Section 5 of Fingal County Council Irish Language Scheme 2018 - 2021 - Implementation Plan

Relevant section of Scheme	Year 1 – by 28th May 2019	Year 2 – by 28th May 2020	Year 3 – by 28th May 2021
Chapter 4: Monitor the level of demand for services through Irish on an ongoing basis so as to continue to meet this demand in a planned, coherent and practical way.	Keep Complaints Database updated. Remind all Staff on a quarterly basis of requirement to monitor demand for Irish Language Services and respond to them in Irish.	Keep Complaints Database updated. Continued monitoring to ensure demands for services through Irish are responded to through Irish.	Keep Complaints Database updated. Continued monitoring to ensure demands for services through Irish are responded to through Irish.
Section 4.1 – Written Documentation A. Fingal County Council will continue to make all application forms and associated information leaflets available in bilingual format, or in separate Irish and English versions. Where application forms and associated information leaflets are provided as separate Irish and English language versions, equal prominence will be given to both versions at all public locations. Documents of a technical or scientific nature, of specialist interest only or intended for an international audience only, will continue to be published in English only.	Confirm with all Departments that application forms and associated information leaflets are available in bilingual format or in separate Irish and English versions as part of new website build.	Continue monitoring compliance and ensure that any forms or associated leaflets are made available.	Continue monitoring compliance and ensure that any forms or associated leaflets are made available.

Section 4.1 – External Communications All press releases pertaining to Irish language issues will be issued simultaneously in Irish or bilingually. Some other press releases will also be issued bilingually. Authoritative staff in each Service will be identified, where available, to carry out interviews with the Irish language media, particularly Raidió na Life, RTÉ Ráidió na Gaeltachta and TG4. These staff will be made available for interview to the Irish language media through the Council's Communications Office. Fingal County Council will use Irish in at least one post weekly on our Social Media platforms.	Ensure system is in place to comply with this action and monitor same. Carry out survey of staff in each department/service to identify availability to carry out interviews in Irish. List to be kept updated on an annual basis.	Ensure system is in place to comply with this action and monitor same. Make all Press releases available in Irish on the Fingal Website Re do survey to ensure availability of authoritative staff to carry out interviews in Irish. List to be kept updated on an annual basis.	Ensure system is in place to comply with this action and monitor same. Make all Press releases available in Irish on the Fingal Website Re do survey to ensure availability of authoritative staff to carry out interviews in Irish. List to be kept updated on an annual basis.
Section 4.2 – One-to-One Services **A.** Ongoing training will continue to be provided to interested members of staff to offer services through Irish and by the end of the Scheme it is anticipated that each department will have staff that can deal with a member of the public through Irish.	Continue to liaise with the Training Officer to ensure that training for interested members of staff to offer services through Irish will be provided.	Continue to liaise with the Training Officer to ensure that training for interested members of staff to offer services through Irish will be provided.	Continue to liaise with the Training Officer to ensure that training for interested members of staff to offer services through Irish will be provided.
Section 4.3 – Receptionist/Switchboard & Oral Announcements **A.** Receptionist staff/switchboard staff in Council offices will continue to give the name of Fingal County Council and/or the Department in Irish and will	Training to be provided in basic greetings. Monitor on an ongoing basis to ensure any new staff are provided	Refresher training to be provided in basic greetings. Monitor on an ongoing basis to ensure any new staff are provided with	Refresher training to be provided in basic greetings. Monitor on an ongoing basis to ensure any new staff are provided with

