

Scéim Teanga
Chomhairle Contae Mhaigh Eo
2015 – 2018
Faoi Alt 15 d’Acht na dTeangacha
Oifigiúla 2003

(english version below)

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Cuid 1

1.1 Réamhrá agus Cúlra

D'ullmhaigh Comhairle Contae Mhaigh Eo an scéim seo de réir Alt 15 d'Acht na dTeangacha Oifigiúla, 2003. Ar 1 Meitheamh 2014 rinneadh Comhairle Baile Bhéal an Átha, Comhairle Baile Chaisleán an Bharraigh agus Comhairle Baile Chathair na Mart a chorprú le Comhairle Contae Mhaigh Eo, agus "Comhairle Contae Mhaigh Eo" a thabharfar orthu uile le chéile as seo amach. Is í seo an dara scéim a d'ullmhaigh Comhairle Contae Mhaigh Eo.

Forálann Alt 15 d'ullmhú scéim reachtúil ag comhlachtaí poiblí ag tabhairt mionsonraí faoi na seirbhísí a sholáthróidh siad:

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

agus na bearta a ghlacfar lena chinntiú go ndéanfar aon seirbhís nach soláthraítear trí mheán na Gaeilge a chur ar fáil laistigh d'fhráma ama chomhaontaithe.

Aithníonn Comhairle Contae Mhaigh Eo go bhfuil sé de cheart ag ár gcustaiméirí agus ag an bpobal a rogha teanga a úsáid agus iad ag déileáil linn, agus go bhfreastlófar orthu sa teanga sin, bíodh sin trí Ghaeilge nó trí Bhéarla. Tá sé ar cheann de na príomhchuspóirí ag an scéim teanga seo ná a chinntiú go mbeidh seirbhísí poiblí á gcur ar fáil ar chaighdeán níos airde trí mheán na Gaeilge.

1.2 An Ghaeilge i gContae Mhaigh Eo

Is é Contae Mhaigh Eo an tríú contae is mó in Éirinn, ina bhfuil trí cheantar Gaeltachta, roinnt pobail oileáin, imeallbhord de bheagnach 1,168 ciliméadar agus daonra de 130,638. Tá cónaí ar 8.33% den daonra seo i nGaeltachtaí Mhaigh Eo; Acaill, Iorras agus Tuar Mhic Éadaigh. Tá Gaeilge ag 43.58% de dhaonra an chontae.

Tá 6 naíonra, chomh maith le 25 bunscoil agus 5 mheánscoil suite i nGaeltachtaí Mhaigh Eo, mar aon le 4 Ghaelscoil agus 6 naíonra lonnaithe lasmuigh de na Gaeltachtaí. Tá go leor fiontair agus féilte ag feidhmiú trí Ghaeilge sa chontae; Scoil Acla, Coláiste Uisce, Ceol na Locha, Coláiste Mhuigh Eo, Coláiste Néifinn, agus Féile an Fhómhair ina measc.

Tá pobal bríomhar Gaeilge i gContae Mhaigh Eo a thugann tacaíocht do ghníomhaíochtaí na nEagraíochtaí Gaeilge agus Cultúir ar fud an chontae agus áirítear orthu sin Coiste Forbartha Thuar Mhic Éadaigh, Comhar Dún Chaocháin, Comhar Deirbhíle, Comhlacht Forbartha Áitiúil Acla, Conradh na Gaeilge, Comhaltas Ceoltóirí Éireann agus Gnó Mhaigh Eo.

Is fianaise é an rath iontach atá faoi na heagraíochtaí seo ar an spéis atá ag an bpobal sa Ghaeilge agus sna hiarrachtaí atá á ndéanamh acu an teanga a choinneáil breá láidir i gContae Mhaigh Eo, agus tá sé i gceist ag Comhairle Contae Mhaigh Eo forbairt a dhéanamh ar na hiarrachtaí sin agus tacú leo.

Tuigeann Comhairle Contae Mhaigh na dúshláin mhóra atá ann d'inmharthanacht na Gaeilge mar theanga phobail i nGaeltachtaí Mhaigh Eo, agus tá sí tiomanta don Ghaeltacht a chaomhnú agus a fhorbairt.

1.3 Réiteach na Scéime

Réitíodh an scéim seo de réir treoirlínte faoi Alt 12 d'Acht na dTeangacha Oifigiúla 2003 a d'eisigh an Roinn Ealaíon, Oidhreachta agus Gaeltachta. D'fhoilsigh Comhairle Contae Mhaigh Eo fógra faoi Alt 13 den Acht ag cuardach aighneachtaí ó pháirtithe leasmhara maidir le réiteach na dréachtscéime faoi Alt 15. Rinne Comhairle Contae Mhaigh Eo suirbhé inmheánach ar chumas agus toilteanas na foirne déileáil le custaiméirí trí mheán na Gaeilge. Rinneadh suirbhé leictreonach ar dhaoine agus eagraíochtaí a bhíonn ag déileáil go rialta le Comhairle Contae Mhaigh Eo chomh maith.

Cuireadh na haighneachtaí a fuarthas ó na páirtithe leasmhara, mar aon le tuairimí agus moltaí fhoireann Chomhairle Contae Mhaigh Eo san áireamh i réiteach na scéime seo.

Tá Comhairle Contae Mhaigh Eo thar a bheith buíoch de chuile dhuine agus eagraíocht a chuir an stró orthu féin a bheith rannpháirteach i réiteach na scéime seo.

1.4 Ábhar na Scéime Teanga

Is é bunchuspóir an Achta ná a chinntiú go mbeidh infhaighteacht níos fearr, agus caighdeán níos airde, ar sheirbhísí poiblí trí Ghaeilge. Tógann an scéim seo ar an dul chun cinn a baineadh amach ar fud na heagraíochta ó cuireadh an chéad scéim i bhfeidhm. Leagann sí amach gealltanais thar ceann Chomhairle Contae Mhaigh Eo agus a foirne d'fhonn raon na seirbhísí atá ar fáil trí mheán na Gaeilge faoi láthair a fhorbairt agus sainiathníonn sí réimsí le feabhsú amach anseo.

1.5 Dáta Tosaigh na Scéime Teanga

Tiocfaidh an scéim seo i bhfeidhm le héifeacht ón 21 Meán Fómhair 2015, agus beidh sí i bhfeidhm ar feadh thréimhse trí bliana ón dáta sin nó go mbeidh scéim nua deimhnithe ag an Aire de bhua Alt 15 den Acht, pé acu is déanaí.

1.6 Léargas ar Chomhairle Contae Mhaigh Eo

Cuireann Comhairle Contae Mhaigh Eo an réimse seirbhísí thíosluaite ar fáil. Tá an Príomhfheidhmeannach freagrach as riaradh Chomhairle Contae Mhaigh Eo.

Ráiteas Misin

Cuirimid romhainn é feabhas a chur ar chaighdeán maireachtála daoine a bhfuil cónaí orthu i Maigh Eo agus cur le mealltacht an chontae mar áit chun cónaí ann, chun saothrú ann, chun infheistíocht a dhéanamh ann agus chun taitneamh a bhaint as.

