



Comhairle Contae Átha Cliath Theas
An Dara Scéim Teanga

South Dublin County Council
Second Irish Language Scheme

2012-2015

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Clár na nAbhár

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Caibidil 1: Eolas Ginearálta

1.1 Réamhrá agus Cúlra

Aithníonn Comhairle Contae Átha Cliath Theas go bhfuil sé de cheart ag an bpobal a ngnó a dhéanamh linn sa teanga is rogha leo féin agus go ndéanfaidh muid freastal orthu más i nGaeilge nó i mBéarla sin agus iad ag déileáil linn.

Tá seirbhísí áirithe ann a bhfuil gach custaiméir ina dteideal de réir Acht na dTeangacha Oifigiúla 2003 .i. freagra a fháil i nGaeilge ar chomhfhreagras a dhéantar i nGaeilge, foilseacháin a bheith i nGaeilge, An Tuarascáil Bhliantúil mar shampla. Tá cosaint ag na cearta seo san acht thuasluaite agus ní thugtar síos na cearta sin an athuair sa Scéim seo.

Is é Príomhchuspóir na Scéime Teanga seo go gcinnteofar go mbainfidh caighdeán níos airde leis na seirbhísí poiblí a bheidh ar fáil i nGaeilge ós í an teanga náisiúnta agus céad teanga oifigiúil na tíre í.

Tá Comhairle Contae Átha Cliath Theas tar éis a Dara Scéim Teanga 2012-2015 a ullmhú faoi Alt 11 d'Acht na dTeangacha Oifigiúla 2003. Ullmhaíodh an Scéim seo ag féachaint do na Treoirlínte faoi Alt 12 d'Acht na dTeangacha Oifigiúla 2003 a d'eisigh an Roinn Ealaíon, Oidhreacht agus Gaeltachta i 2004. Cuireadh in iúl i bhfógra a foilsíodh go raibh sé i gceist aici dréachtscéim a ullmhú de réir Alt 13(1)(a) den Acht

- sna nuachtáin áitiúla
- ar www.athcliaththeas.ie
- agus i bhfógra a scaipeadh in Áras Chrónáin, an tIonad Cultúrtha, Cluain Dolcáin i Meán Fómhair 2009.

Cuireadh dhá aighneacht chuig Comhairle Contae Átha Cliath Theas le linn na tréimhse comhairliúcháin ón 23ú Deireadh Fómhair - 21ú Samhain 2009. Tá na haighneachtaí seo le feiceáil ar shuíomh na Comhairle www.athcliaththeas.ie

Forbraíodh an scéim agus iad seo a leanas, go hIlchineálach, á gcur san áireamh - na haighneachtaí a fuarthas tríd an bpróiseas comhairliúcháin phoiblí, tuairimí agus moltaí ó bhaill foirne sna rannóga maidir le seirbhís i nGaeilge a bheith ar fáil agus maidir le cumas na seirbhíse sin, mar aon le measúnú ar an éileamh a bhí ar sheirbhísí i nGaeilge le linn shaolré na chéad Scéime. Ba mhaith leis an gComhairle buíochas a ghlacadh leo siúd go léir a bhí páirteach sa phróiseas.

1.2 Tosach Feidhme na Scéime

Cheadaigh an tAire Ealaíon, Oidhreacht agus Gaeltachta an scéim seo agus tá éifeacht léi ón 30ú Iúil 2012. Beidh sí i réim ar feadh tréimhse 3 bliana ón dáta sin nó go dtí go ndearbhaíonn an tAire scéim nua de bhun Alt 15 d'Acht na dTeangacha Oifigiúla, cibé ceann is luaithe.

1.3 Clár Scéim na Gaeilge

Thug an Chomhairle lear mór gealltanas sa chéad scéim ar mhaithe leis an leibhéal seirbhísí a bhí ar fáil i nGaeilge a fheabhsú. Áiríodh leis na gealltanais sin

- Baill foirne a oiliúint chun cur ar chumas CCÁCT fónamh do chustaiméirí ar mian leo an Ghaeilge a úsáid. Mar thoradh ar an gclár oiliúna seo tá 30 ball foirne, as na rannóga difriúla go léir, ar fáil anois le déileáil le custaiméirí i nGaeilge. Tá ball foirne amháin ar a laghad i ngach leabharlann agus sa réimse cúraim do chustaiméirí atá ábalta déileáil le custaiméirí i nGaeilge. Tharla sé sin mar thoradh ar an infheistíocht shuntasach a rinne an Chomhairle i bhfoirm oiliúna agus tacaíochta don fhoireann agus do na comhaltaí tofa go léir.
- Gealltanas ollmhór ba ea go gceartófaí na Logainmneacha ar na comharthaí go léir.

Chapter 1: General Information

1.1 Introduction and Background

South Dublin County Council recognises that the public have a right to choose to do business in their preferred language and that they will be facilitated, in their dealings with us, whether in English or in Irish.

Under the Official Languages Act 2003 customers are entitled to specific services through the Irish language including a response to correspondence in Irish and the availability of major publications in Irish, e.g. the Annual Report. These rights are protected in the above mentioned act and are therefore not repeated in this Scheme.