continue to be provided with training to give basic greetings in Irish. Suitable arrangements will continue to be in place so that they can put members of the public in touch without delay with staff responsible for offering the service required through Irish. Individual staff members can set their voicemail messages in the single language of their choice, or bilingually.	with training.	training.	training.
Section 4.4 Website Fingal County Council's website www.fingal.ie is optimised for mobile devices and is bilingual in content and navigation. Some content of a technical nature, and of specialist interest, is available only in English. We are currently in the process of developing a new website which is due to be completed by late 2018.	Ensure that all content is translated and ready for Website upgrade so the Council Section of the Fingal website is Bilingual	Ensure that all Council content on Website is bilingual and News items are added in Irish as soon as possible	Ensure that all Council content on Website is bilingual and News items are added in Irish as soon as possible. Continue to improve and update the Irish website content.
Section 4.5 Information Systems **A.** Any new computer systems being installed will be fully capable of handling the Irish Language **B**.	Liaise with IT Department to ensure all systems are compliant.	Liaise with IT Department to ensure all systems are compliant.	Liaise with IT Department to ensure all systems are compliant.
An email address eolas@fingal.ie has been set up to deal with queries in the Irish Language. Queries will be responded to as promptly as English language queries. C.	Email address eolas@fingal.ie will be monitored and queries will be responded to.	Continue to monitor email address eolas@fingal.ie and ensure queries are responded to.	Continue to monitor email address eolas@fingal.ie and ensure queries are responded to.
The Council will continue to promote the availability of Irish language services by providing a section on the homepage	The Council will continue to promote the availability of Irish language services through the website and	The Council will continue to promote the availability of Irish language services through the website and other	The Council will continue to promote the availability of Irish language services through the website and other means in

of the Website indicating how business can be conducted through Irish. This will promote public confidence in the availability of these services through Irish.	other means in order to promote public confidence in the availability of these services.	means in order to promote public confidence in the availability of these services.	order to promote public confidence in the availability of these services.
D. The Irish Language Page on 'Grapevine', the Council's Internal Social Networking Software, will continue to be developed as a staff resource for the promotion of bilingualism including help and advice on: writing letters, phrases for receptionists, names of posts and services within the Council, details of upcoming Irish language events and any other relevant information.	Ensure adequate information is available to staff on this page.	Ensure adequate information is available to staff on this page.	Ensure adequate information is available to staff on this page.
Section 4.6 – Online interactive services Any new on-line interactive services, developed by Fingal County Council, which allow the general public to avail of Council services will be introduced simultaneously in both languages.	Ensure all systems are compliant	Ensure all systems are compliant	Ensure all systems are compliant
Section 4.7 Training and Development Irish language training courses will be provided for staff as an integral part of the Council's overall training plan.	Provide Irish Language Courses as part of the Council's training plan.	Provide Irish Language Courses as part of the Council's training plan.	Provide Irish Language Courses as part of the Council's training plan.
Irish language materials will be made available to staff through Fingal Grapevine to facilitate the development and delivery of services through Irish (Section 4.5 D also refers).	Ensure useful and helpful information is available on Grapevine	Ensure useful and helpful information is available on Grapevine	Ensure useful and helpful information is available on Grapevine

