

Cúpla focal ó Mhéaraí Údaráis Áitiúla an Chláir

Mar Mhéaraí d'Údaráis Áitiúla an Chláir, tá an-áthas orainn Scéim Teanga Údaráis Áitiúla an Chláir a chur in bhur láthair, scéim a mhúnláinn forás na Gaeilge sa todhchaí agus soláthar seirbhísí trí mheán na Gaeilge do mhuintir Chontae an Chláir. Tacóidh an Scéim seo le hobair Choiste Logainmneacha an Chláir ina ról monatóireacht a dhéanamh agus a chinntiú go n-ainmnítear forbairtí sa Chontae go hiomchuí, le Fóram Gaeilge an Chláir ina gcur chun cinn d'úsáid na Gaeilge i ngach gné den tsochaí, agus an clár imeachtaí a eagraítear go bliantúil d'ócáidí ar nós Seachtain na Gaeilge, imeacht a bhfuil ag éirí thar barr léi.

Ba mhaith linn freisin ár mbuíochas a chur a ghabháil le muintir an Chláir as ucht a rannpháirtíochta sa phróiseas comhairliúcháin, as ar tháinig foilsíú cáipéis a léirigh a riachtanais agus a dtuairimí. Ar deiridh, ba mhaith linn an deis seo a thapú daoine a spreagadh chun úsáid a bhaint as na seirbhísí a bhfuiltear á gcur ar fáil dóibh de thairbhe na Scéime seo, agus chun aiseolas a thabhairt d'Údaráis Áitiúla an Chláir maidir le soláthar na seirbhísí sin, chun seirbhís dhátheangach a'ardchaighdeán a chinntiú, agus an buíochas sin tuillte go maith agaibh.

Patricia McCarthy

Méara Chomhairle Contae an Chláir

Tommy Brennan

Méara Chomhairle Baile na hInse

Seán McLoughlin

Méara Chomhairle Baile na Sionna

As Mayors of Clare Local Authorities, we are delighted to introduce the Clare Local Authorities Scéim Teanga which shapes the future advancement of the Irish language and the provision of services through the medium of Irish to the people of County Clare. This Scéim will support the work of the Clare Placenames Committee in their role of monitoring and ensuring the appropriate naming of developments in the County, Fóram Gaeilge an Chláir in their promotion of the use of Irish language in all aspects of life in society, and the programmes of events which are organised annually for occasions such as the hugely successful Seachtain na Gaeilge.

We would also like to thank the people of Clare for their participation in the consultation process, which has led to the production of a document reflecting their requirements and observations. Finally, we would like to take this opportunity to encourage people to avail of the services which are being made available by virtue of this Scéim, and to afford Clare Local Authorities feedback in relation to the provision of such services, so as to ensure a high-quality bilingual service, which you so rightly deserve.

P. J. Lardner

Méara Chomhairle Baile Chill Chaoi

Tom Clyne

Méara Chomhairle Baile Chill Rois

Teachtaireacht ón mBainisteoir Contae

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Cé go raibh dea-mheon i dtaobh úsáid na Gaeilge laistigh d'Údarás Áitiúla an Chláir riamh, tá sé mar aidhm ag an Scéim Teanga, de réir alt 11 d'Acht na dTeangacha Oifigiúla, 2003, breisdhearbhú a dhéanamh ar fáilte a chur roimh úsáid na Gaeilge i gcúrsaí gnó. Dhearbhaigh Éamon Ó Cuív, an tAire Gnóthaí Pobail, Tuaithe agus Gaeltachta an Scéim an 20 Lúnasa 2007, agus fanfaidh sé i bhfeidhm go ceann trí bliana ón dáta sin. I rith an ama seo, caithfidh na hÚdarásí cloí le gealltanais a leagtar síos sa bheartas seo chun caighdeán na seirbhíse do mhuintir an Chláir a chinntiú agus chun cloí le hAcht na dTeangacha Oifigiúla 2003, chomh maith le rialacháin bainteacha. Tá riachtanas an chineáil seo beartais le feiceáil sa lon naíonraí agus scoileanna Gaeilge chomh maith le grúpaí Gaeilge agus earnáil gnó dearfach atá gníomhach ar fud an Chontae. San áireamh sna tiomantais tá soláthar seirbhís dhátheangach i mbrainsí áirithe leabharlainne agus oifigí comhairle agus soláthar láithreáin ghréasáin dhátheangach na nÚdarás Áitiúil.

Táim fíorbhuíoch as ucht an dílseacht agus tiomantas leanúnach ó fhostaithe Údarás Áitiúla an Chláir maidir leis an nGaeilge trína rannpháirtíocht i gcláir traenála agus trína dtoillteanacht a nGaeilge a úsáid sa láthair oibre. Táim ag súil go mór le comhoibriú leanúnach i bhforfheidhmiú na ngealltanais a leagtar amach sa Scéim seo.

Whilst there has always been a positive climate towards the use of the Irish language within Clare Local Authorities, the production of this Scéim Teanga, in accordance with section 11 of the Official Languages Act, 2003, aims to further affirm the welcome of the use of Irish language throughout the course of business. This Scéim was formally approved by Éamon Ó Cuív, Minister for Community, Rural and Gaeltacht Affairs on August 20th, 2007, and shall remain in force for a period of three years from that date. During this time, the Authorities must meet the pledges outlined in this policy so as to ensure quality of service for the people of Clare, and compliance with the Official Languages Act, 2003, together with associated regulations. The need to have such a policy in place is reflected by the number of naíonraí, Irish language primary and secondary schools, together with Irish language groups, and a positive business sector which are active throughout the County. Commitments outlined include the provision of a bilingual service in various branch library and council offices, and the production of bilingual Local Authority websites.

The ongoing loyalty and commitment of the employees of Clare Local Authorities in relation to the Irish language both by their participation in training programmes and in their willingness to use their knowledge of Irish in the workplace is deeply appreciated by me. I look forward to continued co-operation in the implementation of the pledges outlined in this Scéim.

Alec Fleming,
Bainisteoir Contae

Clár

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Cairbidil 1

Réamhrá agus Cúlra

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Tá an scéim seo á ullmhú ag Údarás Áitiúla an Chláir faoi Alt 11 d'Acht na dTeangacha Oifigiúla, 2003. Déanann Alt 11 foráil le haghaidh scéim reachtúil a ullmhú ag comhlacht poiblí ina sonraítear na seirbhísí atá sé ar intinn aige a sholáthar:

Trí mheán na Gaeilge;

Trí mheán an Bhéarla; agus

Trí mheán na Gaeilge agus an Bhéarla ar aon.

Leagtar amach sa scéim seo na bearta a ghlacfar le cinntiú go gcuirfear aon seirbhís nach gcuirtear ar fáil trí mheán na Gaeilge, ar fáil trí Ghaeilge laistigh d'achar aontaithe ama.

1.1 Treoirínte chun scéim a ullmhú

- 1.1.1 Déantar foráil in Alt 12 d'Acht na dTeangacha Oifigiúla, 2003, chun go n-ullmhóidh an tAire Gnóthaí Pobail, Tuaithe agus Gaeltachta treoirínte le heisiúint chuig comhlachtaí poiblí le cabhrú leo dréachtscéimeanna a ullmhú. Tá an scéim seo dréachtaithe faoi réir na dtreoirínte seo.

1.2 Cion na scéime teanga

- 1.2.1 Tá an scéim seo tógtha ar 'Phlean Gníomhaíochta Gaeilge do Údarás Áitiúla an Chláir 2004-2007', a bhfuil sé d'aidhm aige úsáid na Gaeilge san Údarás Áitiúil a mhéadú agus a spreagadh.
- Is i mBéarla go príomha atá an soláthar seirbhísí faoi láthair agus is iad seo a leanas na haidhmeanna atá ag Údarás Áitiúla an Chláir:
- Tógáil ar thiomantas an Údarás Áitiúil an Ghaeilge a chur chun cinn agus ar na príonsabail go ndéanfaí caighdeán a chuid seirbhísí uile a dhearbhu agus a fheabhsú.
 - Líon na seirbhísí a chuirtear ar fáil go dátheangach do chustaiméirí agus do chliant a mhéadú agus a fheabhsú, agus
 - Inniúlacht na foirne sa Ghaeilge a fheabhsú trí oiliúint agus tacaíocht a chur ar fáil.
- 1.2.2 Is ar bhainistíocht shinsearach an Údarás Áitiúil go príomha a thitfidh an fhreagracht maidir le monatóireacht agus athbhreithniú a dhéanamh ar fhorálacha na Scéime.



Chapter 1

Introduction and Background

This scheme is prepared under section 11 of the Official Languages Act, 2003 by Clare Local Authorities. Section 11 provides for the preparation by a public body of a statutory scheme specifying the services it proposes to provide:

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

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

1.1 Guidelines for preparation of a scheme

- 1.1.1 Section 12 of the Official Languages Act, 2003 provides for the preparation of guidelines by the Minister for Community, Rural and Gaeltacht Affairs and their issue to public bodies to assist in the preparation of draft schemes. This scheme has been drawn up in conformity with these guidelines.

