

Chapter 4

Enhancement of Services to be provided bilingually

4.1 General Policy

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

Associated websites:

There are several other websites owned by the City Council, the home pages of these websites will similarly be made available bilingually by the end of the Scheme.

www.corkcitylibraries.ie
www.corkpastandpresent.ie
www.corkcityfirebrigade.ie



4.2 Information systems

www.corkcity.ie

Cork City Council currently has a dedicated An Ghaeilge section on its website. The City Council will increase the number of web pages in Irish by making the homepage of the website and the homepage of each of the 13 Directorates/Departments available bilingually within the lifetime of this Scheme.

www.corcaigh.ie

The www.corcaigh.ie website has already been registered by Cork City Council and will point to the bilingual version of the home page of www.corkcity.ie. within the first year of this Scheme

4.2

E-mail Correspondence:

Cork City Council has a standard message or disclaimer on e-mail correspondence at present. A bilingual version will be introduced during the lifetime of this Scheme.

A dedicated e-mail address gaeilge@corkcity.ie is already available to the public for all queries in the Irish Language.

New and Existing Computer Systems:

Where a new or a replacement for an existing computer system is required, Cork City Council will state in the request for tender documentation, that the system must be able to collect, store, display and print bilingual information.

Significant numbers of existing systems are owned by external organizations and the on-going maintenance





Nuair is gá, cuirfear na córais seo in oiriúint, le linn don chéad obair chothabhála chuí nó uasghrádaithe eile a bheith á dhéanamh.

Cruaearraí Nua agus Reatha:

Beidh gach ríomhaire deisce agus printéir in ann Gaeilge a láimhseáil faoi dheireadh na Scéime.

Seirbhísí ar líne:

Brathann gach seirbhís ar líne atá ar fáil ar tháirgí a sholáthraíonn agus a dtacaíonn lucht tríú páirtí leo. Beidh gach leagan nua go hiomlán dátheangach de réir comhráití a bhí againn leis an mBord Seirbhísí Ríomhaire Rialtais Áitiúil, soláthróirí chlár na dtoghthóirí agus seirbhísí pleanála ar líne.

Beidh seirbhísí ar líne atá ar fáil anois i mBéarla ar fáil go dátheangach chomh luath agus a réitítear acmhainní agus brú oibre sa réimse TF. Beidh 50% de na háiseanna íocaíochta ar líne atá ann faoi láthair athraithe go dtí formáid dátheangach faoi dheireadh na Scéime. Feictear go mbeidh an 50% eile athraithe go dtí formáid dátheangach faoi dheireadh na dara Scéime.

Gréasán:

Faoi láthair tá rannóg tiomnaithe 'An Ghaeilge' ag Comhairle Cathrach Chorcaí ar a suíomh gréasáin (www.corkcity.ie agus www.corcaigh.ie). Ó thús na Scéime, beidh fáil ar leathanach baile gach Stiúrtóireacht/Roinn go dátheangach agus feabhsófar go mór an t-ábhar Gaeilge a bheidh ar an suíomh le linn saolré na Scéime.

4.3 Oiliúint & Forbairt

Tá Comhairle Cathrach Chorcaí tiomnaithe ar chumas an lucht foirne uilig a fhorbairt. Leagtar síos in aidhmeanna agus straitéis Phlean Chorpáideach 2004-2009 na céimeanna a thógfar lena chinntiú go dtiocfaidh méadú leanúnach ar an leibhéal seirbhíse custaiméara. Tá an rannóg Oiliúna agus Forbartha sa Roinn Pearsanra tiomnaithe ar eolas, scileanna agus dearcadh na bhfostaithe a fheabhsú agus forbairt phearsanta a uasmhéadú ar mhaithe leis an eagraíocht. Bainfear é seo amach trí:

- Oiliúint sa Ghaeilge a chur ar fáil don fhoireann tosaigh go léir agus breis oiliúna a chur ar chuid áirithe den fhoireann, chun a chinntiú go dtugtar an tacaíocht uilig a bhfuil gá leis dóibh.
- Cinntiú do dtugtar spreagadh agus deis chothrom don fhoireann lena gcuid scileanna Gaeilge a fheabhsú trí chúrsaí oiliúna agus forbartha agus trí fheasacht teanga a áireamh mar chuid de na cúrsaí Oiliúna Seirbhíse Ionduchtaithe agus Custaiméara. Chuir an Institiúid Riarachán Poiblí oiliúint i bhFeasacht Teanga ar fáil cheana féin sula dtosóidh an Scéim. Beidh oiliúint oiriúnaithe teanga sa tseirbhís chustaiméara agus i réimsí eile (féach Caibidil 3, 3.3) áirithe freisin i gClár Oiliúna Foirne na Comhairle.



is covered by contracts already in existence. These systems will, where necessary, be made compatible in conjunction with the next suitable planned maintenance or upgrade work.

