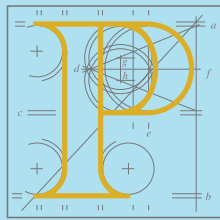


An Bord Pleanála



Scéim Teanga an Bhord Phleanála 2007 – 2010

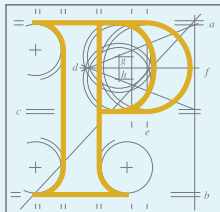
faoi Alt 11 d'Acht na dTeangacha Oifigiúla 2003

An Bord Pleanála Irish Language Scheme 2007 – 2010

under Section 11 of the Official Languages Act 2003



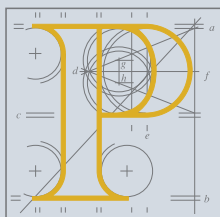
An Bord Pleanála



Scéim Teanga an Bhord Pheanála 2007 – 2010

faoi Alt 11 d'Acht na dTeangacha Oifigiúla 2003

An Bord Pleanála



An Bord Pleanála Irish Language Scheme 2007 – 2010

under Section 11 of the Official Languages Act 2003

## Clár

---

Caibidil 1	Réamhrá, Forléargas agus Cur Síos Achomair ar na Seirbhísí
Caibidil 2	Ullmhú na Scéime Teanga
Caibidil 3	Modhanna Cumarsáide maidir le Seirbhísí
Caibidil 4	Feabhsú na Seirbhísí a chuirfear ar fáil go dátheangach
Caibidil 5	Cur i bhfeidhm
Caibidil 6	Monatóireacht agus Athbhreithniú
Caibidil 7	Poiblíocht mar gheall ar an Scéim Aontaithe

## Contents

---

Chapter 1	Introduction, Overview and Summary of Services
Chapter 2	Preparation of Language Scheme
Chapter 3	Means of Communication in relation to Services
Chapter 4	Enhancement of Services to be provided bilingually
Chapter 5	Implementation
Chapter 6	Monitoring and Review
Chapter 7	Publicising of Agreed Scheme

## Caibidil 1

### An Bord Pleanála – Réamhrá, Forléargas agus Cur Síos Achomair ar na Seirbhísí

Bunaíodh an Bord Pleanála ar an 1 Eanáir 1977 faoin Acht Rialtais Áitiúil (Pleanáil agus Forbairt) 1976. Tá an Bord Pleanála déanta suas as an gCathaoirleach, Comhaltaí an Bhoird, Foireann Cigireachta agus Foireann Riaracháin.

Tá de rún againn:

**Inár gcomhlacht neamhspleách dúinn, ár gcion a dhéanamh ag cinntiú gur de réir phrionsabail na forbartha inmharthana a tharlaíonn forbraíocht fhisiciúil agus mórhograí infrastruchtúir in Éirinn agus gur ar bhealach éifeachtach, cóir, macánta a dhéantar an phleanáil ina leith.**

Deichniúr comhaltaí atá ar an mBord faoi láthair. 10 ball foirne Bainistíochta, 49 Cigire agus 96.5 ball foirne Riaracháin atá ar fhoireann an Bhoird. Pléann an Bord le tuairim is 6,000 cás in aghaidh na bliana agus is achomhairc maidir le planáil a

mbunáite sin. I 64 Sráid Maoilbhríde, Baile Átha Cliath 1 atá oifigi an Bhoird.

Baineann príomhchúraimí an Bhoird le hachomhairc mar gheall ar chinntí planála, cásanna faoi bhráid (sin i gcásanna áirithe nuair a dhéanann an Bord cinneadh, baineadh an cás le forbairt nó ná baineadh nó bíodh forbairt faoi dhíolúine i gceist nó ná bíodh), measúnóireacht ar thograí fhorbairt infrastruchtúir de chuid na n-údarás áitiúil agus gach mórfhorbairt bóthair a bheartaítear san áireamh. Pléann an Bord chomh maith le bearta de chuid na n-údarás áitiúil maidir le héadail éigeantach ar thalamh. Tá cúram ar an mBord chomh maith maidir le hachomhairc agus ceisteanna eile faoin Acht um Rialú Foirgníochta, faoi na hAchtanna Truailliú Uisce agus faoin Acht um Thruailliú Aeir.

Tá athrú suntasach ar oibriú na heagraíochta i gceist leis an Acht um Pleanáil agus Forbairt (Bonneagar Straitéiseach) 2006 a fhágfaidh cúram díreach ar an mBord maidir le hiarratais áirithe ar chead planála agus a tharraingeoidh caidreamh díreach le lucht forbartha agus leis an bpobal níos minice ná mar a bhíonn faoi láthair. I measc na n-iarratas a thagann i gceist, tá mórhograí infrastruchtúir maidir le fuinneamh (línte tarchuradóireachta leictreachais agus

## Chapter 1

### An Bord Pleanála – Introduction, Overview and Summary of Services

An Bord Pleanála was established on 1st January, 1977 under the Local Government (Planning and Development Act, 1976). An Bord Pleanála consists of the Chairperson, Board Members, Inspectorate and Administrative staff.