1.2 The content of the language scheme

- 1.2.1 This scheme builds on the “Irish Language Action Plan for Clare Local Authorities 2004-2007”, which aims to increase and encourage the use of Irish in the Local Authority.
- Current service provision is primarily in English and the objectives of the Clare Local Authorities scheme are to:
- Build on the commitment of the Local Authority to promote the Irish language as well as the principles of quality assurance and improvement in all its services.
 - Increase and improve the number of services to customers and clients provided bilingually, and
 - Enhance staff competency in Irish through the provisions of training and support.
- 1.2.2 Responsibility for monitoring and reviewing provisions of the Scheme will rest primarily with the senior management of the Local Authority.



1.3 Dáta tosaithe na scéime

- 1.3.1 Tá an Scéim seo deimhnithe ag an Aire Gnóthaí Pobail, Tuaithe agus Gaeltachta. Cuirfear tús leis an scéim le héifeacht ón 20 Lúnasa, 2007 agus beidh feidhm leis ar feadh tréimhse trí bliana ón dáta seo, nó go dtí go ndeimhneoidh an tAire scéim nua, de bhun Alt 15 d'Acht na dTeangacha Oifigiúla, cibé acu is luaithe.

1.4 Forléargas ar Údaráis Áitiúla an Chláir

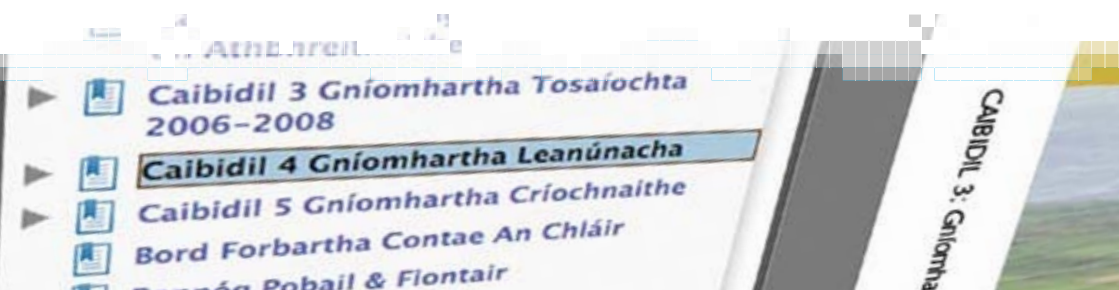
Tá daonra timpeall 112,000 ag Contae an Chláir agus don chuid is mó, is contae tuathúil é. Cuireann Údaráis Áitiúla an Chláir réimse leathan seirbhísí bonneagair ar fáil, agus tá ról gníomhach acu i bhforbairt thionsclaíoch, ghnó, shóisialta, ealaíon, oidhreacht agus chultúrtha an chontae. Tá ról ionadaíoch agus feidhmiúcháin ag Údaráis Áitiúla mar go gcuimsíonn córas Rialtas Áitiúil na hÉireann idir ionadaíocht dhaonlathach agus riarachán poiblí. Is iad Comhairle Contae an Chláir, maraon le ceithre Chomhairle Baile in Inis, Baile na Sionna, Cill Rois agus Cill Chaoi na hÚdaráis Áitiúla atá sa Chlár. Tá gach Comhairle Baile sa chontae faoi dhlíne an Bhainisteora Contae.

Tá sé chraobhleabharlann déag i Leabharlann Contae an Chláir agus iad eagraithe i gcúig réigiún feidhmiúcháin, Ionad Staidéar Áitiúil, agus ceanncheathrú riaracháin le ceithre roinn seirbhísí leabharlainne. Is rannóg de chuid Chomhairle Contae an Chláir í an tSeirbhís Leabharlann féin. Is iad seo a leanas an liosta de leabharlanna brainse ar fud an Chontae:

Cora Finne, An Chrannaigh, Inis, Inis Díomáin, Cill an Dísir, Cill Dalua, Cill Chaoi, Cill Mhichíl, Cill Rois, Lios Dúin Bhearna, Sráid na Cathrach, Cora Chaitlín, An Scairbh, an Sionna, Droichead Abhann Ó gCearnaigh, agus an Tulach.

Cuireann Údaráis Áitiúla an Chláir seirbhísí ar fáil faoi ocht ngrúpa clár mar atá caighdeánach do na hÚdaráis Áitiúla go léir.

- Tithíocht agus Tógáil
- Cosaint Comhshaoil
- Bóithre, Iompar agus Sábháilteacht
- Áineas agus Taitneamhacht
- Soláthar Uisce agus Séarachais
- Talmhaíocht, Oideachas, Sláinte agus Leas
- Dreasachtaí agus Riar na Forbartha
- Seirbhísí Eile



1.3 Commencement date of the scheme

1.3.1 This Scheme had [not] been confirmed by the Minister for Community, Rural and Gaeltacht Affairs. This scheme will commence with effect from August 20th, 2007 and will remain in force for a period of three years from this date, or until a new scheme has been confirmed by the Minister, pursuant to Section 15 of the Official Languages Act, whichever is earlier.

1.4 Overview of Clare Local Authorities

County Clare has a population of approximately 112,000 people and is a largely rural county. Clare Local Authorities provide an extensive range of infrastructural services, and play an active role in the development of the county's industry, business, social, arts, heritage and cultural affairs. Local Authorities perform both a representation and an operational role because the Irish system of Local Government encompasses both democratic representation and public administration. Clare Local Authorities consists of Clare County Council, together with the four Town Councils of Ennis, Shannon, Kilrush and Kilkee. Each Town Council, within the county comes under the jurisdiction of the County Manager.

Clare County Library consists of sixteen branch libraries organised into five functional regions, a Local Studies Centre, and administrative headquarters with four library service departments. The Library Service itself is a department of Clare County Council. The following are the list of branch libraries throughout the County:

Corofin, Cranny, Ennis, Ennistymon, Kildysart, Killaloe, Kilkee, Kilmihil, Kilrush, Lisdoonvarna, Miltown Malbay, Newmarket on Fergus, Scarriff, Shannon, Sixmilebridge and Tulla.

Services are provided by Clare Local Authorities under the following eight programme groups which are standard to all Local Authorities"

- Housing and Building
- Road, Transportation and Safety
- Water Supply and Sewerage
- Development Incentives and Control
- Environmental Protection
- Recreation and Amenity
- Agriculture, Education, Health & Welfare
- Miscellaneous Services



Is é seo a leanas ráiteas misin Údaráis Áitiúla an Chláir:

“Ardchaighdeáin a bhaint amach trí sholáthar seirbhíse agus trí chomhpháirtíocht iniatach chun forbairt shóisialta, chultúrtha, eacnamaíoch agus chomhshaoil Chontae an Chláir a chur chun cinn.”

Go praiticiúil tugann sé seo sraith ‘cuspóirí’ do Údaráis Áitiúla an Chláir a léiríonn na nithe is mian leo a bhaint amach:

- 1 **Soláthar Seirbhísí den Scoth:** seirbhís den scoth a sholáthar atá dírithe ar riachtanais ár gcustaiméirí/saoránach.
- 2 **Iniamh Sóisialta:** Iniamh sóisialta a chothú agus imeallú a throid.
- 3 **Daonlathas Feabhsaithe:** Oibriú laistigh de chreatoibre prionsabail daonlathacha chun rannpháirtíocht phoiblí agus phobail a bhaint amach chomh mór agus is féidir.
- 4 **An comhshaol a fheabhsú agus a chaomhnú:** An comhshaol a fheabhsú, a chaomhnú agus a mhéadú ar mhaithe leis na glúnta sa lá atá inniu ann agus sa todhchaí
- 5 **Forbairt Inmharthanach Chomhtháite:** forbairt inmharthanach chomhtháite chothrom a bhaint amach.
- 6 **Acmhainní daonna:** fórsa oibre deaspreagtha, oilte a fhorbairt a dhíreoidh ar an gcustaiméir.
- 7 **Forbairt Tuaithe:** Tacaíocht a thabhairt do limistéir tuaithe an chontae ina bhfuil an struchtúr lag.
- 8 **Rannpháirtíocht Pobail:** Tacaíocht a thabhairt do rannpháirtíocht ón earnáil phoiblí agus deonach
- 9 **Cumarsáid:** Straitéis a fhorbairt chun cumarsáid inmheánach agus sheachtrach a chur chun cinn agus a fheabhsú.
- 10 **Éifeachtacht – Luach Airgid:** Éifeachtacht agus éifeachtúlacht a fheabhsú agus luach airgid a bhaint amach.

Príomhluachanna

Is iad seo a leanas na croíluacha a aithnítear inár bPlean Corporáideach, 2004-2009:

- Seirbhís Custaiméirí d’Ardchaighdeáin
- Daonlathas Feabhsaithe
- Ag tacú leis an bPróiseas Daonlathach
- Ceannaireacht Pobail
- Trédhearcacht
- Inrochtaineacht, Comhionannas agus Meas
- Aitheantas a thabhairt d’fhostaithe
- Comhairliúchán agus Comhpháirtíocht
- Muinín agus Ionracas
- Ag Amharc Amach agus ag Éascú
- Feabhsúchán agus Freagracht Leanúnach
- Éifeachtacht agus Cuntasacht
- Soghluaiste

The mission statement of Clare Local Authorities is as follows:

"Pursuing excellence through service delivery and inclusive partnership to advance the social, cultural, economic and environmental development of County Clare".