The main objective of this Language Scheme is to ensure higher standards of public service through the Irish Language as the national language and the first official language of the country.

The Second Irish Language Scheme 2012-2015 under the Official Languages Act 2003 was prepared having regard to Guidelines under Section 12 of the Official Languages Act 2003 issued by the Department of Arts, Heritage and Gaeltacht in 2004. Accordingly South Dublin County Council published a notice of Intention to prepare a draft scheme in accordance with Section 13(1)(a) of the Act,

- in local newspapers
- on www.sdcc.ie
- circulated in Áras Chrónáin, Ionad Cultúrtha in September 2009.

Two submissions were received during the consultation period from 23rd September to the 21st October 2009. These submissions are available to view on the Council website www.sdcc.ie.

The Scheme has been developed taking into account, variously, the submissions received through the public consultation process, the

views and suggestions of staff across departments in relation to Irish language service availability and capability, and an assessment of the demand for services through Irish over the lifetime of the first Scheme. The Council would like to extend its thanks to all those who contributed to the process.

1.2 Commencement Date of Scheme

This scheme has been approved by the Minister of Arts, Heritage and the Gaeltacht and is effective from 30th July 2012. It 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.

1.3 Contents of the Irish Language Scheme

Extensive commitments were made in the first scheme by the Council, to improve the level of services available in Irish. These commitments included

- Training of staff to enable SDCC to accommodate customers who wish to engage through Irish. As a result of this training programme there are now 30 members of staff, from all the different departments, available to deal with customers through Irish. There is at least one member of staff in every library and customer care counter who can engage with customers through Irish. This is as result of the considerable investment made by the Council in the training and support of all staff and elected members.
- A major commitment was undertaken in which all Placename Signage were to be corrected. As a result of this a book has

Mar thoradh air sin, foilsíodh leabhar ina bhfuil liosta Gaeilge-Béarla/Béarla-Gaeilge de logainmneacha agus tá feachtas ollmhór críochnaithe chun na logainmneacha go léir atá mícheart ar na comharthaí a cheartú.

- An suíomh www.athcliaththeas.ie a fhorbairt, rud atá déanta. Tá an t-eolas atá ar an leathanach baile www.sdcc.ie agus cur síos ar gach Rannóg ar fáil i nGaeilge ach an cnaipe 'As Gaeilge' a bhrú ar www.sdcc.ie nó dul go dtí www.athcliaththeas.ie
- Teagmháil dhíreach i nGaeilge ar Gaeilge@athcliaththeas.ie

Áirítear SnaGÁct, Seachtain na Gaeilge Átha Cliath Theas, freisin leis na himeachtaí a eagraíodh, agus ar ar fhreastail beagnach

34,000 duine sna blianta 2008, 2009, 2010, 2011 agus 2012.

Tá na gealltanais go léir a tugadh sa chéad scéim curtha i bhfeidhm. Is é cuspóir an dara scéim seo leanúint ar aghaidh ag comhlíonadh na ngealltanais sin agus feabhas a chur ar an leibhéal seirbhísí atá ar fáil i nGaeilge i gcaitheamh shaolré na scéime seo. Cuireann an scéim seo freisin le prionsabal na Seirbhíse Ardchaighdeáin do Chustaiméirí, agus leanfaidh sí ar aghaidh á chinntiú go bhfónfar do dhaoine a bhíonn ag iarraidh a ngnó a dhéanamh trí mheán na Gaeilge.



been published listing place names in Irish English/ English Irish and a major campaign to correct all incorrect placename signage completed.

- www.athcliaththeas.ie has been developed. Information on the homepage of www.sdcc.ie and description of each Department is available in Irish by clicking on “As Gaeilge” button on www.sdcc.ie or visiting www.athcliaththeas.ie
- Direct contact through Irish at Gaeilge@athcliaththeas.ie

Included also were the events which were organised by SnaGÁct, Seachtain na Gaeilge Átha Cliath Theas, at which nearly 34,000 people were present in 2008, 2009, 2010, 2011 and 2012.

All of the commitments of the first scheme have been delivered. The objective of the second scheme is to continue the delivery of these commitments and to improve the level of services available in Irish throughout the lifetime of this scheme. This scheme also builds on the principles of Quality Customer Service, and it will continue to ensure the facilitation of people who wish to conduct their business through the medium of Irish.



Caibidil 2: Forléargas ar Chontae Átha Cliath Theas

2.1 Plean Corparáideach Chomhairle Contae Átha Cliath Theas 2010-2014

Glac Comhairle Contae Átha Cliath Theas le Plean Corparáideach 2010-2014 go luath i 2010 agus is iad seo a leanas na Príomhthéamaí atá ann; Áit Chónaithe, Áit le Córas Iompair Cheangailte, Áit Ghnóthach agus Áit Chosanta.