Cuireann Comhairle Contae Mhaigh Eo an iliomad seirbhísí ar fáil a mbíonn tionchar acu ar shaol gach saoránaigh sa chontae. Is féidir na seirbhísí a chuireann Comhairle Contae Mhaigh Eo ar fáil a bhriseadh síos in ocht gclárghrúpa:

- Tithíocht agus Tógáil
- Iompar agus Sábháilteacht ar Bhóithre
- Soláthar Uisce agus Séarachas
- Spreagadh agus Rialú Forbartha
- Cosaint an Chomhshaoil
- Caitheamh Aimsire agus Áiseanna
- Talmhaíocht, Oideachas, Sláinte agus Leas
- Cúrsaí Ginearálta agus Ilghnéitheacha

1.7 Custaiméirí agus Cliaint

Freastlaíonn an Chomhairle go príomha ar phobal Chontae Mhaigh Eo, ina raibh 130,638 duine in 2011. Tá cónaí ar 8.33% den daonra seo i nGaeltachtaí an chontae; Acaill, Iorras agus Tuar Mhic Éadaigh. Tá Gaeilge ag 43.58% de dhaonra an chontae.

Ina theannta sin bíonn Comhairle Contae Mhaigh Eo ag obair agus i dteagmháil leis na heagraíochtaí agus na grúpaí seo a leanas:

- An tAire agus an Roinn Comhshaoil, Pobail agus Rialtais Áitiúil
- An tAire agus an Roinn Ealaíon, Oidhreachta agus Gaeltachta
- Ranna Rialtais agus Oifigí Aireachta eile
- Grúpaí pobail áitiúla
- Údarás na Gaeltachta
- Gníomhaireachtaí eile Stáit
- Comhpháirtithe Sóisialta
- Údarás Áitiúla agus Réigiúnacha Eile
- Eagrais de chuid an Aontais Eorpaigh
- Grúpaí LEADER
- Soláthróirí Seirbhíse san Earnáil Phríobháideach
- Gnólachtaí áitiúla

1.8 Measúnú ar Sheirbhísí Reatha trí mheán na Gaeilge

Déanann an scéim seo, an dara scéim, tuilleadh forbartha ar raon na seirbhísí atá ar fáil trí Ghaeilge. Sainaithnítear i gcorp na scéime na réimsí seirbhíse de chuid Chomhairle Contae Mhaigh Eo atá le feabhsú amach anseo. Tá tiomantas sa scéim chun measúnú leanúnach a dhéanamh ar an éileamh ar sheirbhísí trí mheán na Gaeilge chun a chinntiú go leanann an Chomhairle ar aghaidh ag freastal ar an éileamh seo ar bhonn réamhghníomhach, pleanáilte, agus soiléir. Leanfaidh Comhairle Contae Mhaigh Eo le húsáid na Gaeilge laistigh den eagraíocht a chur chun cinn, déanfar gach dícheall an t-éileamh ar sheirbhísí trí Ghaeilge a mhéadú

agus déanfar monatóireacht ar líon na bhfiosrúchán agus na n-iarratas a fhaightear ar sheirbhísí trí mheán na Gaeilge.

- Ba fhoirse thábhachtach thagartha i réiteach na scéime seo í an Chairt Chustaiméirí a ghlac Comhairle Contae Mhaigh Eo ar an 9 Márta 2009. Leagann Cairt Chustaiméirí Chomhairle Contae Mhaigh Eo amach an chaoi a ndéileáil an eagraíocht iomlán leis an bpobal agus leagtar amach na seirbhísí a d'fhéadfadh an pobal a bheith ag súil leo.
- Tá an fhoireann fíor-thábhachtach sa phróiseas seo chomh maith agus rinneadh suirbhé foirne mar chuid de réiteach na scéime seo. Braitheann an soláthar seirbhísí trí mheán na Gaeilge go mór mór ar rannpháirtíocht fairsing foirne.
- Tá pleananna teanga á bhforbairt ag pobail Ghaeltachtaí Mhaigh Eo. Cuireann na cáipéisí seo in iúl do Chomhairle Contae Mhaigh Eo an leibhéal tacaíochta atá ag teastáil ó Ghaeltachtaí Mhaigh Eo.
- Is í an ghné dheireanach a aithníodh sa chuid seo ná éileamh ar sheirbhísí trí mheán na Gaeilge ó dhaoine agus eagraíochtaí laistigh agus lasmuigh den Ghaeltacht. Rinneadh suirbhé ar dhaoine agus eagraíochtaí a bhíonn ag déileáil go rialta le Comhairle Contae Mhaigh Eo. Léiríodh éileamh sách íseal ar sheirbhísí trí mheán na Gaeilge sa suirbhé nuair a chuimhnítear go bhfuil cónaí ar 8.33% de phobal an chontae sa Ghaeltacht, ach léiríonn sé go raibh daoine an-sásta le soláthar seirbhísí, agus 78% á rá go raibh siad “sásta” nó “iomlán sásta”. Léiríonn an suirbhé seo agus an suirbhé foirne araon go bhfuil géarghá le leibhéal na feasachta i measc an phobail a ardú go bhfuil seirbhísí i nGaeilge ar fáil, agus go gcuirfear, de réir a chéile, leis an éileamh ar sheirbhísí trí mheán na Gaeilge dá bharr.

Cuid 2

Soláthar Seirbhísí/Gníomhaíochtaí na Comhairle

Is í bunchuspóir na scéime seo ná a chinntiú go gcuirfear níos mó seirbhísí poiblí ar fáil i nGaeilge agus ar chaighdeán níos airde.

2.1 Modhanna Cumarsáide leis an bPobal

Áirítear ar na modhanna cumarsáide seo:-

- Broisiúir, Bileoga Eolais & Foirmeacha Iarratais
- Foilseacháin
- Preaseisiúintí
- Suíomh Idirlín
- Fógraí

2.2 Cumarsáid Scríofa

2.2.1 Bróisiúir, Bileoga Eolais & Foirmeacha Iarratais

- Tá bileoga eolais agus foirmeacha iarratais á n-eisiúint go hiomlán dátheangach taobh istigh d'aon chlúdach amháin, ach amháin sa chás nach bhfuil sé seo indéanta mar gheall ar mhéid, nádúr, nó leagan amach an ábhair.
- Sa chás nach bhfuil sé indéanta bileoga agus foirmeacha iarratais atá ann cheana féin a phriontáil go dátheangach mar gheall ar mhéid, nádúr, nó leagan amach an ábhair, cuirfear ráiteas leis an leagan Béarla á chur in iúl go bhfuil leagan Gaeilge ar fáil.
- Leanfar le foirmeacha iarratais agus cáipéisí gaolmhara a chur ar fáil ar an suíomh idirlín sa dá theanga oifigiúla, le híoslódáil uaidh nó le leagan isteach ar líne.

I gcás bróisiúir, bileoga eolais agus foirmeacha iarratais atá eisithe ag forais eile, iarrfar orthu go dícheallach leagan dátheangach a chur ar fáil.

2.2.2 Foilseacháin

- Eiseofar cáipéisí atá ar fáil i nGaeilge agus i mBéarla le chéile taobh istigh d'aon chlúdach amháin, ach amháin sa chás nach bhfuil sé seo indéanta mar gheall ar mhéid, nádúr, nó leagan amach an ábhair.
- Go ginearálta, foilseofar Tuarascálacha Bliantúla, Ráitis Bhuiséid, Pleananna agus Doiciméid Bheartais mar chomhaid PDF ar an suíomh idirlín nó ar CD ROM i dtreo costais phriontála nach bhfuil riachtanach a sheachaint agus ionas gur féidir iad a eisiúint go comhuaineach sa dá theanga oifigiúla agus taobh istigh d'aon chlúdach amháin.