This is translated into a series of 'objectives' which express what Clare Local Authorities hope to achieve:

- 1 **Quality Service Delivery:** To provide a quality service focused on the needs of our customers / citizens.
- 2 **Social Inclusion:** To promote social inclusion and combat marginalisation.
- 3 **Enhanced Democracy:** To work within a framework of democratic principles to facilitate optimum public participation and community involvement.
- 4 **Preserving and Enhancing the Environment:** To improve, protect and enhance the environment in the interests of the present and future generations.
- 5 **Sustainable and Integrated Development:** To achieve balanced, integrated sustainable development.
- 6 **Human Resources:** To develop a highly motivated, skilled and customer focused workforce.
- 7 **Rural Development:** To support the structurally weak rural parts of the county.
- 8 **Community Participation:** To support community and voluntary sector participation
- 9 **Communications:** To develop a strategy to promote and improve communications internally and externally.
- 10 **Efficiency – Value for Money:** To improve efficiency and effectiveness and to achieve value for money.

Core Values

The following are the core values identified in our Corporate Plan, 2004-2009:

- Quality Customer Service
- Enhanced Democracy
- Supporting the Democratic Process
- Community Leadership
- Transparency
- Accessibility, Equity and Respect
- Recognition of Employees
- Consultation and Partnership
- Trust and Integrity
- Outward Looking and Facilitating
- Continuous Improvement and Responsiveness
- Efficiency and Accountability
- Compliant

1.5 Custaiméirí agus Cliant

Chomh maith leis an teagmháil laethúil lenár gcustaiméirí ar bhonn aonair, pléimid le bonn custaiméirí/cliant níos leithne, ina measc:

- An tAire Comhshaoil, Oidhreachta agus Rialtais Áitiúil
- Ranna Rialtais agus Oifigí Airí eile
- Grúpaí Áitiúla agus Grúpaí Deonacha
- Eagraíochtaí agus Grúpaí Éagsúla Gaeilge
- Gníomhaireachtaí Stáit
- Páirtnéirí Sóisialta
- Údaráis áitiúla agus réigiúnacha eile
- Eagraíochtaí san Aontas Eorpach
- Grúpaí LEADER
- Soláthróirí seirbhíse san earnáil príobháideach
- Bord Forbartha an Chontae
- Ionadaithe an Choiste um Bheartas Straitéiseach
- Meáin Áitiúla agus Náisiúnta
- Gnólachtaí príobháideacha áitiúla

1.6 Réimse na seirbhísí atá ar fáil trí Ghaeilge faoi láthair

Is í príomhchuspóir Acht na dTeangacha Oifigiúla, 2003 a chinntiú go mbeidh fáil níos fearr ar sheirbhísí poiblí trí Ghaeilge agus iad ar ardchaighdeán. Tá Údarás Áitiúla an Chláir tiomanta do dhualgais an Achta seo, agus do na haidhmeanna atá liostaithe sa Scéim seo. Tugtar liosta de na seirbhísí atá ar fáil trí mheán na Gaeilge agus an Bhéarla faoi láthair i gcaibidil 3. Tá liosta ann de sheirbhísí a bhfuil cuid díobh ar fáil trí Bhéarla agus trí Ghaeilge araon san áireamh chomh maith, agus cuirfear é seo ar fáil i ngach limistéir fáiltithe.



1.5 Customers and Clients

Apart from the daily contact with our customers on an individual basis, we also have dealings with a broader customer / client base including:

- The Minister and Department of the Environment, Heritage and Local Government
- Other Government Departments and Ministerial Offices
- Local Community and Voluntary Groups
- Various Irish Language Organizations and Groups
- State Agencies
- Social Partners
- Other local and regional authorities
- Organizations of the European Union
- LEADER Groups
- Private sector service providers
- County Development Board
- Strategic Policy Committee Representatives
- Local and National Media
- Local private businesses

1.6 Current Extent of services available through Irish.

The primary objective of the Official Languages Act, 2003 is to ensure better availability and a higher standard of public services through Irish. Clare Local Authorities are committed to the obligations of this Act, and to the aims listed in this Scheme. Services, which are currently available through the medium of both Irish and English, are listed in chapter 3. A list of services which are partially available through the medium of both English and Irish is also included, and this is being made available at all reception areas.



Cairbidil 2

Soláthar Seirbhísí/Gníomhaíochtaí Ginearálta na Comhairle

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2.1 Réamhthaighde a rinneadh

- 2.1.1 D'fhoilsigh Údarás Áitiúla an Chláir fógraí ag tabhairt cuireadh d'aon pháirtithe leasmhara ionadaíocht a dhéanamh maidir le hullmhú na Scéime faoi Alt 11, sa Clare Champion (Feabhra 24, 2006) agus i Foinse (Feabhra 26, 2006), agus ar shuíomh idirlín Chomhairle Contae an Chláir ar 24 Feabhra, 2006.
- 2.1.2 Foilsíodh fógraí i nuachtlitr na foirne "Newsreel" chomh maith, agus ar an Inlíon. Bhí suirbhé curtha i gcrích maidir le leibhéal reatha na Gaeilge san eagraíocht sula ndearnadh an comhairliúchán don scéim seo. Úsáideadh an fhaisnéis seo chomh maith ar son cuspóirí na Scéime seo.
- 2.1.3 Rinneadh cur i láthair do bhaill tofa na gcúig Chomhairle atá in Údarás Áitiúla an Chláir mar seo a leanas: Comhairle Contae an Chláir; Comhairle Baile na hInse; Comhairle Baile Chill Rois; Comhairle Baile Chill Chaoi agus Comhairle Baile na Sionna, chomh maith leis an bhFoireann Bainistíochta, Bainisteoir an Chontae agus na Stiúrthóirí Seirbhíse.
- 2.1.4 Bhí comhairliúcháin ann chomh maith leis an gCoiste Straitéiseach um Bheartas Cultúrtha agus leis an nGrúpa Feidhmiúcháin Turasóireachta, Oidhreacht agus Cultúrtha.
- 2.1.5 Eagraíodh cruinnithe poiblí (ceann i ngach toghcheantar) agus tugadh cuireadh do phobal ginearálta na seirbhísí ba mhó a theastaigh ón bpobal a chur in iúl go gcuirfí ar fáil trí Ghaeilge iad, mar seo a leanas: Sionna (Aibreán 4), Cill Dalua (Aibreán 5), Cill Rois (Aibreán 6), An Scairbh (Aibreán 10); Inis Díomáin (Aibreán 11) agus Inis (Aibreán 12). Fógraíodh na cruinnithe seo uile ar Dhialann Phobail Clare FM, agus bhí bileoga fógraíochta ar fáil i limistéir fáiltithe agus i leabharlanna.
- 2.1.6 Rinneadh iniúchadh ar na foirmeacha iarratais go léir atá in úsáid reatha in Údarás Áitiúla an Chláir le deimhniú a dhéanamh ar an líon atá ar fáil go dátheangach nó i mBéarla amháin, ar mhaithe le foráil a dhéanamh lena n-aistriú.
- 2.1.7 Cuireadh cártaí Tuairim Chustaiméara ar fáil i limistéir fáiltithe in oifigí éagsúla Comhairle Contae an Chláir, Oifigí Ceantair, Comhairle Baile agus gach craobh den leabharlann.
- 2.1.8 Cuireadh ceisteanna maidir le soláthar seirbhísí trí Ghaeilge chomh maith i Suirbhé Custaiméirí a cuireadh mach ar an 6 Iúil, 2006.
- 2.1.9 Fuair Údarás Áitiúla an Chláir seachtó trí aighneacht in iomlán ón bpobal agus ó eagraíochtaí éagsúla Gaeilge le linn an phróisis comhairliúcháin. Rinneadh freastal maith ar formhór na gcruinnithe poiblí agus rinneadh moltaí éagsúla maidir le bealaí chun soláthar seirbhísí trí Ghaeilge a fheabhsú. Dá thoradh sin, aithníodh trí phríomhréimse seirbhísí, an tSeirbhís Leabharlainne, Teicneolaíocht faisnéise .i. cion an suíomh idirlín agus cánachas gluaisteán mar thosaíochtaí le cur ar fáil trí mheán na Gaeilge, agus is orthu sin a dhíríonn an Scéim seo.