2.1.1 An Áit go Fisiceach

Is í Comhairle Contae Átha Cliath Theas atá freagrach as riarachán an chontae ina bhfuil limistéar 222.5 ciliméadar cearnach, daonra atá ag tarraingt ar 265,174¹ duine agus beagnach 97,000 teaghlach². Is é an dara húdarás tithíochta is mó agus an tríú húdarás áitiúil is mó sa Stát é. Téann limistéar an Chontae ó Shléibhte Chill Mhantáin ó dheas go dtí an Life ó thuaidh. Áirítear limistéir uirbeacha Thamhlachta, Chluain Dolcáin, Leamhcán, Bhaile Phámar, Theach Mealóg agus Ráth Fearnáin leis, chomh maith leis na bailte tuaithe – An Caisleán Nua, Teach Sagard, Ráth Cúil agus a gcuid cúlchríoch.

Tá pobal bríomhar Gaeilge i gContae Átha Cliath Theas a thugann tacaíocht do Ghaelscoileanna, Naíonraí agus Áras Chrónáin, an tIonad Cultúrtha. Is i gContae Átha Cliath Theas³ atá trí cinn de na hocht Meánscoil agus ocht gcinn de na tríocha haon bunscoil atá ag Gaelscoileanna ar fud Mhórcheantar Bhaile Átha Cliath.

Tá rath agus an-éileamh ar na heagraíochtaí seo ós go bhfuil liostaí fada feithimh ag na Gaelscoileanna agus os cionn 50,000 duine ag dul trí Áras Chrónáin in aghaidh na bliana. Is fianaise é an rath iontach seo ar an spéis atá á léiriú ag an bpobal i nGaeilge agus ar a n-iarrachtaí chun an teanga a choinneáil

breá láidir i gContae Átha Cliath Theas agus tacaíonn Comhairle Contae Átha Cliath Theas leis seo.

2.2 Na Príomhphointí Teagmhála do Chustaiméirí

Déanann an Chomhairle a cumarsáid leis an bPobal:

- i scríbhinn, lena n-áirítear go leictreonach; agus
- go hidirphearsanta.

Is iad Halla an Chontae, Tamhlacht agus na hOifigí Cathartha i gCluain Dolcáin na príomhphointí teagmhála seirbhíse atá ag an gComhairle. Tá líonra de shé Leabharlann ar fud an chontae chomh maith. Bíonn idirghníomhaíocht idir an Chomhairle agus raon leathan de Ranna Rialtais, Gníomhaireachtaí Stáit, Comhpháirtithe Sóisialta, Eagraíochtaí Forbartha Pobail, (Comhpháirtíochtaí bunaithe sna limistéir agus Grúpaí Leader, mar shampla), Grúpaí Gnó agus Pobail, Cumainn Chónaitheoirí agus araile.

Baintear úsáid fhorleathan as an Idirlíon agus na meáin sóisialta nuair a bhíonn an Chomhairle ag déileáil leis an bpobal.

¹ Daonáireamh 2011

² Daonáireamh 2011

³ Gaelscoileanna, 7 Cearnóg Mhuirfean, Baile Átha Cliath 2

Chapter 2: Overview of South Dublin County

2.1 The Corporate Plan 2010-2014 of South Dublin County Council

The Corporate Plan 2010-2014 was adopted by the South Dublin County Council early 2010 and provides the following main themes: A Living Place, A Connected Place, A Busy Place and A Protected Place.

2.1.1 The Physical Place

South Dublin County Council is responsible for the administration of the County, with an area of 222.5 square km and a population of approximately 265,174¹ comprising of over 97,000 households². It is the second largest housing authority and the third largest local authority in the State. The county extends from the Dublin Mountains in the south to the River Liffey in the north. It includes the urban areas of Tallaght, Clondalkin, Lucan, Palmerston, Templeogue and Rathfarnham, and the rural villages of Newcastle, Saggart and Rathcoole and their hinterlands.

There is a vibrant Irish speaking community in South Dublin County, which supports the activities of Gaelscoileanna, naíonraí and Áras Chrónáin, Clondalkin. Three of the eight Secondary Gaelscoileanna and eight of thirty one Primary Gaelscoileanna throughout the Greater Dublin area are located in South Dublin County.³

These organisations are successful and in high demand, with waiting lists for Gaelscoileanna and an annual footfall of over 50,000 in Áras Chrónáin, Ionad Cultúrtha. This support offers testimony to the interest of the public in the Irish Language and their efforts to keep the language strong in South Dublin County, efforts which South Dublin County Council supports.

2.2 Principal Points of Customer Contact

The Council communicates with the public through:

- written means, including electronic means; and
- interpersonal means.

The primary service points for the Council are at the County Hall, Tallaght and the Civic Offices in Clondalkin. There is also a network of 6 Libraries throughout the County. The Council also interacts with a wide range of Government Departments, State Agencies, Social Partners, Local Development Organisations, (such as area based Partnerships and Leader Groups), Business and Community Groups and Resident Associations.

The Internet and social media is also used extensively to communicate with the public.