New and Existing Hardware:

All desktops and printers will be fully capable of handling the Irish language by the end of the Scheme.

On-line services:

All on-line services on offer rely on products provided and supported by third-parties. In our discussions with the Local Government Computer Services Board (LGCSB), providers of the electoral register and on-line planning services, all new versions will be fully bilingual.

Existing online services currently available in English will be made bilingual as soon as resources and pressures on other work in the IT area allow. 50% of the current on-line payment facilities will be converted to a bi-lingual format by the end of this Scheme. It is envisaged that the remaining 50% will be converted to a bi-lingual format by the end of the second Scheme.

Web:

Cork City Council currently has a dedicated An Ghaeilge section on its website (**www.corkcity.ie** and **www.corcaigh.ie**). From the commencement of the Scheme the homepage of each Directorate/ Department will be available bilingually and the Irish Language content of the site will be enhanced significantly during the lifetime of the Scheme

4.3 Training & Development

Cork City Council is committed to developing the potential of all staff. The Corporate Plan 2004 – 2009 sets out in its objectives and strategies the steps to be taken to ensure that the level of customer service continues to increase. The Training and Development section of our Personnel Department is committed to improving knowledge, skills and attitudes of employees and to maximise personal development for the benefit of the organisation. This will be achieved by:

- Providing Irish Language training to all frontline staff and enhanced training to selected staff, ensuring that these staff will be given all necessary support.
- Ensuring that staff are given equal encouragement and opportunity to improve their Irish language skills through training and development courses and by including language awareness as part of both Induction and Customer Service Training courses. Delivery of Language Awareness training by the Institute of Public Administration has taken place in advance of commencement of the Scheme. Tailored language training in customer service and other areas (see Chapter 3, 3.3) will also be included in the City Council’s Staff Training Programme.

Monatóireacht, Athbhreithniú agus Poiblíocht ar an Scéim atá Aontaithe

Monitoring, Revision & Publicising of Agreed Scheme

5.1 Monatóireacht & Athbhreithniú

Beidh an Bhainistíocht Shinsearach sa Stiúrtóireacht Gnóthaí Corparáideacha ag coinneáil súil ar fheidhmiú éifeachtach na Scéime seo.

Is iad na bainisteoirí líne atá i ngach Stiúrtóireacht/Roinn is mó a bheidh i mbun monatóireachta ó lá go lá (chun cuidiú le feidhmiú na Scéime ina réimsí féin), le cabhair ón Oifigeach Ghaeilge.

Foilseofar sonraí ar an dul chun cinn i dTuarascáil Bhliantúil Chomhairle Cathrach Chorcaí.

5.2 Poiblíocht ar an Scéim atá Aontaithe

Beidh an Scéim seo, maraon le gealltanais agus soláthairtí na Scéime fógartha don phobal i gcoitinne ar shuíomh gréasáin Chomhairle Cathrach Chorcaí, www.corkcity.ie nó www.corcaigh.ie

Beidh an Scéim seo, maraon le gealltanais agus soláthairtí na Scéime fógartha don phobal i gcoitinne trí:

- Seoladh Oifigiúil ar an Scéim
- Preasráitis
- Dáileadh chuig gníomhaireachtaí cuí
- Fógraíocht ar Sholáthairtí
- Suíomh Gréasáin
- Trí oifigí poiblí de chuid Chomhairle Cathrach Chorcaí.

Seolfar cóip den Scéim chuig Oifig Choimisinéir na dTeangacha Oifigiúla freisin.

5.1 Monitoring & Revision

Senior Management in the Corporate Affairs Directorate will keep the effective operation of this Scheme under review.

The day to day monitoring function will be carried out primarily by line managers in each Directorate/Department (to assist with the implementation of the Scheme within their own areas) with the assistance of the Irish Officer.

Details of progress will be published in Cork City Council's Annual Report.

5.2 Publicising of Agreed Scheme

This Scheme, along with the commitments and provisions of the Scheme, will be published to the general public by means of Cork City Council's website, www.corkcity.ie or www.corcaigh.ie

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

- Official Launch of the Scheme
- Press Releases
- Circulation to appropriate agencies
- Advertising of provisions
- Website
- Through public offices of Cork City Council.

A copy of the Scheme will also be forwarded to Oifig Choimisinéir na dTeangacha Oifigiúla.