Chapter 2

Provision of General Council Services / Activities

2.1 Preparatory research undertaken

- 2.1.1 Clare Local Authorities published notices, inviting representations in relation to the preparation of the Scheme under Section 11 from any interested parties, in the Clare Champion (February 24th, 2006) and in Foinse (February 26th, 2006), and on the Clare County Council website on February 24th, 2006.
- 2.1.2 Notices were also published in the staff newsletter "Newsreel", and on the internal Intranet site. A staff survey in relation to the current level of Irish in the organisation had been completed prior to the consultation for this scheme. This information was also used for the purposes of this Scheme.
- 2.1.3 Presentations were made to elected members of the five Councils comprising Clare Local Authorities as follows: Clare County Council; Ennis Town Council; Kilrush Town Council; Kilkee Town Council and Shannon Town Council, as well as the Management Team comprising the County Manager and Directors of Service.
- 2.1.4 Consultation also took place with the Community and Cultural Policy Strategic Policy Committee and the Tourism, Heritage and Cultural Implementation Group.
- 2.1.5 Public meetings (one per electoral area) the purpose of which was to invite representation from the general public and to ascertain which services were most required by the public to be provided through the medium of Irish, were held as follows: Shannon (April 4th); Killaloe (April 5th); Kilrush (April 6th); Scarriff (April 10th); Ennistymon (April 11th) and Ennis (April 12th). All of these meetings were advertised on Clare FM's Community Diary, and advertising leaflets were available at reception areas and libraries.
- 2.1.6 An audit of all application forms currently in use in Clare Local Authorities was undertaken to ascertain the number that are available bilingually or in English only, so as to make provision for their translation.
- 2.1.7 Customer Comment cards were made available at reception areas in the various offices of Clare County Council, Area Offices Town Council and all branch libraries.
- 2.1.8 Questions regarding the provision of services through Irish were also asked in the Customer Survey which was sent out on July 6th, 2006.
- 2.1.9 Clare Local Authorities received a total number of seventy three submissions from the public and from various Irish language organizations during the consultation process. The majority of the public meetings were well attended with a variety of ways for improvement of service delivery through Irish being suggested. Resultantly, three principal service areas, the Library Service, Information Technology - i.e. website content and motor taxation were identified as being priorities to be provided through the medium of Irish, and thus addressed under this Scheme.

2.2 Communication with the Public

2.2 Regarding methods of communication with the general public, Clare Local Authorities endeavor to communicate bilingually in so far as is possible.

These methods include:

- Brochures and information leaflets
- Press Releases
- Application forms
- Website
- Publications

2.3 Written Communication

During the lifetime of this Scheme, Clare Local Authorities will apply the following Principles to the various classes of written documentation it produces:

2.3.1 Brochures, Information Leaflets and Application Forms

- From the commencement of the Scheme, all new information leaflets and application forms produced shall be bilingual, and will be available as one document unless the size, nature or layout of the document is such that separate cover would be more practical.
- Over the lifetime of this scheme, information leaflets and application forms that are not currently available bilingually shall be reviewed. All application forms and any associated information leaflets currently in use shall be made available bilingually, and will be available as one document unless the size, nature and layout of the document is such that separate cover would be more practical.
- In the case of national standardized applications forms not produced by Clare Local Authorities, it shall be ensured that an adequate supply of bilingual forms be available where such is available in bilingual format. In the case of documents under separate cover, an adequate supply of Irish forms shall be stocked.
- Tender documents shall not be available bilingually over the lifespan of the first scheme.

2.3.2 Publications

- Clare Local Authorities will continue to prepare bilingual editions of such documents as is prescribed by section 10 of the [Official Languages Act, 2003](#), under one cover, except where this might not be possible by virtue of the nature, size and layout of the document.

4.14

Investigate models of contemporary popular culture, e.g. provision of skateboarding parks within the county

e a fhiosrú, m.s.
lá leithéid

2.3.3 Preasráitis

- Ón uair a thosófar an scéim, cuirfear preasráitis a bhaineann le gníomhaíochtaí Gaeilge ar fáil go dátheangach agus déanfar iad a dháileadh chuig na meáin atá leagtha síos ag Roinn na Seirbhísí Corporáideacha, gnólachtaí caidreamh poiblí a fhostaíonn Údaráis Áitiúla an Chláir, agus de réir na gcoinníollacha a leagfar amach sa straitéis caidreamh poiblí.
- Cuirfear 10% de gach preas-eisiúint a eisítear in aghaidh na bliana ar fáil go dátheangach ó thosú na scéime seo.
- Beidh Údaráis Áitiúla an Chláir in ann urlabhraithe a chur ar fáil do na meáin Ghaeilge nuair is gá.

2.3.4 Suíomh Ghréasáin

- Cuirfear foilseacháin atá sonraithe in alt 10 d'Acht na dTeangacha Oifigiúla, 2003, foirmeacha iarratais, sonraí teagmhála agus faisnéis faoi sheirbhísí agus rannóga Chomhairle Contae an Chláir ar shuíomh idirlín na Comhairle (www.clarecoco.ie) ar fáil go dátheangach le linn saolré na Scéime seo. Déanfar measúnú ar chion dhátheangach suíomhanna idirlín Chomhairle Baile na hInse, Chomhairle Baile na Sionna, Chomhairlí Baile Chill Rois agus Chill Chaoi i rith saolré na scéimeanna a bheidh ann amach anseo.

2.3.5 Ríomhphost

- Déanfar leasú ar an teachtaireacht séanadh caighdeánach ar chomhfhreagras ríomhphoist agus beidh sí i bhfoirm dhátheangach faoi dheireadh ré na scéime.

2.3.6 Comharthaíocht

- Beidh gach comharthaíocht úr a chrochann Údaráis Áitiúla an Chláir de réir na rialachán a dhéanfar faoi alt 9(1) d'Acht na dTeangacha Oifigiúla, 2003.



2.3.3 Press Releases

- From the commencement of the scheme, press releases relating to Irish language activities shall be produced bilingually and circulated to the media organisations prescribed by the Corporate Services Department, public relations firms engaged by Clare Local Authorities, and in accordance with conditions set out in the public relations strategy.
- From commencement of this scheme, 10% of all press releases issued per annum shall be made available bilingually. In subsequent schemes, this percentage shall be increased.
- Clare Local Authorities will also be in a position to provide spokespersons to Irish language media when the need arises.

2.3.4 Website

- Publications detailed in section 10 of the Official Languages Act, 2003, application forms, contact details and information on services and departments of the Clare County Council website (www.clarecoco.ie) and also brochures detailed in paragraph 2.3.1 of this scheme will be made available bilingually on the website over the lifespan of this Scheme. The websites of Ennis Town Council, Shannon Town Council, Kilrush and Kilkee Town Councils shall be assessed for bilingual content over the lifespan of subsequent schemes.

2.3.5 E-mail

- The standard disclaimer message on e-mail correspondence will be reviewed and made appear in bilingual format by the end of the scheme.

2.3.6 Signage

- All new signage erected by Clare Local Authorities shall be in accordance with the regulations to be made in accordance with the regulations to be made under section 9(1) of the Official Languages Act, 2003.



2.4 Cumarsáid bhéil

Is iad na fáilteoirí / oibreoirí malartáin na chéad phointí teagmhála leis an bpobal. Ón uair a chuirtear tús leis an scéim seo, beidh sé mar bheartas ag Údarás Áitiúla an Chláir a chinntiú go mbeidh feidhm le Seirbhís Ardchaighdeáin do Chustaiméirí don réimse seo:

- Beidh an fhoireann fáiltithe/malartáin in ann ainm an Údaráis Áitiúil a thabhairt i nGaeilge.
- Beidh taithí acu ar a laghad ar na beannachtaí bunúsacha Gaeilge.
- Tá socruithe cur ann ionas go mbeidh siad in ann baill den phobal a chur i dteagmháil gan mhoill le hoifig nó oifigeach atá freagrach as an seirbhís atá iarrtha a chur ar fáil trí Ghaeilge, más ann dóibh.
- Déanfar treoirleá a fhorbairt don bhfoireann chun cabhrú leo plé a dhéanamh ar cásanna mar seo.
- Má tharlaíonn sé nach mbíonn an pointe oifigiúil teagmhála don tseirbhís atá i gceist ar fáil, tabharfar deis glaoch ar ais don duine a ghlaonn chun an cheist a phlé as Gaeilge, nó munar mian leo glacadh leis sin, gabhfar leithscéal agus tairgeofar seirbhís trí Bhéarla idir an dá linn.
- Beidh fógraí sna limistéir fáiltithe agus ag ionaid oibre na foirne ag cur fáilte roimh úsáid na Gaeilge
- Déanfar treoir na n-ainmneacha den lucht foirne atá in ann seirbhís trí Ghaeilge a sholáthar a mhéadú le linn saolré na scéime seo, déanfar é a dháileadh ar an bhfoireann agus foilseofar é ar an Inlín agus ar an suíomh Idirlín.
- Spreagfar baill foirne atá líofa i nGaeilge chun guthphost agus teachtaireachtaí ríomhphoist as oifig a thaifeadh go dátheangach.
- Leanfar le húsáid na Gaeilge ag cruinnithe Comhairle agus in oráidí agus aithisc ar fud an Chontae.
- Freastalófar ar dhaoine ar mian leo Gaeilge a labhairt ag cruinniú poiblí
- Beidh gné dhátheangach ag imeachtaí poiblí, msh, cuirí, oráidí agus aithisc.