¹ Census 2011

² Census 2011

³ Gaelscoileanna, 7 Merrion Square, Dublin 2

Caibidil 3: Seirbhísí a fheabhsú faoin Dara Scéim Teanga 2012- 2015

3.1 Cáipéisí Scríofa

(i) Bróisiúir, Bileoga Eolais & Foirmeacha Iarratais

- Is é beartas na Comhairle a chinntiú go mbeidh gach foirm iarratais agus aon doiciméid lena mbaineann atá ar fáil sa dá theanga á gcur ar fáil i gcónaí sa dá theanga oifigiúla ar ár suíomh gréasáin.
- Leanfar leis an gcleachtas go mbeidh Réamhrá gearr agus Achoimre ghearr i nGaeilge i ngach foilseachán, bileog eolais agus póstaer nua chun brí an ábhair a chur in iúl.
- Leanfar leis an gcleachtas go mbeidh gach Foirm Iarratais agus aon bhileoga eolais a bhaineann leo/a ghabhann leo agus a fhoilsíonn Comhairle Contae Átha Cliath Theas ar fáil i mBéarla agus i nGaeilge araon.
- Cinntoidh an Chomhairle i gcás ina soláthrófar foirmeacha iarratais agus bileoga eolais mar leaganacha ar leith i nGaeilge agus i mBéarla go dtabharfar an tsuntasacht chéanna don dá leagan i ngach láthair phoiblí agus go mbeidh an leagan Gaeilge chomh héasca le fáil is a bheidh an leagan Béarla. Beifear réamhghníomhach i ndáil le custaiméirí a chur ar an airdeall faoi leagan Gaeilge ar leith a bheith ar fáil trí fhonóta a chur leis an leagan Béarla den doiciméad á chur in iúl go bhfuil an doiciméad ar fáil i nGaeilge.

(ii) Mórcháipéisí Beartais - seachas iad siúd faoi Alt 10

- Is iondúil go gcuirtear na foilseacháin seo ar fáil sa dá theanga. Má mheastar go mbeidh costas ró-ard ag baint le foilseachán ar leith ar bith a chur ar fáil sa dá theanga mar gheall ar mhéid an doiciméid, beidh de lánrogha ag an gComhairle i gcónaí gan ach

an achoimre feidhmiúcháin / moltaí a fhoilsiú sa dá theanga.

- Leanfar leis an gcleachtas, go mbeidh an leagan Béarla agus an leagan Gaeilge araon de na cáipéisí beartais sin ar fáil ar CD Rom.

(iii) Preaseisiúintí

- Leanfar ar aghaidh le preaseisiúintí a bhainfidh le saincheistanna Gaeilge a eisiúint sa dá theanga agus leanfar á scaipeadh ar theagmhálaithe sna meáin Ghaeilge agus Bhéarla.

3.2 Cumarsáid ó Bhéal / An Chéad Pointe Teagmhála

Is iad na Fáilteoirí, na hOibritheoirí Teileafóin agus na Póirtéirí na chéad daoine a ndéanann an pobal teagmháil leo.

- Ó thosach feidhme na scéime beidh fáilte thaifeadta i nGaeilge le cloisteáil ag daoine a bheidh ag glaoch ar an Teileafón, agus beidh ainm an údaráis á thabhairt amach i nGaeilge.
- Beidh ainm an Údaráis i nGaeilge agus i mBéarla san fháilte a chuirfear roimh gach duine a ghlaofaídh ar an Teileafón ar an Ionad Cúraim do Chustaiméirí.
- Tá agus beidh cur amach ag na baill foirne san Ionad Cúraim do Chustaiméirí ar na gnáthbheannachtaí Gaeilge, aithneoidh siad gur iarratas ar sheirbhís Ghaeilge atá á dhéanamh agus beidh siad ábalta custaiméirí a chur i dteagmháil le ball foirne a labhraíonn Gaeilge.

3.3 Seirbhísí duine le duine

- Déileálann an tIonad Cúraim do Chustaiméirí atá ag an gComhairle leis na fiosruithe ginearálta a bhíonn ag custaiméirí.

Chapter 3: Enhancement of services under Second Scheme 2012-2015

3.1 Written Documentation

(i) Brochures, Information Leaflets & Application Forms

- It is the policy of the Council to ensure that all application forms and associated documentation which are available bilingually will continue to be made available in both official languages on our website.
- The practice that all new Publications, Information Leaflets and Posters contain a short Introduction and Summary in the Irish language to convey general information on the communication will continue.
- The practice that all Application Forms and any associated/accompanying information leaflets produced by South Dublin County Council are available in Irish and English will continue.
- The Council will ensure that where application forms and information leaflets are provided as separate Irish and English language versions, that equal prominence is given to both versions at all public locations and that the Irish language version will be as readily accessible as the English language version. Customers will proactively be made aware of the availability of a separate Irish version by way of a footnote on the English version of the document advising that the document is available in the Irish language.

(ii) Major Policy documents – other than those under Section 10 of Act

- These publications are, in general, made available bilingually. If the cost of bilingual publication in any individual case is deemed excessive due to the size of the document, the Council will continue to use its discretion to publish only the executive summary/recommendations in bilingual format.