2.2.3 Preaseisiúintí

- Cuirtear preaseisiúintí a bhaineann le Gaeltachtaí Mhaigh Eo agus/nó leis an nGaeilge ar fáil go dátheangach agus dáiltear ar na meáin Ghaeilge agus Bhéarla iad. Déanfar gach iarracht é seo a dhéanamh go comhuaineach.
- Leanfar leis an nós go mbíonn gach preaseisiúint eile ar fáil go dátheangach.

2.2.4 Suíomh Idirlín

- Tá thart ar 62% d'ábhar buan www.mayococo.ie ar fáil go dátheangach, ach os rud é go mbíonn síorathrú agus nuashonrú á dhéanamh ar an ábhar beidh idir 95 agus 100% d'ábhar buan an tsuímh dátheangach faoi dheireadh na scéime seo. Cuirfear ábhar ar leith, cáipéisí teicniúla srl. ar fáil i mBéarla amháin ar an suíomh idirlín. D'fhéadfaí óráidí, cur i láthair srl. a fhoilsiú sa teanga inar cuireadh i láthair iad.
- Tá an seoladh gréasáin www.cocomhaigheo.ie beo anois agus é nasctha leis an leagan Gaeilge de leathanach baile shuíomh idirlín Chomhairle Contae Mhaigh Eo.
- I dtreo riachtanais inrochtana a chomhlíonadh cuirfear leaganacha aonteangacha amháin de cháipéisí áirithe ar fáil ar an suíomh idirlín sa chaoi go mbeidh siad comhoiriúnach le léitheoirí scáileáin.

2.2.5 Fógraí

- Cé nach bhfuil dualgas ar Chomhairle Contae Mhaigh Eo fógraí a fhoilsiú go dátheangach, leanfaimid orainn ag foilsiú cuid dár bhfógraí go dátheangach nuair a mheastar cuí é.
- I gcásanna eile, féadfar an ráiteas a leanas a chur leis an bhfógra “Cuirimid fáilte roimh chomhfhreagras i nGaeilge” le cur in iúl go gcuireann Comhairle Contae Mhaigh Eo fáilte roimh chomhfhreagras i nGaeilge.

2.3 Cumarsáid ó Bhéal

2.3.1 Fáiltiú/Lasc-chlár

- Is iad baill foirne na n-oifigí fáilte/an lasc-chláir an chéad phointe teagmhála leis an bpobal. Tá sé mar pholasaí ag Comhairle Contae Mhaigh Eo a chinntiú go mbeidh Cleachtais um Sheirbhís Ardchaighdeán do Chustaiméirí curtha i bhfeidhm sa réimse seo, is éard atá i gceist leis seo ná:
 - go bhfuil foireann na n-oifigí fáilte/an lasc-chláir in ann ainm na Comhairle a thabhairt i nGaeilge, agus
 - go bhfuil siad eolach ar na beannachtaí bunúsacha Gaeilge, ar a laghad. Tá socruithe i bhfeidhm chun a chinntiú go gcuirfear an pobal i dteagmháil, gan mhoill, leis an oifig nó leis an oifigeach atá freagrach as an tseirbhís atá uathu a sholáthar trí Ghaeilge, más ann dó.
- Beidh fógraí ar taispeáint sna príomhoifigí fáilte agus ag na cuntair phoiblí i ngach aon rannóg ag cur fáilte roimh an bpobal Gaeilge a úsáid, agus foilseofar ar an inlíon ainmneacha na mball foirne i ngach rannóg atá in ann agus toilteanach seirbhís trí mheán na Gaeilge a chur ar fáil.

2.3.2 Cruinnithe Poiblí

- Tá iarrachtaí déanta gné den dátheangachas a chur i bhfeidhm i ngach cruinniú den Chomhairle agus i gcruinnithe poiblí ar fud an chontae.
- Fáilteofar roimh ionchur ón bpobal i mBéarla nó i nGaeilge ag cruinnithe a eagraíonn an Chomhairle leis an bpobal.
- Tá gné den dátheangachas curtha i bhfeidhm in imeachtaí poiblí go léir mar chuid d’iarrachtaí Chomhairle Contae Mhaigh Eo an Ghaeilge a chur chun cinn go dearfach sa phobal.
- Tá urlabhra údarásach ar fáil chun ráitis agus agallaimh (mar is cuí) a thabhairt do na meáin Ghaeilge.

Cuid 3

Achoimre ar Sheirbhísí/Gníomhaíochtaí na Rannóg

Tugann an chuid seo sonraí ar na seirbhísí atá ar fáil trí Ghaeilge agus trí Bhéarla sna rannóga agus oifigí éagsúla de chuid Chomhairle Contae Mhaigh Eo.

3.1 Teanga Oibre gach Rannóg

3.1.1 Rannóga a chuireann seirbhísí ar fáil trí Ghaeilge

Oifigeach Forbartha Gaeilge

- Bhunaigh Comhairle Contae Mhaigh Eo post lánaimseartha mar Oifigeach Forbartha na Gaeilge i mí Márta 2008.
- Is iad dualgais Oifigeach Forbartha na Gaeilge ná úsáid na Gaeilge sa chontae a chothú agus a chur chun cinn, agus polasaí dátheangach Chomhairle Contae Mhaigh Eo a fhorbairt lena chinntiú go bhfuil an pobal in ann a rogha teanga oifigiúil a úsáid agus iad i mbun gnó leis an gComhairle.
- Is trí mheán na Gaeilge a dhéanann an tOifigeach Forbartha Gaeilge a c(h)uid oibre agus a chuirtear seirbhísí ar fáil, ach amháin nuair a iarrtar seirbhís trí mheán an Bhéarla.
- Tá roinnt rannóg/oifigí in ann a gcuid seirbhísí a chur ar fáil trí mheán na Gaeilge anois, agus táimid ag súil le cur leis an líon seo faoi dheireadh na scéime. Tá sé mar chuspóir againn go mbeidh gach oifig agus leabharlann lonnaithe sa Ghaeltacht ag obair trí mheán na Gaeilge faoi dheireadh na scéime seo.
- Tá sé mar chuspóir againn go gcuirfead seirbhís dhátheangach ar fáil i ngach rannóg agus oifig de chuid Chomhairle Contae Mhaigh Eo le linn shaolré na scéime seo.

3.1.2 Rannóga a chuireann seirbhísí dátheangacha ar fáil

- Tá an Oifig Cheantair agus an Leabharlann i mBéal an Mhuirthead chomh maith le Leabharlann Acla in ann a gcuid seirbhísí a chur ar fáil go dátheangach anois.

3.1.3 Rannóga a chuireann seirbhísí ar fáil trí Bhéarla amháin

- Cuireann an chuid is mó de na rannóga a gcuid seirbhísí ar fáil trí mheán an Bhéarla amháin. Tá cur síos ar ghealltanais Chomhairle Contae Mhaigh Eo maidir leis an bhfeabhas a chuirfead ar raon agus leibhéal na seirbhísí dátheangacha le linn shaolré na scéime leagtha amach i gCuid 4 den scéim seo.