2.4 Oral Communication

Receptionists / switchboard operators are the first points of contact with the public. From the commencement of this scheme, it shall be the policy of Clare Local Authorities to ensure that standard Quality Customer Service (QCS) practice apply in this area, which is that:

- Reception / switchboard staff are able to give the name of the Local Authority in Irish.
- They are at least familiar with the basic greetings in Irish
- Suitable arrangements are in place so that they can put members of the public in touch without delay, with the office or officer responsible for offering the service required through Irish, where available.
- Guidelines will be developed for staff to assist in dealing with such instances.
- In cases where the official contact point for the service in question is unavailable, the caller will be offered a call-back so as to deal with the query in Irish, or if this is not their preference, that a regret be expressed and the caller be offered a service through English in the interim.
- Reception areas and various staff workstations will display notices welcoming the used of Irish.
- That the directory of the names of staff who can provide a service through Irish be increased over the lifespan of this scheme, and that it will be circulated to staff and published on both the Intranet and Internet sites.
- Staff competent in the Irish language will be encouraged to have bilingual voicemail and out-of-office email messages.
- The use of Irish at Council meetings and in speeches and addresses throughout the County be continued.
- Persons wishing to speak Irish at a public meeting shall be accommodated.
- Public events shall have a bilingual element, ex invitations, speeches, addresses.



Caibidil 3

Achoimre Seirbhísí/Gníomhaíochtaí atá á soláthar de réir rannóige

Leathanach

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3.1 Réamhrá

Tugann an Chaibidil seo forléargas ar an staid ina bhfuil soláthar seirbhísí / gníomhaíochtaí ag rannóga aonair sna hÚdaráis Áitiúla. Tugann an chéad chuid den chaibidil liosta de na rannóga éagsúla agus den réimeas oifigiúil teanga a fheidhmítear i ngach cás. Tugann an dara cuid cur síos gearr ar fheidhmeanna / gníomhaíochtaí i ngach Rannóg.

3.2 Teanga Oibre na seirbhísí éagsúla atá ar fáil:

3.2.1 Rannóga a Fheidhmíonn trí Ghaeilge

Oibríonn an tOifigeach Forbartha Gaeilge trí mheán na Gaeilge agus dá réir sin cuireann sé/sí a c(h)uid seirbhísí ar fáil trí Ghaeilge ach amháin nuair a iarrann an custaiméir/ciaint go gcuirfí an tseirbhís sin ar fáil dóibh i mBéarla.

3.2.2 Rannóga a chuireann Seirbhís Dhátheangach ar fáil

Cuirtear na seirbhísí seo a leanas ar fáil go dátheangach, mar atá imlínithe:

- **An Oifig Caomhnaithe:**

Cuireann an tOifigeach Caomhnaithe seirbhísí comhairleacha ar fáil d'úinéirí agus áititheoirí Struchtúr Cosanta agus do dhuine ar bith a bhfuil spéis acu i gcaomhnú nó i ndeisiú seantithe, áitribh tráchtála nó struchtúir eile a bhfuil fiúntas ailtireachta nó stairiúil ag baint leo.

- **Coiste Logainmneacha an Chláir:**

Mar fhoghrúpa de Fhóram Oidhreacht an Chontae bunaíodh Coiste Logainmneacha an Chláir i 2002 chun comhairle a thabhairt maidir le logainmneacha a roghnú agus chun monatóireacht a dhéanamh ar ainmneacha a thugtar d'fhorbairtí nua. Spreagann an Coiste úsáid na Gaeilge sna logainmneacha sin, agus leanfar den obair seo le linn saolré na Scéime.

- **An tIonad Staidéar Áitiúil:**

Is leabharlann tagartha agus ionad taighde é Ionad Staidéar Áitiúil Leabharlann Contae an Chláir atá tiomanta do bhailiúchán ábhair a bhaineann le gné ar bith de Chontae an Chláir. Féadfar plé le fiosruithe ar na hábhair atá ann trí mheán na Gaeilge.

Shannon
recycling
centre

Materials Accepted

Fáilte go
ionad
athchursála
na Sionna

Earrí Inghlactha



Beathán
Beathán



Beathán
Beathán



Beathán
Beathán



Beathán
Beathán

Chapter 3

Summary of Services/Activities provided by sections

3.1 Introduction

This Chapter outlines the position regarding service provision / activities by individual sections with the Local Authorities. The first part of the chapter lists the various sections and the official language regime operated in each case. The second part briefly describes the functions / activities of each Section.

3.2 Operating Language of the various services available:

3.2.1 Sections Working in Irish.

The Oifigeach Forbartha Gaeilge works through the medium of the Irish languages and thus provides services through the medium of Irish, except where the customer / client requests such a service be provided to them in the English language.

3.2.2 Sections providing a Bilingual Service

The following services are provided bilingually, as outlined:

- **Conservation Office:**

The Conservation Officer provides an advisory services to owners and occupiers of Protected Structures and also to anyone interested in conserving or restoring old houses, commercial premises or other structures of architectural or historical merit.

- **Clare Placenames Committee:**

As a subgroup of the County Heritage Forum, the Clare Placenames Committee was set up in 2002 to give advice on selecting placenames and to monitor names given to new developments. The Committee encourages the use of Irish in such placenames, and will continue with this work over the lifespan of the Scheme.

- **Local Studies Centre:**

Clare County Library's Local Studies Centre is a reference library and research centre dedicated to the collection of material on any aspect of County Clare. Queries relating to the materials held can be dealt with through the medium of Irish.



ÁTH LEATHAN
BROADFORD

Mar léiriú ar an líon foirne a rinne an Dioplóma sa Ghaeilge agus orthu siúd atá ag staidéar faoi láthair don Teastas Eorpach sa Ghaeilge, measann Údaráis Áitiúla an Chláir go bhfuil sé tábhachtach a lua go bhfuil baill foirne sna rannóga seo a leanas atá sásta plé a dhéanamh leis an bpobal trí mheán na Gaeilge agus tá a gcuid sonraí teagmhála ar fáil sna limistéir fáiltithe go léir.

Pobal & Fiontar

Leabharlann Contae an Chláir, Ceanncheathrú na Leabharlainne,
agus Músaem an Chláir.

3.2.3 Rannóga a chuireann Seirbhís ar fáil trí Bhéarla amháin

Is iad seo a leanas na rannóga in Údaráis Áitiúla an Chláir a chuireann seirbhís ar fáil faoi láthair trí Bhéarla amháin.

- Bóithre (seachas oifig ceantair na Scairbhe/Chill Dalua mar atá sonraithe i gCaibidil 4)
- Seirbhísí Uisce
- Airgeadas (Ioncam, Deontais Ardoideachais seachas Cánachas Gluaisteán in oifigí na hInse agus Inis Díomáin áit a gcuirfear áis ar fáil le linn saolré na Scéime seo).
- Comhairle Baile Chill Chaoi
- Rannóg Tithíochta
- Oifig Ceantair Inis Díomáin (seachas Cánachas Gluaisteán mar atá sonraithe i gcaibidil 4)
- Comhairle Baile Chill Rois agus an Oifig Ceantair (seachas an Rannóg Airgeadais a shocrófar le linn saolré na scéime seo mar atá sonraithe i gcaibidil 4)
- Comhairle Contae an Chláir, Oifig Cheantar na Sionna; Comhairle Baile na hInse; agus Rannóga Comhshaoil, Seirbhísí Corparáideacha agus Acmhainní Daonna de chuid Chomhairle Contae an Chláir (meicníochtaí le cur i dtoll a chéile thar shaolré na Scéime seo, mar atá sonraithe i gCaibidil 4)
- An Rannóg Pleanála (seachas an Oifig Caomhnúcháin mar a shonraíodh in alt 3.2.2 thuas) ach tá meicníochtaí le cur i dtoll a chéile thar shaolré na Scéime seo, mar atá sonraithe i gCaibidil 4.
- Leabhar Contae an Chláir (seachas Músaem an Chláir agus Ceanncheathrú na Leabharlainne mar atá sa liosta i roinn 3.2.2 thuas agus craobhleabharlanna in Inis, Inis Díomáin, Baile na Sionna agus Cill Dalua agus Cartlanna Contae an Chláir mar atá sonraithe i gCaibidil 4).

To reflect the number of staff who have undertaken the Dioplóma sa Ghaeilge and those who are currently studying the Teastas Eorpach sa Ghaeilge course, Clare Local Authorities feels that it is important to mention that the following sections have staff who are willing to deal with the public through the medium of Irish, and their contact details are available at all reception areas.

Community & Enterprise (Enterprise)

Clare County Library: Library Headquarters and Clare Museum.

3.2.3 Sections Providing a Service through English only

The following are the sections within Clare Local Authorities that currently provide a service through the medium of English only”

- Roads (with the exception of the Scarriff/Killaloe area office as detailed in Chapter 4)
- Water Services
- Finance (Revenue, Higher Education Grants with the exception of Motor Tax in the Ennis and Ennistymon offices in respect of which mechanism will be put in place over the lifetime of this Scheme).
- Kilkee Town Council
- Housing Section
- Ennistymon Area Office (with the exception of Motor Tax as detailed in chapter 4)
- Kilrush Town Council and Area Office (with the exception of the Finance Section to be dealt with in the lifespan of this scheme as detailed in chapter 4)
- Clare County Council, Shannon Area Office; Ennis Town Council; and Clare County Council Environment, Corporate Services and Human Resources Sections (mechanisms to be put in place over the lifetime of this Scheme as detailed in Chapter 4)
- Planning Section (with the exception of the Conservation Office as detailed in section 3.2.2 above) but mechanisms are to be put in place over the lifetime of this Scheme as detailed in Chapter 4.
- Clare County Library (with the exception of Clare Museum and Library Headquarters as listed in paragraph 3.2.2 above and branch libraries in Ennis, Ennistymon, Shannon and Killaloe and Clare County Archives as detailed in Chapter 4).