- The practice of ensuring that both the English and Irish Version of such policy documents are available on a CD Rom, where applicable, will continue.

(iii) Press releases

- Press releases relating to Irish language issues will continue to be issued bilingually and circulated to the Irish and English language media contacts.

3.2 Oral Communication/First Point of Contact

Receptionists, Telephone Operators and Porters are the first points of contact with the public.

- From the commencement of the scheme telephone callers will be greeted by an Irish recording, giving the name of the authority in Irish.
- The name of the Authority will be given in Irish and English to all telephone callers to the Customer Care Centre.
- All Customer Care staff are and will continue to be familiar with the basic greetings in Irish, and will be in a position to acknowledge a request for service in Irish and will be in a position to put customers in touch with a member of staff who speaks Irish.

3.3 One to One Services

- The Council's Customer Care Centre handles all general queries from customers.
- In accordance with the commitment in the first Scheme, one member of staff in the customer care centre and one member of staff in each library are and will continue to be available to deal with the public through Irish.

- De réir an ghealltanais a tugadh sa chéad Scéim beidh aon bhall foirne amháin san ionad cúraim do chustaiméirí agus aon bhall foirne amháin i ngach leabharlann ar fáil fós le déileáil leis an bpobal i nGaeilge.

3.4 Seirbhísí Leabharlainne

- Chomh maith le duine amháin ar a laghad a bheith ar fáil i ngach leabharlann a bheadh inniúil ar sheirbhís a thabhairt sa dá theanga forbróidh Leabharlanna Chontae Átha Cliath Theas suíomh gréasáin Gaeilge a bhféadfar teacht air ar www.southdublinlibraries.ie agus beidh an t-eolas statach atá ar www.southdublinlibraries.ie air.
- Beidh suíomh SOURCE, cartlann dhigiteach ar líne, ar fáil i nGaeilge, ar an suíomh Béarla agus beidh eolas statach ón suíomh Béarla ar fáil ar <http://source.southdublinlibraries.ie/?locale=ga>
- Faoi dheireadh na scéime seo beidh Catalóg na Leabharlann i gContae Átha Cliath Theas ar fáil i nGaeilge i ngach leabharlann agus ar líne ar www.southdublinlibraries.ie
- Beidh na pointí féinseirbhísí i nGaeilge agus i mBéarla, ag brath ar bhogearraí agus ar an teicneolaíocht. Beidh an tseirbhís seo ar fáil i leabharlann an Chontae ar dtús agus sna leabharlanna eile de réir a chéile.

3.5 Suíomh Gréasáin, Córais Idirghníomhacha agus TF.

- Déanfar tuilleadh forbartha ar www.athcliaththeas.ie chun go mbeidh ábhar an dearaidh stataigh⁴ a bhainfidh le

gach rannán sa Chomhairle ar fáil i nGaeilge faoi dheireadh na scéime seo.

- Ó thús na scéime, beidh foirmeacha, bileoga eolais, doiciméid agus foilseacháin a fhoilsítear i nGaeilge ar fáil ar an suíomh gréasáin Gaeilge www.athcliaththeas.ie
- Cuirfear ábhar an dearaidh stataigh a bheidh ar aon suíomh (suíomhanna) gréasáin nua a fhorbróidh Comhairle Contae Átha Cliath Theas nó a fhorbróidh tríú páirtí thar ár gceann, agus a bheidh faoi rialú díreach na Comhairle, ar fáil sa dá theanga.
- Tá na córais ríomhaireachta reatha go léir atá faoi rialú CCÁCT, a dteastaíonn faisnéis faoi dhaoine den phobal a chur isteach orthu, mar shampla ainmneacha agus seoltaí, ábalta déileáil leis an nGaeilge agus beidh aon chórais ríomhaireachta nua a bheidh á suiteáil ábalta déileáil go hiomlán leis an nGaeilge.
- Tá na córais idirghníomhacha uile atá againn ar líne (i.e seirbhísí a chuireann ar chumas daoine den phobal iarratais a dhéanamh, sochair a fháil nó íocaíochtaí a dhéanamh), mar shampla pointí féinseirbhísí inár leabharlanna, aipeanna fóin chliste ó leabharlanna chun teacht ar chuntais, www.deisighdoshruid.ie / www.fixyourstreet.ie agus a aip, agus athnuachan ar cheadúnas madraí ar fáil sa dá theanga agus cuirfear aon seirbhísí idirghníomhacha nua ar líne a fhorbrófar i rith na Scéime seo ar fáil i nGaeilge agus i mBéarla. Beidh séanadh caighdeánach sa dá theanga ag gabháil i gcónaí le gach ríomhphost ó Chomhairle Contae Átha Cliath Theas.

⁴ Tagraíonn ábhar an dearaidh stataigh don eolas ginearálta a bhíonn ar an gcuid den leathanach gréasáin ar a mbíonn an príomhthéacs.