Cuid 4

Feabhas ar sheirbhísí a chuirtear ar fáil go dátheangach

4.1 Polasaí Ginearálta

Tá Comhairle Contae Mhaigh Eo tiomanta do leordhóthanach foirne a bheidh in ann seirbhís a chur ar fáil trí mheán na Gaeilge a lonnú i ngach aon rannóg de chuid na Comhairle a bhíonn ag déileáil leis an bpobal go rialta.

Is í an phríomhchuspóir aige seo ná atmaisféar an dátheangachais a chruthú agus a chothú taobh istigh de gach rannóg den Chomhairle ionas go mbraithfidh na custaiméirí a labhraíonn Gaeilge go gcuirfear fáilte roimh ghnó trí Ghaeilge, go spreagfar iad chun a dhéanamh amhlaidh, agus go mbeidh na custaiméirí agus an lucht foirne araon ar a gcompord agus iad ag déanamh a gcuid gnó trí mheán na Gaeilge.

- Faoi mar atá leagtha amach sa chéad scéim, déanfaidh Comhairle Contae Mhaigh Eo cinnte go bhfuil na struchtúir chúil i bhfeidhm ionas go mbeidh seirbhís iomlán dátheangach ar fáil ag na cuntair phoiblí ar fud na Comhairle.

4.1.1 Feasacht an Phobail

Rinneadh suirbhé ar dhaoine agus eagraíochtaí a bhíonn ag déileáil go rialta le Comhairle Contae Mhaigh Eo mar chuid den phróiseas comhairliúcháin roimh réiteach na scéime seo, agus cé gur léiríodh éileamh sách íseal ar sheirbhísí trí mheán na Gaeilge sa suirbhé, thug 66% le fios go mbainfidís úsáid as seirbhís trí mheán na Gaeilge dá mbeadh a fhios acu go raibh an tseirbhís ar fáil agus léirigh 89% gur mhaith leo a gcuid Gaeilge a úsáid níos minice. Léiríonn an suirbhé seo agus an suirbhé foirne, mar ar thug 67% le fios gur mhaith leo an deis a bheith acu a gcuid seirbhísí a sholáthar trí mheán na Gaeilge, go bhfuil géarghá le leibhéal feasachta níos airde ar fhorálacha na scéime teanga i measc an phobail agus na foirne, agus go gcuirfidh sé sin, de réir a chéile, le muinín an phobail sna seirbhísí a chuirtear ar fáil trí Ghaeilge agus ar an éileamh orthu chomh maith.

Tá sé molta an t-éileamh ar sheirbhísí trí mheán na Gaeilge a mhéadú sna rannóga éagsúla trí aird an phobail a tharraingt ar infhaighteacht na seirbhísí seo.

- Beidh fógraí cuí le feiceáil ag cuntair phoiblí, oifigí fáilte srl. á gcur in iúl go bhfuil seirbhísí trí mheán na Gaeilge ar fáil.
- Cuirfear an ráiteas - “cuirimid fáilte roimh chomhfhreagras i nGaeilge” - leis an séanadh caighdeánach i gcóras ríomhphoist na Comhairle.
- Cuirfear ráiteas le foirmeacha iarratais (sa chás nach bhfuil leagan dátheangach den fhoirm foilsithe taobh istigh d’aon chlúdach amháin) ag tabhairt le fios go bhfuil an fhoirm iarratais ar fáil i nGaeilge freisin.
- Fógrófar seirbhísí éagsúla atá ar fáil trí mheán na Gaeilge inár nuachtlitir mhíosúil.
- Airdeallach ar an drogall a bhíonn ar Ghaeilgeoirí uaireanta seirbhísí a lorg trí Ghaeilge toisc nach mbíonn téarmaí áirithe ar eolas acu, déanfaidh Comhairle Contae Mhaigh

Eo cinnte go mbeidh an Ghaeilge a úsáidtear i bhfoilseacháin soléite agus intuigthe agus ag cloí leis an gCaighdeán Oifigiúil ó thaobh litrithe agus gramadaí de.

4.1.2 Feasacht na Foirne

Sa suirbhé a rinneadh le foireann Chomhairle Contae Mhaigh Eo, léirigh 67% den fhoireann a d'fhreagair gur mhaith leo an deis a bheith acu seirbhísí a sholáthar trí mheán na Gaeilge. Tá súil againn go mbeidh Comhairle Contae Mhaigh Eo in ann cur le líon na seirbhísí a chuirtear ar fáil trí mheán na Gaeilge trí oiliúint agus tacaíocht chuí a chur ar fáil don fhoireann mar aon lefeasacht ar fhorálacha na scéime teanga a ardú.

- Scaipfean an scéim chomhaontaithe i measc fhoireann Chomhairle Contae Mhaigh Eo, agus foilseofar ar an inlíon í.
- Déanfaidh an lucht stiúrthóireachta agus na rannóga éagsúla cinnte go bhfuil gach ball den fhoireann ar an eolas faoi riachtanais agus impleachtaí na scéime.
- Tionólfar seimineár eolais do na bainisteoirí líne lena chinntiú go bhfuil siad ar an eolas faoi riachtanais agus impleachtaí na scéime.

4.2 Teicneolaíocht Faisnéise

Baintear úsáid fhorleathan as an Idirlíon nuair a bhíonn Comhairle Contae Mhaigh Eo ag déileáil lena custaiméirí, agus tá an úsáid sin ag dul i bhfairsinge i gcónaí.

- Tá an séanadh caighdeánach ar chomhfhreagras ríomhphoist dátheangach. Cuirfean an ráiteas - “cuirimid fáilte roimh chomhfhreagras i nGaeilge” - leis an séanadh caighdeánach sa chóras ríomhphoist.
- Déanfaidh Comhairle Contae Mhaigh Eo iarracht a chinntiú go mbeidh aon bhogearra ríomhaire nua a cheannófar go neamhspleách amach anseo, agus nach ón mBord Seirbhísí Ríomhaire Rialtais Áitiúil é, go mbeidh sé oiriúnach don Ghaeilge.
- Tá na seoltaí ríomhphoist eolas@mayococo.ie agus gaeilge@mayococo.ie curtha ar an suíomh idirlín ar mhaithe le custaiméirí a spreagadh agus a éascú chun teagmháil a dhéanamh le Comhairle Contae Mhaigh Eo i nGaeilge. Cinnteofar go dtabharfar freagra go pras ar na fiosrúcháin sin díreach mar a dhéantar le fiosrúcháin trí mheán an Bhéarla.
- Tá na córais nua idirghníomhacha atá in úsáid ag an bpobal oiriúnach don Ghaeilge. Déanfar na córais atá i bhfeidhm faoi láthair a shocrú le bheith oiriúnach don Ghaeilge an chéad uair eile a dhéanfar uasghrádú ar na córais sin.

4.3 Earcú & Socrúchán

Tabharfaidh an Rannóg Acmhainní Daonna aghaidh ar cheist na Gaeilge i dtaobh cúrsaí earcaíochta, oiliúna agus bainistíochta foirne de.

- Beidh aird againn, i gcomhthéacs ár bpolasaithe earcaíochta agus inaistrithe foirne, ar oilteacht i nGaeilge (idir scríobh agus labhairt) má chabhraíonn sé chun tiomantais shonracha atá tugtha sa scéim seo a bhaint amach. Déanfar corprú ar shaincheisteanna dá leithéid tríd an bPróiseas Comhpháirtíochta.
- Tógfar riachtanais agus dualgais gach rannóg maidir le seirbhís d'ardchaighdeán a chur ar fáil trí mheán na Gaeilge san áireamh nuair atá baill foirne á socrú nó á n-aistriú taobh istigh den eagraíocht.