Cairbidil 4

Tiomantais faoin Scéim

Leathanach

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4.1 Réamhrá

Tá Údaráis Áitiúla an Chláir tiomanta do líon sásúil foirne a bheith acu a bheith inniúil ar sheirbhís a sholáthar trí Ghaeilge i ngach rannóg de na hÚdaráis a dhéanann plé go rialta leis an bpobal. Admhaímid áfach nach mbeimid in ann é seo a dhéanamh le linn saolré ár gcéad scéim teanga. Dá bhrí sin tá rogha déanta de sheirbhísí a ndíreoidh Údaráis Áitiúla an Chláir orthu le linn saolré na scéime seo, ó thaobh féidearthachta, éileamh an phobail agus moltaí na gcustaiméirí.

Tá sé molta go ndéanfaí soláthar na seirbhíse Gaeilge ina limistéir seirbhíse a ainmniú ar an suíomh idirlín, agus ag ionaid fáiltithe éagsúla. Meastar go spreagfaidh sé seo baill den phobal chun leas a bhaint as na seirbhísí seo ar bhealach compordach muiníneach.

4.2 Tiomantais faoin Scéim

4.2.1 Teicneolaíocht na Faisnéise

Tá trí phríomhréimse oibre ag an rannóg féin:

- Tacaíocht Líonra agus Bonneagar
- Cothabháil Córas
- Forbairt Córas Gréasáin

Cuirfear na beartais seo a leanas i bhfeidhm maidir le cumarsáid leictreonach agus le cur chun cinn na Gaeilge le linn saolré na scéime:

- Déanfar leasú ar an teachtaireacht séanadh caighdeánach ar chomhfhreagras ríomhphoist agus beidh sí i bhfoirm dhátheangach faoi dheireadh ré na scéime.
- Cinnteoidh an Chomhairle go dtarraingeofar anuas cumas na gcóras plé leis an nGaeilge i ngach teagmháil tosaigh agus i ngach plé ina dhiaidh sin le comhairligh, cuideachtaí srl. Ba cheart go dtabharfaí faoi deara ina leith sin go bhfuil an Chomhairle, fearacht an chuid is mó de na Comhairlí Contae eile, ag brath ar Bhord Seirbhísí Ríomhaireachta an Rialtais Áitiúil as soláthar go leor dá córais, agus iarrfaidh an Chomhairle go soláthródh an Bord córais úra ar féidir leo dul i ngleic leis an nGaeilge
- Cinnteoidh Údaráis Áitiúla an Chláir go mbeidh córas bainistithe an ábhair ghréasáin a úsáidfear in ann plé le hábhar Gaeilge, agus go mbeidh tacaíocht aige d'ábhar agus do láithreáin dátheangacha gréasáin.
- Cuirfear na codanna seo a leanas de láithreán gréasáin reatha Chomhairle Contae an Chláir ar fáil go dátheangach laistigh de shaolré na scéime seo: Do Chomhairle; Déan Teagmháil Linn; Uaireanta Oscailte, Foirmeacha; Clár Vótála agus Toghthóirí; agus Gairmréimeanna.

Chapter 4

Commitments under the Scheme

4.1 Introduction

Clare Local Authorities are committed to having an adequate number of staff competent to provide a service through Irish in all sections of the Authorities that deal regularly with the public. However, we acknowledge that this will not be possible over the course of our initial language scheme. Thus a selection of services on which Clare Local Authorities will focus during the lifespan of this Scheme has been decided upon, by virtue of feasibility, public demand and customer suggestions.

It is proposed to promote the availability of an Irish language service in its service areas identified on the website, and at various reception points. It is felt that this will encourage members of the public to avail of such services in a more comfortable and confident manner.

4.2 Commitments under the Scheme

4.2.1 Information Technology

The department itself has three main areas of operation:

- Network Support and Infrastructure
- Systems Maintenance
- Web Systems Development

The following policies will be implemented in relation to electronic communication and the promotion of the Irish language over the lifespan of the scheme.

- The standard disclaimer message on e-mail correspondence will be reviewed and made appear in bilingual format by the end of the scheme.
- The Council will ensure that the ability of systems to handle the Irish language will be raised in all initial contacts and subsequent dealings with consultants, companies etc. In this regard it should be noted that the Council similar to most other County Council's is dependant on the Local Government Computer Services Board for the provision of many of its systems and the Council will request that the Board should provide new systems which can handle the Irish language
- Clare Local Authorities will ensure that the web content management system used will be capable of handling content in Irish and will have support for bilingual web content and web sites.
- The following sections of the current Clare County Council website shall be made available bilingually within the lifetime of this scheme: Your Council; Contact Us; Opening Hours, Forms; Voting and Electoral Register; and Careers.

- Féadann Teicneolaíocht na Faisnéise a chinntiú go mbeidh aon bhogearraí ríomhaireachta nua lena mbaineann inrochtaineacht phoiblí atá á fhorbairt go hiomlán inrochtana don phobal sa Ghaeilge; agus cinnteoidh sí freisin (sa mhéid agus go mbíonn sé faoinár riail) go mbeidh na córais atá cheana ann comhoiriúnaithe laistigh de shaolré na scéime seo.
- Beidh aon chóras idirghníomhach nua oiriúnach ó thaobh teanga de, agus uasghrádófar na córais atá cheana ann, faoi dheireadh na scéime seo faoi réir sholáthar na gcóras éigeantach ó Bhord Seirbhísí Ríomhaireachta an Rialtais Áitiúil.

4.2.2 Leabharlann Contae an Chláir

An tSeirbhís Leabharlainne

Tá níos mó ná 170,000 léitheoirí cláraithe nó athchláraithe ann le 150,000 cuairteanna sa bhliain. Tá sé d'aidhm ag an Seirbhís Leabharlainne freastal a dhéanamh ar riachtanais faisnéise, cultúrtha agus oideachais Chontae an Chláir i sé chraobhleabharlann déag.

Faoi dheireadh na scéime, beifear in ann seirbhís chuntair dhátheangach a chur ar fáil sna leabharlanna craoibhe seo a leanas: Inis, Inis Díomáin, Baile na Sionna agus Cill Dalua.

Suíomh Idirlín na Leabharlainne

Ba í Leabharlann Chontae an Chláir an chéad leabharlann phoiblí in Éirinn a chuir a chatalóg ar an idirlín, agus cuireann sé suíomh idirlín ar fáil do mhúsaem an údarais áitiúil, chomh maith le seirbhís faisnéise ar líne don phobal, foilseacháin ar líne, fógraíocht litríochta, catalóg grianghraf agus léarscáileanna ar líne. Is cuid bhunúsach dá fheidhmiú agus dá struchtúr é an suíomh idirlín seo a bhfuil gradam buaite aige, ag amharc ar an 'leabharlann' ní mar fhoirgneamh ná mar institiúid amháin ach mar acmhainn don phobal le húsáid ar son faisnéise, foghlama, cultúir agus samhlaíochta, ag feabhsú caighdeán intleachtúil agus cultúrtha an tsaoil don phobal dá réir.

- Le linn saolré na Scéime seo, nuair atá deis ábhartha ann, beifear ag cur scríbhinní agus tuairimíocht i nGaeilge le cion an tsuíomh idirlín.

Seirbhísí Cartlainne Chontae an Chláir

Is seirbhís don chontae ar fad í an Chartlann Contae agus chomh maith le taifid na n-údarás áitiúla, bailítear ábhar léitheoireachta eile a bhaineann leis stair an chontae inti, ina measc páipéir príobháideacha, líníochtaí ailtreachta, léarscáileanna agus pleananna, páipéir eastáit, bailiúcháin ghrianghrafadóireachta agus taifid institiúidí acadúla, sóisialta agus eacnamaíocha.

- Le linn saolré na scéime seo cuirfear liostaí tuairisciúla ar fáil go dátheangach faoi bhailiúcháin taifead atá i nGaeilge.

- I.T. can ensure that any new computer software involving public accessibility which is being developed, is fully capable of being accessed by the public in the Irish language and will also ensure (in so far as it is under our control) that existing such systems are made compatible within the lifetime of this scheme.
- Any new interactive systems will be language compliant and existing systems upgraded, by the end of this scheme subject to the provision of the necessary systems from the Local Government Computer Services Board.

4.2.2 Clare County Library

The Library Service.

To date it has registered or re-registered over 170,000 readers with 150,000 visits annually. The Library Service aims to meet the information, cultural and educational needs of County Clare with sixteen branch libraries.

By the end of this scheme, a bilingual counter service will be available in the following branch libraries: Ennis, Ennistymon, Shannon and Killaloe.

Library Website

The Clare County Library website was the first public library in Ireland to offer its catalogue on the web, and offers a local authority museum website, an online community information service, online publications, literature promotions, a catalogue of photographs, and online maps. It's award-winning website is a fundamental part of its operations and structure, viewing the 'library' as neither a building or an institution but a resource to be used by people for information, learning, culture and imagination, thereby improving the intellectual and cultural quality of life of the community.

- Over the lifespan of this Scheme, all writings and commentaries received in Irish will continue to be added to the content of the website.