3.4 Library Services

- In addition to having at least one person in each library who can provide a bilingual service South Dublin County Libraries will develop an Irish website which will be available from www.southdublinlibraries.ie and will contain the static information from www.southdublinlibraries.ie
- The SOURCE website, an online digital archive will be available in Irish, accessible from the English site and will contain static information from the English version.
<http://source.southdublinlibraries.ie/?locale=ga>
- By the end of the scheme, the Library Catalogue in South Dublin County will be available in Irish in all libraries and online through www.southdublinlibraries.ie
- Self Service points will be available through the medium of Irish and English, where software and technology allows. This service will be available initially in the County Library and rolled out to the other libraries on a phased basis.

3.5 Website, Interactive Services and IT

- www.athcliaththeas.ie will be developed further so that static design content⁴ on each section of the Council will be available in Irish by the end of this scheme.
- From the beginning of the scheme, forms, information leaflets, documents and publications which are published in Irish will be available on the Irish website.
www.athcliaththeas.ie
- The static design content on any new website(s) developed by South Dublin

County Council, or on our behalf by a third party, which are under the direct control of the council will be available bilingually.

- All existing computer systems within the control of SDCC, which require information in relation to members of the public to be inputted, for example names and addresses, are capable of handling the Irish Language and any new computer systems being installed will be fully capable of handling the Irish language.
- Our existing online interactive systems (i.e. services which enable members of the public to make applications, receive benefits or make payments), for example self services points in our libraries, smart phone apps by libraries for account access, www.deisighdoshruid.ie / www.fixyourstreet.ie and its app, and renewal of dog license are all available bilingually and any new online interactive services developed over the course of this Scheme will be made available simultaneously in Irish and English.
- South Dublin County Council will continue to provide a standard bilingual disclaimer attached to all emails.
- An Irish Information Page has been developed for the Internet , Intranet and Membersnet. We will continue to keep this up to date in the second scheme.
- SDCC will continue to promote the use of www.abairleat.ie. and provide links through the council website.
- A generic e-mail address for queries 'as Gaeilge', gaeilge@athcliaththeas.ie is in use. The Council will ensure that such queries are addressed promptly.

⁴ Static design content refers to the general information available in the main text area of a webpage.

- Tá Leathanach eolais Gaeilge don Idirlíon, Inlíon agus Membersnet ar fáil anois. Leanfaimid orainn á choinneáil seo cothrom le data le linn an dara scéim.
- Cuirfidh CCÁCT úsáid www.abairleat.com chun cinn agus soláthróidh sí naisc chuige trí shuíomh gréasáin na Comhairle.
- Tá an seoladh cineálach ríomhphoist gaeilge@athcliaththeas.ie ann le haghaidh fiosruithe ‘as Gaeilge’. Cinnteoidh an Chomhairle go ndéileálfar go pras leis na fiosruithe sin.
- Leanfar d’úsáid na Gaeilge sna haithisc fháiltithe le linn imeachtaí poiblí ardiomrá, le toil na bpríomhpháirtithe leasmhara, mar chuid d’iarrachtaí na Comhairle an Ghaeilge a chur chun cinn sa phobal.
- Tá Feasacht Teanga mar chuid de na cúrsaí oiliúna ar Ionduchtú agus ar Chúram Custaiméirí araon.
- Bíonn baill foirne á lorg ag Comhairle Contae Átha Cliath Theas a bheadh sásta seirbhísí i rannóga ábhartha na Comhairle a chur ar fáil i nGaeilge.

3.6 Socrúchán Foirne

Cuirtear béim ar oilteacht i nGaeilge (idir scríobh agus labhairt) inár mbeartais inaistrithe foirne, nuair is féidir, má chabhraíonn sé chun gealltanais shonracha atá tugtha sa scéim a bhaint amach.

3.7 Oiliúint, Forbairt, agus tionscnaimh eile

Aithníonn Comhairle Contae Átha Cliath Theas an tábhacht atá le lucht oibre dea-oilte chun cinntiú go gcuirfear seirbhís éifeachtach fheidhmiúil ar fáil. Beidh infheistíocht shuntasach in oiliúint agus i bhforbairt i gceist leis sin.

Geallann an Chomhairle an méid seo a leanas a dhéanamh:

- Molfar don fhoireann go léir agus do na comhaltaí tofa agus tabharfar an deis dóibh a gcuid Gaeilge a úsáid agus a fheabhsú trí chlár éagsúla oiliúna agus forbartha.
- Leanfar ag aithint baill foirne atá in acmhainn seirbhís idirphearsanta a chur ar fáil i nGaeilge, lena dtail, ar bhealach cuí, ar liostaí teileafóin inmheánacha.

- Bíonn tacaíocht ar fáil do bhaill foirne a bhíonn sásta seirbhísí a chur ar fáil i nGaeilge. Cuirtear ar an eolas iad faoi aon traenáil, imeachtaí, bogearraí agus araile a bheadh ina gcabhair dóibh ina gcuid iarrachtaí chun seirbhísí Gaeilge a chur ar fáil.
- Tá forbairt déanta ar oiliúint agus treoirilínte maidir le gealltanais na scéime seo agus tá siad ar fáil ar an Inlíon.