4.4 Oiliúint & Forbairt

Tá sé mar bhunsrioc straitéiseach ag Comhairle Contae Mhaigh Eo foireann agus Comhairle tofa atá oilte, solúbtha agus spreagtha a fhorbairt, a thuigeann agus a fhreagraíonn don timpeallacht athraitheach ina bhfuilimid. Aithníonn an Chomhairle go bhfuil sé tábhachtach foireann dhea-oilte a bheith aici chun seirbhís éifeachtach fheidhmiúil a chinntiú. Má táthar chun barr feabhais leanúnach a chur air seo, ní mór dúinn eolas, scileanna agus cumas gach ball foirne a fhorbairt chomh maith agus is féidir.

I bhfianaise Acht na dTeangacha Oifigiúla agus na scéime seo, déanfaidh an Rannóg Acmhainní Daonna an méid seo a leanas:

- A chinntiú go dtabharfar an spreagadh agus na deiseanna céanna do gach ball foirne agus Comhairleoir chun feabhas a chur ar a gcuid Gaeilge trí chúrsaí oiliúna agus forbartha, cúrsaí oiliúna laistigh de ghnáthuaireanta oibre san áireamh, ionas go mbeidh an tinreamh agus ábharthacht na gcúrsaí d'obair na Comhairle chomh maith agus is féidir leis a bheith.
- Ó cuireadh tús leis an gcéad scéim againn tá Diplóma sa Ghaeilge ó Acadamh na hOllscolaíochta Gaeilge bainte amach ag 10 den fhoireann, agus d'fhreastail 40 eile ar ranganna Gaeilge neamhfhoirmeálta.
- Feasacht teanga a bheith mar chuid de chúrsaí ionduchtaithe agus de chúrsaí oiliúna i Seirbhísí do Chustaiméirí i gcónaí, ionas go mbeidh an fhoireann:
 - in ann a thuiscint cén fáth a bhfuil polasaí um Sheirbhís trí Ghaeilge á fhorbairt ag Comhairle Contae Mhaigh Eo
 - in ann comhthéacs agus cúlra an pholasaí a thuiscint; agus
 - go hiomlán ar an eolas maidir leis an gcaoi a rachaidh an polasaí i bhfeidhm ar a gcuid oibre.

4.4.1 Acmhainní agus Tacaíocht Teanga

Leanfaidh Comhairle Contae Mhaigh Eo ag lorg agus ag tacú leis na baill foirne sin atá sásta seirbhísí trí Ghaeilge a sholáthar i rannóga cuí ar fud na Comhairle.

- Liosta de chomhlachtaí agus daoine aonair a sholáthraíonn seirbhísí aistriúcháin a chur ar fáil don fhoireann.
- Cuimhne aistriúcháin a fhorbairt chun an t-ualach aistriúcháin a laghdú.
- Eolas agus acmhainní teanga a bheith ar fáil go héasca don fhoireann uile, foclóirí mar shampla.
- An chuid 'Gaeilge' den inlín a nuashonrú go rialta le nathanna cainte, téarmaí, litreacha samplacha, cuiridh, facs, foirmeacha srl., mar áis tacaíochta don fhoireann.
- Acmhainní ar-líne ar nós tearma.ie, logainm.ie, focloir.ie srl. a chur chun cinn i measc na foirne.
- Tá Comhairle Contae Mhaigh Eo tiomanta do thograí cultúrtha a thacaíonn agus a spreagann úsáid na Gaeilge a chur chun cinn. Féachfar ar dheiseanna chun an Ghaeilge a fhorbairt trí imeachtaí sóisialta neamhfhoirmeálta, agus ar fhéidearthachtaí chun imeachtaí den chineál sin a reáchtáil i gcomhar le comhlachtaí poiblí nó eagraíochtaí eile stáit atá ag feidhmiú i gContae Mhaigh Eo
- An fhoireann a choinneáil ar an eolas faoi raon na n-imeachtaí Gaeilge agus cultúrtha a bhíonn ar siúl i gContae Mhaigh Eo.

4.5 An Ghaeltacht

- Tá na Gaeltachtaí in Acaill, Iorras agus Tuar Mhic Éadaigh laistigh de limistéar feidhme Chomhairle Contae Mhaigh Eo. Aithníonn an Chomhairle go bhfuil riachtanais faoi leith ag na Gaeltachtaí mar lárionaid dár n-oidhreacht teangeolaíochta agus cultúrtha.
- Tuigeann Comhairle Contae Mhaigh Eo na dúshláin mhóra atá ann d'inmharthanacht na Gaeilge mar theanga phobail i nGaeltachtaí Mhaigh Eo, agus táthar tiomanta don Ghaeltacht a chaomhnú agus a fhorbairt agus beidh sé seo ina thosaíocht i gcónaí.
- De réir Alt 13(e) d'Acht na dTeangacha Oifigiúla 2003, tá Comhairle Contae Mhaigh Eo tiomanta don Ghaeilge a bheith mar theanga oibre gach oifige de chuid na Comhairle atá lonnaithe sa Ghaeltacht faoin mbliain 2025.
- Reáchtálfar cruinnithe poiblí sa Ghaeltacht trí Ghaeilge le tacaíocht chuí dóibh siúd nach labhraíonn Gaeilge.
- Beidh eolas atá dírithe ar phobal na Gaeltachta ar fáil i nGaeilge amháin nó i mBéarla agus i nGaeilge mar is cuí. Áirítear leis seo bróisiúir, bileoga eolais, foirmeacha iarratais, preaseisiúintí, cáipéisí polasaí, agus suíomh idirlín, sa chás go bhfuil siad faoi smacht na Comhairle.
- Baineann an Chomhairle úsáid as an Ordú Logainmneacha (Ceantair Ghaeltachta) 2004 chun críocha oifigiúla.

4.6 Gaelscoileanna & Eagraíochtaí Eile Gaeilge agus Gaeltachta

Aithníonn Comhairle Contae Mhaigh Eo agus glacann sí leis na tosaíochtaí teangeolaíochta faoi leith atá ag na 6 naíonra, 25 bunscoil agus 5 mheánscoil atá suite i nGaeltachtaí Mhaigh Eo, ag na 4 Ghaelscoil agus 6 naíonra lonnaithe lasmuigh de na Gaeltachtaí, chomh maith le heagraíochtaí, gnólachtaí agus grúpaí Gaeilge agus Gaeltachta eile atá ag feidhmiú sa chontae agus go náisiúnta.

Tabharfar tosaíocht do sholáthar seirbhísí trí Ghaeilge do na heagrais agus na grúpaí áirithe seo le linn shaolré na scéime seo.

- Beidh aon chomhfhreagras a thosaítear le scoileanna Gaeilge, le Gaelscoileanna agus le heagraíochtaí nó grúpaí eile Gaeilge i nGaeilge amháin nó go dátheangach agus tugadh tosaíocht do sholáthar seirbhísí Gaeilge do na hinstiúidí agus na heagrais seo le linn shaolré na chéad scéime agus leanfar leis an bpolasaí seo.
- Tá ábhair le haghaidh scéimeanna áirithe ar nós an *Oifigeach Sóisearach Sábháilteachta Bóthair* agus *Scéim na Scoileanna Glasa*, a riarann Comhairle Contae Mhaigh Eo, ar fáil go dátheangach anois.