Clare County Archives Service.

The County Archives is a county-wide service and in addition to Local Authority records, it also collects other material relating to history of the county including private papers, solicitors papers, architectural drawings, maps and plans, estate papers, photographs collections and records of academic, social and economic institutions.

- During the lifetime of this scheme, descriptive lists of collections of records in Irish will be provided bilingually.

Músaem an Chláir

Is í an fheidhm atá ag Músaem an Chláir cultúr ábhartha Chontae an Chláir a chaomhnú.

Le linn saolré na scéime seo:

- Cuirfear na córais faisnéise idirghníomhacha atá lonnaithe sa Mhúsaem ar fáil go dátheangach, ar aon dul leis na córais idirghníomhacha atá ag freastal ar an nGaeilge faoi láthair.
- Tá turais an Mhúsaeim ar fáil trí Ghaeilge faoi láthair le linn Seachtain na Gaeilge. Leanfar leis an gcleachtas seo uair sa mhí agus leathnófar amach é go hamannta áirithe eile i rith na bliana, Lá Eorpach na dTeangacha mar shampla.
- Déanfar clár ceardlanna stairiúla do leanaí óga agus do dhaoine fásta a éascú trí mheán na Gaeilge uair sa ráithe.

An Oifig Ealaíon

Tá sé d'aidhm ag an Oifig Ealaíon struchtúir agus straitéisí a bhunú chun go mbeadh na healaíona faoi bhláth sa Chlár agus go mbeidh daoine aonair, grúpaí agus pobail in ann na healaíona a úsáid mar mheán léirithe daonna, chun pobail a thógáil agus chun freagraí cruthaitheacha ar sochaí a spreagadh.

Le linn saolré na scéime seo:

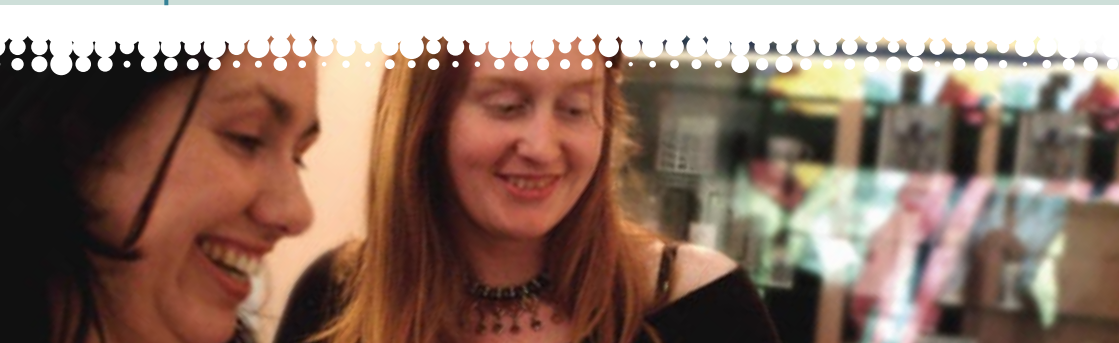
- Soláthróidh an Oifig Ealaíon seirbhís dhátheangach nuair is gá agus
- Leanfar le cur chun cinn na Gaeilge ina chlár oideachasúla.

4.2.3

Mótarchánachas

Pléann an Oifig Mhótarchánach le Cánachas Gluaisteán agus le ceadúnú tiománaithe do Chontae an Chláir. Le linn saolré na scéime seo:

Thar scolré na Scéime seo, mar pointe tosaíochta soláthróidh Oifig Áitiúil, Inis Díomáin seirbhís trí mheán na Gaeilge ar trí lá den tseachtain agus soláthróidh Oifig na hInse seirbhís dá leithéid ar lá amháin den tseachtain. Déanfar athbhreithniú ar an tseirbhís seo agus méadófar é le linn scéimeanna i ndiaidh an Scéim seo. Tá sé ar intinn ag Údarás Áitiúla an Chláir an tseirbhís seo a leathnú amach le linn saolré na scéimeanna ina dhiaidh seo ionas go mbeidh seirbhís iomlán ar fáil ó na hOifigí Cánachas Gluaisteán.



Clare Museum

The function of Clare Museum is to preserve the material culture of County Clare.

During the lifespan of this scheme:

- The remaining interactive information systems located within the Museum will be made available bilingually similar to that of the interactives which currently cater for Irish.
- Tours of the Museum through Irish are currently available throughout Seachtain na Gaeilge. This practice will continue once per month and this will be extended to other designated times of the year, for example, Lá Eorpach na dTeangacha.
- That a programme of historical workshops for young children and adults through the medium of Irish be facilitated every three months.

The Arts Office

The Arts Office aims to establish structures and strategies which enable the arts to flourish in Clare and to enable individuals, groups and communities to use the arts as a vehicle for human expression, community building and the encouragement of creative responses to society.

During the lifespan of this Scheme:

- The Arts Office will provide a bilingual service when required and
- Will continue to promote Irish in its' educational programmes.

4.2.3

Motor Taxation

The Motor Taxation Office deals with Motor Taxation and driver licensing for County Clare. Over the lifespan of this scheme:

As a starting point the Ennistymon Area Office will provide a service through the medium of Irish on three days of the week, and the Ennis Office will introduce the provision of such a service on one week day which shall be reviewed and increased in subsequent schemes. The Local Authorities intend to expand this service in the second and subsequent schemes so that a fully bilingual service will be made available from the Motor Taxation Offices in the future.



4.2.4

Oifigí Cathrach Chill Rois

Tá Comhairle Baile agus Oifig Ceantair Chill Rois freagrach as gníomhú chun leas an phobail a chothú agus gníomhaíochtaí ocht ngrúpa clár an Údaráis Áitiúil á fheidhmiú acu i gCill Rois. Le linn saolré na scéime seo:

Pléifidh an Rannóg Airgeadais go dátheangach le custaiméirí maidir lena fheidhmeanna.

4.2.5

Infhaighteacht na Seirbhísí Gaeilge ag an gCuntar

Soláthróidh na hoifigí poiblí seo a leanas seirbhísí cuntair trí mheán na Gaeilge thar shaolré na scéime:

- Oifigí Ceantair na Scairbhe/Chill Dálua
- Rannóg na Seirbhísí Corparáideacha
- Rannóg na nAcmhainní Daonna
- An Rannóg Pleanála
- Oifigí na hInse den Rannóg Comhshaoil le síneadh na seirbhísí sin do na hoifigí ceantair thar shaolré na scéimeanna ina dhiaidh sin;
- Comhairle Baile na hInse
- Oifigí Chathartha na Sionna Leanfar ar aghaidh ag freastal ar an nGaeilge agus ag fearadh fáilte roimpi ag cruinnithe Chomhairle Baile na Sionna.

4.3 Earcú Fóirne

Maidir leis an nGaeilge, cuirfear na cuspóirí seo a leanas i bhfeidhm:

- Leanfar leis an gcleachtas maidir le hagallaimh Ghaeilge a dhéanamh mar chuid den phróiseas earcaíochta do ghrádanna riaracháin, agus déanfar an cleachtas seo do ghrádanna teicniúla a mheas.
- Déanfaidh an Rannóg Acmhainní Daonna athbhreithniú ar bheartais earcaíochta agus soghluaisteachta maidir le postanna in Údaráis Áitiúla an Chláir.
- Tabharfar riachtanais agus dualgais na rannóga éagsúla san áireamh maidir le seirbhís a sholáthar trí Ghaeilge nuair atá bail foirne á lonnú agus á n-úsáid.



- 4.2.4 **Kilrush Civic Offices**
Kilrush Civic Offices are responsible for taking action to promote the community interest whilst operating the activities of the Local Authority's eight programme groups in Kilrush. Over the lifespan of this Scheme:
The Finance Section will provide a bilingual counter and telephone service.
- 4.2.5 **Availability of Irish Language Counter Services**
Over the lifespan of the scheme, the following public offices will provide counter services through the medium of Irish:
- Scarriff/Killaloe Area Office;
 - Corporate Services Section;
 - Human Resources Section;
 - Planning Section;
 - The Ennis offices of the Environment Section with the extension of such services to area offices over the course of subsequent schemes;
 - Ennis Town Council;
 - Shannon Civic Offices. The Irish language will continue to be accommodated and welcomed at meetings of Shannon Town Council.

4.3 Staff Recruitment

In relation to the Irish language, the following objectives shall be implemented:

- The practice of holding Irish language interviews as part of the recruitment process for administrative grades shall continue, and this practice will be introduced also for technical grades.
- The Human Resources Department shall review recruitment and mobility policies in relation to posts within Clare Local Authorities.
- The requirements and obligations of the various sections in providing a service through Irish be taken into account when considering staff placement and deployment.