Cuirfear an t-éileamh a bheidh ar sheirbhísí trí mheán na Gaeilge le linn shaolré na Scéime reatha san áireamh nuair a bheidh cinneadh á dhéanamh maidir leis an bhfeabhas a chuirfear ar inniúlacht ar Ghaeilge, i gcomhthéacs na n-éileamh méadaitheach ar éifeachtacht.

3.8 Bóithre agus Comharthaíocht ar Bhóithre, Tithíocht agus infreastruchtúr

Faoi láthair is í Comhairle Contae Átha Cliath Theas a cheadaíonn an phleanáil do gach forbairt nua sa chontae. Soláthraíonn Oifig na Gaeilge an leagan Gaeilge de gach logainm agus cláraítear an leagan Béarla agus an leagan Gaeilge mar logainmneacha oifigiúla ar an Ordú Bainisteoirí.

3.6 Staff Placement

South Dublin County Council will continue to have regard to proficiency in the Irish language (both written and oral) when exercising its staff mobility policy, where such would facilitate the delivery of commitments made in this scheme.

3.7 Training, Development and other Initiatives

South Dublin County Council acknowledges the importance of having a highly trained workforce to ensure efficient and effective delivery of service. This involves significant investment in training and development. The Council is committed to the following:

- All staff and elected members will be encouraged and given the opportunity to use and improve their Irish language skills through various training and development programmes.
- Staff with ability to provide inter-personal Irish language service will, with their agreement, continue to be identified in an appropriate way on internal telephone lists
- High profile public events will, with agreement of key stakeholders, continue to include Irish in the introductions address as part of the Council's efforts to promote Irish within the community.
- Staff with ability to provide inter-personal Irish language service will continue, with their agreement, to include Irish material in educational visits to local schools.
- Language Awareness is included in both Induction and Customer Care training courses.

- South Dublin County Council continues to seek volunteers to provide Irish language services in relevant sections across the Council.
- Staff who volunteer to provide services through Irish are being supported. They are informed of any provision of training, events and software which may assist them in offering services in Irish.
- Training and guidelines in relation to commitments under this scheme have been developed and are available on the intranet.

The demand for services through the medium of Irish during the lifetime of the current Scheme, will be a factor in determining the degree to which Irish language proficiency is enhanced, in the context of increasing demands for efficiencies.

3.8 Roads and Road Signage, Housing and Infrastructure

Planning for all new developments is approved by South Dublin County Council. The Irish version of each place name is provided by the Irish Office and both Irish and English names are registered on the Managers Order as the official names.

- A list of Place Names was sent to the Place Names Branch of the Community, Rural and Gaeltacht Affairs for correction and translation.
- South Dublin County Council has compiled a database and published a book 'South Dublin Placenames and Streetnames' giving a list of place names. This book is available online and in hard copy.



- Cuireadh iad seo chuig Brainse na Logainmneacha de chuid na Roinne Ealaíon, Oidhreacht agus Gaeltachta chun iad a cheartú agus a aistriú.
- Tá bunachar sonraí agus an leabhar Logainmneacha agus Sráidainmneacha Átha Cliath Theas foilsithe ina bhfuil liosta logainmneacha. Tá an leabhar seo ar fáil ar líne agus mar chóip chrua.
- Tá an bunachar sonraí ar ár suíomhanna Inlín agus Idirlín, www.athcliaththeas.ie agus www.sdcc.ie
- Rinneadh athbhreithniú ar na comharthaí go léir agus cuireadh comharthaí atá ceart in áit na gcomharthaí a bhí mícheart.
- Forbraíodh prótacal maidir le Tógáil faoi Chúram: tugtar an leagan deimhnithe de logainm d'fhorbróirí chun cinntiú go mbeidh na comharthaí nua go léir ceart. Ansin le linn an phróisis don tógáil faoi chúram cinnítear go mbíonn na comharthaí ceart.

3.9 Gaelscoileanna & Eagraíochtaí Gaeilge Eile

Aithníonn agus admhaíonn Comhairle Contae Átha Cliath Theas go n-úsáidtear Gaeilge/dátheangachas i nGaelscoileanna agus in Eagraíochtaí Gaeilge eile.

Beidh comhfhiontar idir Comhairle Contae Átha Cliath Theas agus Áras Chrónáin, Ionad Cultúrtha ar mhaithe le Gaeilge i nGnó, www.ging.ie a fhorbairt, chun comhlachtaí agus grúpaí pobail áitiúla a spreagadh chun an Ghaeilge a úsáid agus í a bheith le feiceáil ar chomharthaíocht sa Chontae.

Cuirfidh Comhairle Contae Átha Cliath Theas comharthaí cuí suas le tabhairt le fios go bhfuil seirbhísí trí mheán na Gaeilge ar fáil.

- The database is available on South Dublin County Councils Intranet, Internet sites, www.athcliaththeas.ie and www.sdcc.ie
- All signage has been reviewed and all incorrect signs have been replaced..
- A protocol for Taking in Charge has been developed: the approved version of a place name is given to developers to ensure that all new signage will be correct. Signage is then confirmed during the taking in charge process.