Cuid 5

Monatóireacht, Athbhreithniú & Poiblíocht ar an Scéim Chomhaontaithe

5.1 Monatóireacht & Athbhreithniú

Coimeádfaidh Bainisteoirí Sinsearacha Chomhairle Contae Mhaigh Eo gníomhú éifeachtach na scéime seo faoi athbhreithniú.

- Is iad na bainisteoirí líne i ngach ceann de na rannóga a dhéanfaidh gnáthmhonatóireacht ar an scéim seo mar is iadsan, le tacaíocht ón Oifig Gaeilge, atá freagrach as cur i bhfeidhm na scéime laistigh dá réimsí féin agus tuairisceoidh siad ar bhonn rialta chuig an Stiúrthóir Seirbhísí ábhartha.
- Beidh sonraí faoi dhul chun cinn foilsithe i dTuarascáil Bhliantúil Chomhairle Contae Mhaigh Eo.
- Tá sé i gceist againn cuntas a choinneáil ar shonraí agus líon na n-iarratas ar sheirbhísí trí mheán na Gaeilge a gheofar le linn shaolré na scéime seo. Cuideoidh sé seo lenár n-iarrachtaí chun barr feabhais a chur ar sholáthar ár gcuid seirbhísí trí Ghaeilge.

5.2 Poiblíocht ar an Scéim Chomhaontaithe

Déanfar poiblíocht ar shonraí na scéime seo ar bhealaí éagsúla, na bealaí seo a leanas ina measc:

- Seoladh oifigiúil na scéime;
- An scéim a fhoilsiú ar shuíomh idirlín Chomhairle Contae Mhaigh Eo;
- Seolfar cóip den scéim seo chuig Oifig an Choimisinéara Teanga.

Is é an leagan Gaeilge leagan oifigiúil na scéime.

Mayo County Council
Language Scheme
2015 - 2018
Under Section 15 of the Official Languages
Act 2003

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Section 1

1.1 Introduction and Background

This Scheme was prepared in accordance with Section 15 of the Official Languages Act 2003 by Mayo County Council. Since the 1st June 2014, Ballina Town Council, Castlebar Town Council and Westport Town Council were merged with Mayo County Council and shall be referred to collectively as “Mayo County Council”. This is the second scheme prepared by Mayo County Council.

Section 15 provides for the preparation by public bodies of a statutory scheme detailing the services they will provide:

- through the medium of Irish;
- through the medium of English; and
- through the medium of Irish and English.

and for the measures to be adopted to ensure that any service not provided by the body through the medium of the Irish language will be so provided within an agreed timeframe.

Mayo County Council recognises that our customers and the public have the right to choose to do business with us in their preferred language and that they will be facilitated in their dealings with us, whether that is through English or through Irish. One of the main objectives of this Language Scheme is to ensure higher standards of public services are made available through the Irish Language

1.2 Irish language in County Mayo

County Mayo is the third largest county geographically in the country, comprising of 3 Gaeltacht areas, a number of Island Communities and 1,168 kms of coastline and a population of 130,638. Of this population, 8.33% reside in the county’s three Gaeltacht areas Acaill, Iorras and Tuar Mhic Éadaigh. 43.58% of the County’s population are Irish speakers.

There are 6 Naíonraí, 25 Primary and 5 Secondary Schools situated in the Gaeltacht areas of Mayo and 4 Gaelscoileanna and 6 Naíonraí outside of the Gaeltacht areas. There are also a number of enterprises and festivals operating through Irish within the County; Scoil Acla, Coláiste Uisce, Ceol na Locha, Coláiste Mhuigh Eo, Coláiste Néifinn, Féile an Fhómhair etc.

Mayo has a vibrant Irish speaking community, which supports the activities of Irish Language and Cultural Organisations in the county including Coiste Forbartha Thuar Mhic Éadaigh, Comhar Dún Chaocháin, Comhar Deirbhile, Comhlacht Forbartha Áitiúil Acla, Conradh na Gaeilge, Comhaltas Ceoltóirí Éireann and Gnó Mhaigh Eo.

The success of these organisations is testimony to the interest of the public in the Irish language and their efforts to keep the language strong in County Mayo, efforts which Mayo County Council intends to develop and support.

Mayo County Council is aware of the significant challenges that exist to the sustainability of Irish as a community language in the Mayo Gaeltacht, and is committed to the protection and development of the Gaeltacht.

1.3 Preparation of the Language Scheme

This Scheme was prepared having regard to the Guidelines under Section 12 of the Official Languages Act 2003 issued by the Department of Arts, Heritage and the Gaeltacht. Mayo County Council published a notice under Section 13 of the Act inviting submissions from any interested parties in relation to the preparation of the draft Scheme under Section 15.

Mayo County Council undertook an internal survey of the staff on their proficiency and willingness to deal with clients through the medium of Irish. An electronic survey of individuals and organisations that have regular dealings with Mayo County Council was also undertaken.

The Scheme was prepared taking the submissions from interested parties, and the thoughts and suggestions of the staff of Mayo County Council into consideration.

Mayo County Council is extremely grateful for the thoughts and support of each person and organisation that made the effort to contribute to the preparation of this Scheme.

1.4 Content of the Language Scheme

The primary objective of the Act is to ensure a better availability and a higher standard of public services through Irish. This scheme builds on the progress achieved across the organisation during the implementation of the last Scheme. It sets out a commitment on behalf of Mayo County Council and its staff to develop the extent to which services are currently available through Irish and it identifies areas for future enhancement.

1.5 Commencement Date of the Language Scheme

The Scheme will commence with effect from 21 September 2015 and shall 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 Act, whichever is the later.

1.6 An Overview of Mayo County Council

Mayo County Council provides the range of services outlined below. The Chief Executive is responsible for the administration of Mayo County Council.

Mission Statement

We work to improve the quality of life for people living in Mayo and enhance the attractiveness of the county as a place in which to live, work, invest in and enjoy.

Mayo County Council provides a variety of services which influence the life of every citizen in the county. The services provided by Mayo County Council can be broken down into eight programme groups.

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

1.7 Customers and Clients

The Council's customer base is primarily the population of County Mayo which in 2011 amounted to 130,638. Of this population, 8.33% reside in the county's three Gaeltacht areas; Acaill, Iorras and Tuar Mhic Éadaigh. 43.58 % of the County's population are Irish speakers.

The Council also work and liaise with the following groups and organisations:

- The Minister and Department of the Environment, Community & Local Government
- The Minister and Department of Arts, Heritage and the Gaeltacht
- Other Government Departments and Ministerial Offices
- Local community groups
- Údarás na Gaeltachta
- Other State Agencies
- Social Partners
- Other Local & Regional Authorities
- Organisations of the European Union
- LEADER Groups
- Private Sector Service Providers
- Local Businesses

1.8 Assessment of services currently available through Irish

This second scheme further develops the extent to which services are currently available through Irish. Areas for future enhancement of the service provided by Mayo County Council are identified in the body of the scheme. The scheme also includes a commitment to assess, on an ongoing basis, the level of demand for services through Irish, and to ensure the Council continues to meet this demand in a proactive, planned and coherent way. Mayo County Council will continue to actively promote the use of the Irish language within the organisation, endeavour to increase demand for its services through Irish and monitor the number of queries/requests for services through Irish.