4.4 Oiliúint agus Forbairt Foirne

Ceann de na haidhmeanna atá inár bPlean Corparáideach fórsa oibre oilte a fhorbairt a mbeidh ardspreagadh aige agus é dírithe ar an gcustaiméir. Leanfaidh Údarás Áitiúla an Chláir lena dtiomantas maidir le hoiliúint agus forbairt foirne a sholáthar sa dá theanga oifigiúil ar mhaithe le hinniúlacht na foirne a fheabhsú. Maidir leis an nGaeilge, cuirfear na cuspóirí seo a leanas i bhfeidhm:

- Cuirfear cúrsaí Gaeilge d'ardchaighdeán ar fáil le linn uaireanta oibre agus ina ndiaidh, ar nós an Chiorcail Cainte agus ranganna Gaeilge do thosaitheoirí, agus déanfar nuashonrú ar an mBeartas Oiliúna chun an aidhm seo a shoiléiriú.
- Spreagfar baill foirne chun scoláireachtaí Gaeleagras a lorg, an Teastas Eorpach sa Ghaeilge agus an Dioplóma sa Ghaeilge a dhéanamh agus an Fáinne a chaitheamh.
- Cuirfear ábhar foghlama (foilseacháin, liostaí de shuíomhanna úsáideacha foclóra ar an Idirlíon) ar fáil chun soláthar seirbhísí trí Ghaeilge a éascú.
- Déanfar measúnú leanúnach ar gach cúrsa oiliúna Gaeilge chun a éifeachtúlacht a dheimhniú.
- Beidh feacht teanga ina chuid den oiliúint ionduchtaithe le cinntiú go dtuigeann lucht foirne a thábhachtaí agus atá sí agus go mbeidh an fhoireann eolach faoina ndualgais faoi Acht na dTeangacha Oifigiúla agus an Scéim Teanga.
- Cuirfear córas admhála bliantúil ar bun do bhaill foirne a thugann faoi fheidhmiú mar phointe teagmhála Gaeilge, nó a rinne cúrsa oiliúna.

4.5 Gaelscoileanna agus na hEagraíochtaí Gaeilge

Is i nGaeilge amháin a bheidh gach tionscadal a thiomsaítear le gaelscoileanna, gaelcholáistí nó eagraíochtaí Gaeilge sa chontae.

Cuirfidh Údarás Áitiúla an Chláir naisc le heagraíochtaí Gaeilge ar nós An Clár as Gaeilge agus grúpaí eile chun cur chun cinn na Gaeilge a chothú go ginearálta sa Chontae agus chun na seirbhísí atá ar fáil as Gaeilge san Údarás Áitiúil a fhógairt. Bunaíodh Fóram Gaeilge an Chláir chun freastal ar an gcuspóir seo. I measc a chuid feidhmeanna beidh cumarsáid níos fearr á spreagadh idir grúpaí Gaeilge sa Chontae, agus comhthionscail sa Chontae ar nós Seachtain na Gaeilge agus Lá Eorpach na dTeangacha.



4.4 Staff Training and Development

One of the aims of our Corporate Plan is to develop a highly motivated, skilled and customer focused workforce. Clare Local Authorities will continue it's commitment in relation to the provision of staff training and development, in both official languages, so as to improve staff competency. In relation to the Irish language, the following objectives shall be implemented:

- The provision of Irish language courses of a high standard during and after work hours, such as the Ciorcail Cainte and Irish classes for beginners, and that the Training Policy be updated to define this aim.
- That staff be encourage to apply for the Gaeleagras scholarship, to undertake the Teastas Eorpach na Gaeilge and Dioplóma sa Ghaeilge programmes and to wear a fáinne.
- The provision of learning materials (publications, lists of useful websites dictionaries) to ease the provision of services through Irish
- That each Irish language training course provided be assessed on an ongoing basis as to it's effectiveness.
- That language awareness be included as part of induction training to ensure that staff understand it's importance and that staff would be very aware of the obligations by virtue of the Official Languages Act and the Language Scheme.
- That an annual acknowledgement system be put in place for the staff who have undertaken to act as an Irish contact point, or who have undertaken a training course.

4.5 Gaelscoileanna and Irish Language Organisations

Any projects initiated with gaelscoileanna, gaelcholaistí or Irish language organizations in the County shall be conducted in the Irish language only.

That Clare Local Authorities will further progress links with Irish language organisations such as An Clár as Gaeilge and other such groups to further the promotion of both the Irish language in general in the County and the advertising of the availability of Irish services in the Local Authority. To this end, Fóram Gaeilge an Chláir was established. Its functions include the encouragement of better communication between Irish language groups in the County, and joint projects within the County, for Seachtain na Gaeilge and Lá Eorpach na dTeangacha.



Caibidil 5

Monatóireacht, Athbhreithniú agus Fógraíocht don Scéim Chomhaontaithe

Leathanach

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5.1 Monatóireacht agus Athbhreithniú

Beidh Bainistíocht Shinsireach Údaráis Áitiúla an Chláir freagrach as monatóireacht a dhéanamh ar fheidhmiú éifeachtach na Scéime seo.

Beidh na daoine atá freagrach as an scéim ina gceantair féin i mbun na monatóireachta go laethúil agus le cabhair ón Oifigeach Forbartha Gaeilge beidh siad ag tuairisciú gach re mí ar a dhul chun cinn.

Déanfaidh an Coiste Gaeilge nuachumtha, le comhaltaí as rannóga éagsúla, monatóireacht ar sholáthar acmhainní dhátheangacha ina rannóg féin.

5.2 Poiblíocht don Scéim Chomhaontaithe

Is iad na príomh-mhodhanna a úsáidfear chun an scéim a chur os comhair an phobail:

- Preas-ráitís;
- Seoladh Oifigiúil na Scéime;
- Forálacha na scéime a fhógairt;
- Sonraí na scéime a dháileadh ar pháirtithe a rinne aighneachtaí, ach a sonraí teagmhála ar bheith ar fáil.



Chapter 5

Monitoring, Revision and Publicising of Agreed Scheme

5.1 Monitoring and Revision

The Senior Management of Clare Local Authorities shall be responsible for monitoring the effective operation of this Scheme.

The daily monitoring will be undertaken by those who are responsible for the scheme in their own areas, and with the assistance of the Oifigeach Forbartha Gaeilge will report bi-monthly on the progress.

The newly constituted Coiste Gaeilge, comprising of members from various sections, shall monitor the availability of bilingual resources in their own section.

5.2 Publicising the Agreed Scheme.

The principal means of publicising the scheme to the public are by means of:

- Press Releases;
- Official Launch of the Scheme;
- Advertising of provisions of the Scheme;
- Circulation to parties who made submissions, in so far as their contact details are available.



Print

Quick Links

- > Gaeilge.ie
- > Acmhainn.ie
- > Beo.ie
- > [Lá](#)
- > [Foinse](#)

Aguisín 1

Suirbhéanna a Rinneadh

Leathanach
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Torthaí ar Shuirbhé na Foirne

I suirbhé a rinneadh le gaird i measc na mball foirne le fáil amach an mbeidís sásta an leibhéal Gaeilge atá acu faoi láthair a fheabhsú, agus/nó a húsáid sa láthair oibre, nó nach mbeadh, fuarthas na torthaí seo leanas:

- Ar léirigh tú riamh aon spéis ar fheabhas a chur ar do chuid eolais agus tuiscint ar an nGaeilge?.
- Fuarthas freagra dearfach ó 83, is é sin 59.7% díobh siúd a d'fhreagair nó 8.6% den bhfórsa oibre iomlán

An mbeifeá toilteanach an méid Gaeilge atá agat faoi láthair a úsáid sa láthair oibre?

Fuarthas freagra dearfach ó 87, is é sin 62.6% díobh siúd a d'fhreagair nó 9.02% den bhfórsa oibre iomlán.

Torthaí ar Shuirbhé Custaiméara

Ba iad na chéad trí thosaíocht maidir le riachtanais seirbhíse trí mheán na Gaeilge ná eolas láithreáin ghréasáin, seirbhísí leabharlainne agus mótarcháin. Comhordaíonn sé sin, mar sin, leis an méid a tháinig chun solais ag na ceardlanna poiblí comhairliúcháin don Scéim seo, agus dá réir sin, tugadh tosaíocht don trí limistéar seirbhíse sin i gcaitheamh shaolré na Scéime seo.

Appendix 1

Surveys Undertaken

Results of Staff Survey.

In a recent survey which was conducted amongst staff to ascertain whether or not they would be willing to improve their current level of Irish and/or use it in the workplace, of 139 respondents, the results were as follows:

- Have you ever expressed an interest in improving your knowledge and understanding of Irish?
- 83 answered in affirmative, which accounts for 59.7% of the respondents or 8.6% of the total workforce

Would you be willing to use your current knowledge of Irish in the workplace?

87 answered in affirmative, which accounts for 62.6% of the respondents or 9.02% of the total workforce.

Results of Customer Survey

The top three preferences as regards service requirements through the medium of Irish were website information, library services and motor tax. (Percentages to be included). Thus this collates with what the public consultation workshops for this Scheme highlights, and thus these three service areas were prioritised for the lifetime of this Scheme.

Is é seo a leanas ráiteas misin Údaráis Áitiúla an Chláir:

“Ardchaighdeáin a bhaint amach trí sholáthar seirbhíse agus trí chomhpháirtíocht iniatach chun forbairt shóisialta, chultúrtha, eacnamaíoch agus chomhshaoil Chontae an Chláir a chur chun cinn.”

The mission statement of Clare Local Authorities is as follows:

“Pursuing excellence through service delivery and inclusive partnership to advance the social, cultural, economic and environmental development of County Clare”.