3.9 Gaelscoileanna & Other Irish Language Organisations

South Dublin County Council continues to recognise and acknowledge the use of Irish/bilingualism in Gaelscoileanna and other Irish Language Organisations.

South Dublin County Council will support Áras Chrónáin, Ionad Cultúrtha in developing Gaeilge i nGnó, www.ging.ie , to encourage local business and Community Groups to use Irish and increase its visible presence within the County.

South Dublin County Council will erect appropriate signage to publicise the availability of services through the medium of Irish.



Caibidil 4: Monatóireacht, Athbhreithniú & Foilsiú na Scéime Comhaontaithe

4.1 Monatóireacht & Athbhreithniú

Déanfaidh Comhairle Contae Átha Cliath Theas athbhreithniú ar fheidhmiú éifeachtúil na scéime seo go bliantúil. Ullmhóidh an tOifigeach Gaeilge tuarascáil ar an dul chun cinn agus foilseofar í i dTuarascáil Bhliantúil Chomhairle Contae Átha Cliath Theas go bliantúil.

4.2 Foilsiú na Scéime Comhaontaithe

Cuirfear ábhar na scéime seo os comhair an phobail i gcoitinne ar na bealaí seo:

- Preaseisiúint
- Cóip bhog a fhoilsiú ar shuíomh idirlín na Comhairle, ar an Inlíon, ar shuíomh gréasáin na Leabharlainne agus ar shuíomhanna Membersnet.
- Í a scaipeadh ar ghníomhaireachtaí cuí, comhlachtaí pobail agus daoine aonair a chuir aighneacht chugainn.
- Cóip bhog den scéim a sheoladh ar aghaidh chuig Oifig Choimisinéir na dTeangacha Oifigiúla freisin.

Chomh maith leis na bearta seo, tapóidh an Chomhairle gach deis sna hidirghníomhaíochtaí a bheidh aici ó lá go lá le custaiméirí chun na seirbhísí a chuireann sí ar fáil i nGaeilge a chur chun cinn agus a fhógairt, lena n-áirítear:

- a chur in iúl go díreach do chustaiméirí ar bhonn réamhghníomhach go bhfuil rogha acu déileáil leis an gComhairle i nGaeilge, mar shampla trí fhógraí a thabharfadh le fios céard iad na seirbhísí Gaeilge atá ar fáil a bheith ar taispeáint sna líomataístí fáiltithe agus freisin trí na seirbhísí sin a liostáil go suntasach ar shuíomh gréasáin na Comhairle;

- agus fonótaí a chur le treoirilínte, bileoga eolais agus foirmeacha iarratais roghnaithe ina míneofaí go bhfuil na doiciméid sin le fáil i nGaeilge freisin (i gcás nach gcuirfí ábhar a chuirfí i gcló sa dá theanga ar fáil faoi aon chlúdach amháin); agus
- agus nótaí a chur le foilseacháin agus le fógraíocht go gcuireann an Chomhairle seirbhísí ar fáil i nGaeilge agus dá réir sin, go gcuireann sí fáilte roimh chustaiméirí ar mian leo déileáil leis an gComhairle i nGaeilge, de réir na ngealltanais atá ina Scéim chomhaontaithe.

Is ionann an leagan Béarla agus bunleagan na scéime seo

Tá cóip bhog den scéim seo curtha ar aghaidh chuig Oifig Choimisinéir na dTeangacha Oifigiúla



Chapter 4: Monitoring, Revision & Publicising of agreed Scheme

4.1 Monitoring & Revision

South Dublin County Council will review effective operation of this scheme on an annual basis. The Irish Officer will prepare a progress report which will be published in South Dublin County Councils' Annual Report.

- including notes in publications and advertisements that the Council provides services through Irish and, accordingly, welcomes customers who wish to deal with it in Irish, according to the commitments in its agreed Scheme.

The English version is the original version of this scheme

4.2 Publicising of Agreed Scheme

The contents of this scheme will be advertised to the general public by means of:

A copy of this scheme has been forwarded to Oifig An Choimisinéara Teanga

- Press Release
- Publication of softcopy on the Council's Internet, Intranet, Library website and Membersnet sites
- Circulation to appropriate agencies, public bodies and individuals or agencies from whom we received a submission.
- A soft copy of this scheme will also been forwarded to Oifig Choimisinéir na dTeangacha Oifigiúla.

In addition to these measures, the Council will take every opportunity in its day-to-day interactions with customers to promote and publicise the services it provides through Irish, including by:

- directly informing customers on a pro-active basis of the option of dealing with the Council through Irish, for example, by the display of notices at reception areas indicating the Irish language services that are available and also by prominently listing these on the Council's website;
- including footnotes on selected guidelines, leaflets, and applications forms explaining that these documents are also available in Irish (in cases where bilingual printed material is not produced under a single cover); and



An Dara Scéim Teanga Second Irish Language Scheme

Riomhphost: gaeilge@athcliaththeas.ie
Idirlíon: www.athcliaththeas.ie

Email: gaeilge@athcliaththeas.ie
Website: www.southdublin.ie