Include Irish Language Awareness as part of both Induction and Customer Service training courses.	Confirm with Training Officer, HR Dept. that Irish Language Awareness is part of both Induction and Customer Services training courses.	Confirm with Training Officer, HR Dept. that Irish Language Awareness is part of both Induction and Customer Services training courses.	Confirm with Training Officer, HR Dept. that Irish Language Awareness is part of both Induction and Customer Services training courses.
Section 4.8 – Promotional Measures Fingal County Council will continue to: - Participate in and promote Seachtain na Gaeilge (Irish Language Week) - Support the Irish Language lunchtime group and any Irish language social events. - Include an Irish Language section in the staff newsletter 'The Raven'. - Provide information for staff through the Irish Language Community on 'Grapevine' and through the Daily Staff Bulletin 'Fingal Today' - Increase the use of Irish on our Social Media Platforms	We will organise and facilitate activities for Seachtain na Gaeilge and promote it through our website and social media. We will continue to support the Irish Language lunchtime group and any social events. Continue to have an Irish Language Section in each edition of the Raven. Information and advice on the language will be provided to staff through the Community on Fingal Grapevine and Staff Messages. We will post at least once in Irish on Social Media each week	We will organise and facilitate activities for Seachtain na Gaeilge and promote it through our website and social media. We will continue to support the Irish Language lunchtime group and any social events. Continue to have an Irish Language Section in each edition of the Raven. Information and advice on the language will be provided to staff through the Community on Fingal Grapevine and Staff Messages. We will post at least once in Irish on Social Media each week	We will organise and facilitate activities for Seachtain na Gaeilge and promote it through our website and social media. We will continue to support the Irish Language lunchtime group and any social events. Continue to have an Irish Language Section in each edition of the Raven. Information and advice on the language will be provided to staff through the Community on Fingal Grapevine and Staff Messages. We will post at least once in Irish on Social Media each week
Section 4.9 Recruitment and Placement Fingal County Council will implement recruitment, staff mobility and resourcing policies with a view to ensuring an adequate number of Irish speaking staff are available to provide	Fingal County Council will implement recruitment, staff mobility and resourcing policies with a view to ensuring an adequate number of Irish speaking staff are available to provide	Fingal County Council will implement recruitment, staff mobility and resourcing policies with a view to ensuring an adequate number of Irish speaking staff are available to provide	Fingal County Council will implement recruitment, staff mobility and resourcing policies with a view to ensuring an adequate number of Irish speaking staff are available to provide

services in the Irish language. In a context where qualifications for posts are set nationally by central government, Fingal County Council will continue to review whether there are posts which may require competency in Irish (both written and oral) throughout the organisation.	services in the Irish language. Establish if there are staff competent to provide services in the Irish Language.	services in the Irish language. Establish if there are staff competent to provide services in the Irish Language.	services in the Irish language. Establish if there are staff competent to provide services in the Irish Language.
Section 4.10 – Public Meetings Policy The Council conducts all of its public meetings in the English language. Training opportunities will be provided for elected members who wish to learn and use Irish. Fingal County Council will continue to work with the Coiste Gaeilge set up through the Arts, Culture, Heritage and Community Strategic Policy Committee to promote the Irish Language in the Council and in Fingal.	Give advice to the Elected Members who wish to learn and use Irish. Continue to work with the Coiste Gaeilge to promote the Irish Language in the Council and in Fingal.	Give advice to the Elected Members who wish to learn and use Irish. Continue to work with the Coiste Gaeilge to promote the Irish Language in the Council and in Fingal.	Give advice to the Elected Members who wish to learn and use Irish. Continue to work with the Coiste Gaeilge to promote the Irish Language in the Council and in Fingal.
Section 5 Implementation, Monitoring and Publicising of the Scheme Quarterly Progress Reports to the Chief Executive FCC Annual Report to include section on the Irish Language The Scheme to be circulated to all staff	Report included in Communications report to the Chief Executive FCC Annual Report to include section on the Irish Language Scheme circulated to all staff and is	Quarterly reports to be prepared for the Chief Executive. FCC Annual Report to include section on the Irish Language Ensure that the Scheme is publicised	Quarterly reports to be prepared for the Chief Executive. FCC Annual Report to include section on the Irish Language Ensure that the Scheme is publicised

and be made available on Fingal Grapevine. The Council will take every opportunity to promote and publicise the services we provide in Irish Scheme to be made available to the general public by means of: 1. FCC Website 2. Social Media 3. Press Release 4. Fingal Libraries	available on Fingal Grapevine. Promote the services we provide in Irish by various means, including Website, Social media, and events. Scheme to be made available to the general public by means of: 1. FCC Website 2. Social Media 3. Press Release 4. Fingal Libraries	regularly so that any new staff members are aware of it. Promote the services we provide in Irish by various means, including Website, Social media, and events. Continue to Promote scheme	regularly so that any new staff members are aware of it. Promote the services we provide in Irish by various means, including Website, Social media, and events. Continue to promote scheme