- The Customer Care Charter adopted by Mayo Co. Council on March 9th 2009 was an important reference source in the preparation of this scheme. Mayo County Council Customer Care Charter outlines how the organisation as a whole deals with the public and it also outlines the services the public can expect to get.
- The staff are another very important factor in this process and the preparation of this scheme involved a staff survey. The availability of services through Irish from Mayo County Council is hugely dependent on broad staff participation.
- Language Plans are being developed by communities in the Gaeltacht areas in Mayo. These provide an indication of the level of support required by the Gaeltachtaí from Mayo County Council.
- The last factor identified in this section is the demand for services in Irish from individuals and organisations within and outside Gaeltacht areas. A survey of individuals and organisations that have regular dealings with Mayo County Council was conducted. While the demand for services through Irish is quite low, considering that 8.33% of the County's population live within the Gaeltacht boundaries, the survey indicates a high level of satisfaction with the delivery of services, in that 78% were either satisfied or very satisfied. Both this survey, and the staff survey show that there needs to be increased awareness amongst the public that services are available through Irish, such increased awareness will, in time, increase the uptake of services provided through Irish.

Section 2

Provision of Council Services /Activities

The main objective of this Scheme is to ensure better availability and a higher standard of public services through Irish.

2.1 Communication with the Public

These methods of communication include:-

- Brochures, Information Leaflets & Application Forms
- Publications
- Press Releases
- Website
- Advertisements

2.2 Written Documentation

2.2.1 Brochures, Information Leaflets & Application Forms

- Information leaflets and application forms are issued fully bilingually within the one cover except where it is not feasible because of the nature, size or layout of the material.
- In the case where it is not feasible because of the nature, size or layout of the material, to print existing leaflets and application forms bilingually a statement will be included on the English version, indicating that an Irish version is available.
- Application forms and associated documentation will continue to be made available in both official languages for submission or download from our website.

In the case of brochures, information leaflets and application forms issued by another body, bilingual forms will be actively requested.

2.2.2 Publications

- Documents which are available in both Irish and English, are produced within the same cover, except where it is not feasible, because of the nature, size or layout of the material.
- Annual Reports, Budget Statements, Plans and Policy Documents will generally be published as PDF files issued on the internet or on CD ROM in order to avoid unnecessary printing costs, and to facilitate the simultaneous issue of both the Irish and English versions within the same cover.

2.2.3 Press releases

- Press releases relating to Gaeltacht areas of Co. Mayo and/or Irish language issues are produced bilingually and are circulated to the Irish language and English language media. Every effort will be made to do this simultaneously.
- All other Press Releases, are and will continue to be available bilingually.

2.2.4 Website

- Approximately 62% of the static content of www.mayococo.ie, is bilingual. In light of the constant revising and updating of such content there will be consistently 95-100% of the static content bilingual by the end of the scheme. Certain material, such as technical documents etc, will be available in English only on the website. Presentations, speeches, etc., may be published in the language in which they were given.
- The website address www.cocomhaigheo.ie is now established and linked to the Irish language version of Mayo County Council's homepage.
- To meet Accessibility guidelines, accessible versions of some documents will be available in single-language versions only to facilitate screenreaders.

2.2.5 Advertisements

- While Mayo County Council is not obliged to publish advertisements bilingually, we will continue to publish some advertisements bilingually where it is considered appropriate.
- In other cases, a statement may be included indicating that Mayo County Council welcomes correspondence through Irish - “cuirimid fáilte roimh chomhfhreagras i nGaeilge.”

2.3 Oral Communication

2.3.1 Reception/Switchboard

- Receptionists / Switchboard Operators are the first points of contact with the public. It is the policy of Mayo County Council 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 Council in Irish, and that
 - they are at least familiar with basic greetings in Irish. Arrangements are in place to ensure that members of the public can be put in touch, without delay, with the office or officer responsible for offering the required service through Irish, where available.
- The main reception desks and the individual public counters in each of the sections will display notices inviting the public to use Irish and the names of staff in each section that are willing and able to provide a service in Irish, will be available on the intranet.

2.3.2 Public meetings

- Efforts have been made to introduce an element of bilingualism into all Council meetings and public meetings throughout the county.
- Contributions in Irish or English will be welcome at meetings with the public, organised by the Council.
- All public events incorporate an element of bilingualism into the proceedings as part of Mayo County Council’s effort to positively promote Irish in the community.
- An authorised spokesperson is available to give statements and interviews (where appropriate) to the Irish language media.

Section 3

Summary of Services/Activities provided by Sections

This section contains details of services currently available through Irish and English in the different sections and offices of Mayo County Council.

3.1 Operating Language of Each Section

3.1.1 Sections Providing Services in Irish

Oifigeach Forbartha Gaeilge

- Mayo County Council set up a full-time post of Oifigeach Forbartha Gaeilge in March 2008.
- The role of the Oifigeach Forbartha Gaeilge is to foster and promote the use of Irish in County Mayo and to develop Mayo County Council's bilingual policy, thereby ensuring that the public has the choice of doing business with the Council in either of the two official languages.
- The Oifigeach Forbartha Gaeilge works through the Irish language and provides all services in Irish except where a request is made for a service through English.
- A number of sections/offices are now in a position to provide a service through Irish, it is hoped to increase this number by the end of the Scheme. It is our intention that every office and library located in The Gaeltacht will be working through the medium of Irish by the end of this Scheme.
- It is our intention to offer a bilingual service in each section and office of Mayo County Council during the lifetime of this Scheme.

3.1.2 Sections Providing Services Bilingually

- The Area Office and Library in Belmullet, and the Library in Achill are now able to provide services bilingually.

3.1.3 Sections providing Services through English only

- Most Sections provide their services through the English language only. Mayo County Council's commitments in relation to enhancing the range and level of services available bilingually, during the lifetime of this Scheme, are set out in Section 4 of the Scheme.

Section 4

Enhancement of Services Provided Bilingually

4.1 General Policy

Mayo County Council is committed to securing an adequate number of staff capable of providing a service through Irish in all the sections of the Council that deal regularly with the public.

The primary objective will be to create and foster an atmosphere of bilingualism within all sections of the Council so that Irish speaking customers feel welcome and are encouraged to do their business in Irish and so that both customers and staff feel comfortable in conducting their business through the Irish language.

- As per first scheme Mayo County Council will ensure that appropriate structures are in place so that a fully bilingual counter service will be available throughout the Council.

4.1.1 Public Awareness

A survey of individuals and organisations who have regular dealings with Mayo County Council which was conducted as part of the consultation process prior to the drafting of this scheme, showed that while the demand for services through Irish has been relatively low, 66% said they would request a service in Irish if they knew it was available, and 89% said they would like to use their Irish more often. Both this survey and the staff survey, where 67% said they would like to have the opportunity to provide services through Irish, show that there is a need for an increased awareness amongst the public and staff of the provisions of the Language Scheme, such increased awareness will in time increase public confidence in the services provided through Irish, and also the uptake of these services.

It is proposed to promote the demand for an Irish language service in the various sections by increasing public awareness of the availability of these services.

- Appropriate signage will be displayed at public counters, reception areas etc., indicating that Irish language services are available.
- A statement will be included in the Council's email disclaimer indicating that the Council welcomes correspondence through Irish - "cuirimid fáilte roimh chomhfhreagras i nGaeilge"
- A statement will be included on application forms (in cases where bilingual printed material has not been produced under a single cover) indicating that the application form is also available in Irish.
- The availability of various services available through Irish will be highlighted in our monthly newsletter.
- As there may be a reticence on the part of Irish speakers to request services through Irish, often due to unfamiliarity with terminology, Mayo County Council will ensure that the Irish used in publications is legible and easily understood while adhering to the Official Standard regarding spelling and grammar.

4.1.2 Staff Awareness

In the staff survey undertaken by Mayo County Council 67% of the respondents indicated that they would like to have the opportunity to provide services through Irish. It is hoped that with appropriate training and support, and an increased awareness of the provisions of the Language Scheme, will lead to an increase in the provision of Irish language services in Mayo County Council.

- The agreed scheme will be circulated amongst the staff of Mayo County Council and published on the intranet
- Directorates/Sections will ensure that all members of staff are made aware of the requirements and implications of the Scheme
- An information seminar will be organised for line managers to ensure they are aware of the requirements and implications of this Scheme

4.2 Information Technology

Extensive and growing use is made of the Internet in Mayo County Council's dealings with its customers.

- The standard disclaimer on e-mail correspondence is bilingual. A statement indicating that Mayo County Council welcomes correspondence through Irish will be included in the disclaimer - "cuirimid fáilte roimh chomhfhreagras i nGaeilge"
- Mayo County Council will seek to ensure that any new computer software being purchased independently of the Local Government Computer Services Board is fully capable of handling the Irish language.
- The email addresses eolas@mayococo.ie and gaeilge@mayococo.ie have been added to the website as part of a proactive approach to encouraging and enabling customers to contact Mayo County Council through Irish. The Council will ensure that such queries are addressed promptly in the same manner as English language queries.
- New interactive systems for use by the general public are language compliant. Existing systems will be upgraded to be language compliant when the next upgrading of the systems takes place.

4.3 Recruitment & Placement

The Human Resources Section will address the issue of the Irish language in relation to recruitment, training and management of staff.

- We will, in the context of our staff recruitment and mobility policies, have regard to proficiency in the Irish language (both written and oral) where such would facilitate the achievement of specific commitments made in the scheme. Such issues will be incorporated through the Partnership process.
- The requirements and obligations of each section in relation to being able to provide a high quality service through Irish are taken into account when placing or deploying staff within the organisation.

4.4 Training & Development

It is a core strategic objective of Mayo County Council to develop a highly skilled, flexible and motivated workforce and elected council responsive to the changing environment in which we operate. The Council acknowledge the importance of having such a highly trained workforce to ensure efficient and effective delivery of service. If continued improvement is to be sustained, Mayo County Council must develop the knowledge, skills and competencies of all staff to full potential.

In the light of The Official Languages Act and this Scheme, the Human Resources Section will:

- Continue to ensure that all staff and Councillors are given equal encouragement and opportunity to improve their Irish language skills through training and development courses, including training courses within normal working hours, to maximise attendance and relevance to their work.
- Since the commencement of our first language scheme 10 members of staff have graduated with a Diploma in Irish from Acadamh na hOllscolaíochta Gaeilge, a further 40 have attended informal Irish language classes.
- Continue to include language awareness as part of both induction and customer service training courses, so as to ensure that staff:
 - understand why Mayo County Council is developing an Irish Language Service Policy
 - understand the context and background to the policy; and
 - are fully informed about how the policy will affect their work.

4.4.1 Language Support & Resources

Mayo County Council will continue to seek and support those staff willing to provide Irish language services in relevant sections across the Council.

- Make a list of companies and individuals providing translation services available to staff.
- Develop a translation memory, in order to reduce the burden of translation.
- Provide all staff with easy access to information and language resources, e.g. dictionaries.
- Maintain the 'Gaeilge' section of the intranet as a support and resource for staff, with phrasebooks, terminology, template letters, invitations, faxes, forms etc.
- Promote the use of online resources such as tearma.ie, logainm.ie, focloir.ie etc. amongst its staff.
- Mayo County Council is committed to promoting cultural initiatives which support and encourage the use of the Irish language. It will explore opportunities to encourage the development of Irish language skills through informal, social activities, and the possibility of organising such activities in partnership with other state bodies/organisations operating in County Mayo
- Information will be relayed to staff in relation to the range of Irish language/cultural events held in County Mayo.

4.5 An Ghaeltacht

- The Gaeltacht areas of Acaill, Iorras and Tuar Mhic Éadaigh fall within the functional area of Mayo County Council. The Council recognises the special needs that the Gaeltacht areas have as centres of our linguistic heritage and culture.
- Mayo County Council is aware of the challenges that exist to the sustainability of Irish as a community language in the Mayo Gaeltacht and is committed to the protection and development of the Gaeltacht and this will continue to be a priority.
- In accordance with Section 13(e) of the Official Languages Act, 2003, Mayo County Council is committed to ensuring that the Irish Language will become the working language of all Mayo County Council offices located in the Gaeltacht by 2025.
- Public meetings organised in the Gaeltacht shall be in Irish with appropriate support for those who don't speak Irish.
- Information directed at the public in the Gaeltacht will continue to be available in Irish only, or in both English and Irish where appropriate. This includes brochures and leaflets, application forms, press releases, policy documents and website, where within the Council's control.
- The Placenames (Ceantair Ghaeltachta) Order 2004 is used by the Council for official purposes.

4.6 Gaelscoileanna & other Irish Language and Gaeltacht Organisations

Mayo County Council also recognises and acknowledges the particular linguistic preferences of the 6 naíonraí, 25 primary schools and 5 secondary schools that are situated in the Gaeltacht areas of County Mayo, the 4 Gaelscoileanna and 6 Naíonraí outside of the Gaeltacht areas, as well as other Irish Language and Gaeltacht organisations, businesses and groups operating throughout the county and nationally.

The provision of services in Irish to these particular bodies and groups will be prioritised over the lifetime of this scheme.

- Any dealings initiated with Irish language schools, Gaelscoileanna and other Irish speaking groups or organisations is in the Irish language only or bilingually, provision of an Irish language service to these institutions and organisations has been prioritised over the lifetime of the first scheme and this policy will be continued.
- Materials for schemes such as the *Junior Road Safety Officer Campaign*, and the *Green Schools Scheme*, which are administered by Mayo County Council, are now available bilingually.

Section 5

Monitoring, Revision & Publicising of Agreed Scheme

5.1 Monitoring & Revision

The Senior Management within Mayo County Council will keep the effective operation of this scheme under review.

- The day-to-day monitoring function will be carried out primarily by line managers in each of the sections who are responsible for the implementation of the Scheme within their own areas, with support from Oifig na Gaeilge, and will report on a regular basis to the relevant Director of Services.
- Details of progress will be published in Mayo County Council's Annual Report.
- It is our intention to record details of the number and types of requests through Irish received during the lifetime of this Scheme. By doing so, we can concentrate on improving our provision of service through Irish.

5.2 Publicising of Agreed Scheme

Details of the Scheme will be publicised in a variety of ways including the following:

- Official Launch of the Scheme;
- Publish the Scheme on Mayo County Council's Website
- A copy of this Scheme will be forwarded to Oifig an Choimisinéara Teanga

The Irish language version is the original version of the scheme.