Our mission statement is:

**To play our part as an independent body in ensuring that physical development and major infrastructure projects in Ireland respect the principles of sustainable development and are planned in an efficient, fair and open manner.**

There are currently 10 Board members. The staffing complement of the Board is currently 15 Management, 49 Inspectors and 96.5 Administrative staff. The Board's deals with approximately 6,000 cases each year, the majority of which are planning appeals. The Board's

offices are in 64 Marlborough Street, Dublin 1.

The Board's main responsibilities relate to planning appeals, referrals (this is where the Board makes a decision in a particular case whether the matter is or is not development or is or is not exempted development), assessment of local authority infrastructural development proposals including all major proposed road developments. Local authority proposals for the compulsory acquisition of land are also dealt with by the Board. The Board is also responsible for appeals and other issues under the Building Control Act, Water Pollution Acts and Air Pollution Act.

A significant change to the operation of the organisation is the Planning and Development (Strategic Infrastructure) Act 2006 which will see the Board directly responsible for certain planning applications and will mean more direct contact with developers and the public than at present. These applications include major infrastructure projects relating to energy (electricity transmission lines and gas infrastructure), transport (road and railway works) and environment. No commencement order(s) have been made for the Act as of yet.

infrastruchtúr tarchuradóireachta gáis), le hiompar (oibreacha bóthair agus iarnróid) agus leis an gcomhshaol. Níl aon ordú tosach feidhme déanta i gcás an Achta go fóill.

Tá roinnt freagrachta maidir leis an nGaeilge ar an mBord cheana féin faoi Alt 135(8) Acht na bliana 2000 mar seo a leanas:

- a) Is féidir éisteacht ó bhéal a sheoladh trí mheán na Gaeilge nó trí mheán an Bhéarla.
- b) Sa chás go mbaineann éisteacht ó bhéal le forbraíocht laistigh den Ghaeltacht, seolfar an éisteacht trí mheán na Gaeilge, mura n-aontaíonn na páirtithe san achomharc nó leis an gcur faoi bhráid lena mbaineann an éisteacht gur chóir an éisteacht a sheoladh trí Bhéarla.
- c) Sa chás go mbaineann éisteacht ó bhéal le forbraíocht lasmuigh den Ghaeltacht, seolfar an éisteacht trí mheán an Bhéarla, mura n-aontaíonn na páirtithe san achomharc nó leis an gcur faoi bhráid lena mbaineann an éisteacht gur chóir an éisteacht a sheoladh trí Ghaeilge.

Féadann an Bord chomh maith, faoi Alt 120(1) Acht na bliana 2000, daoine a cheapadh ina bhfostaithe i bhfianaise gá cinntiú go mbíonn líon dóthanach ball den fhoireann inniúil ar an nGaeilge a úsáid ionas gur féidir seirbhís a chur ar fail trí Ghaeilge.

Chomh maith leis sin, forálar faoi Alt 10(2)(m) Acht na bliana 2000 go dtabharfar san áireamh i bplean forbartha aidhmeanna maidir le cosaint oidhrecht teanga agus chultúir na Gaeltachta lena n-áirítear cur chun cinn na Gaeilge mar theanga an phobail nuair atá ceantar Gaeltachta sa cheantar lena mbaineann an plean forbartha. Tá dlite ar an mBord aird a thabhairt ar phlean forbartha an údaráis phleanála agus cinntí á ndéanamh.

Is mór leis an mBord an deis a thugann ullmhú na Scéime seo chun na seirbhísí a chuirtear ar fail trí Ghaeilge cheana féin a chur ar bhonn foirmeálta agus chun leathnú a dhéanamh ar na seirbhísí a bhíonn ar fáil trí Ghaeilge.

The Board already has a number of obligations on it under Section 135(8) of the Planning and Development Act, 2000 concerning the Irish language. These are:

- a) An oral hearing may be conducted through the medium of the Irish or the English language.
- b) Where an oral hearing relates to development within the Gaeltacht, the hearing shall be conducted through the medium of the Irish language, unless the parties to the appeal or referral to which the hearing relates agree that the hearing should be conducted in English.
- c) Where an oral hearing relates to development outside the Gaeltacht, the hearing shall be conducted through the medium of the English Language, unless the parties to the appeal or referral to which the hearing relates agree that the hearing should be conducted in the Irish language.

The Board, under Section 120(1) of the 2000 Act, may also appoint persons to be employees having regard to the need to ensure that an adequate number of staff are competent in the Irish language so as to be able to provide service through Irish.

Furthermore, Section 10 (2)(m) of the 2000 Act provides that a development plan shall include objectives for the protection of the linguistic and cultural heritage of the Gaeltacht including the promotion of Irish as the community language, where there is a Gaeltacht area in the area of the development plan. The Board is bound to have regard to the development plan of the planning authority when making its decisions.

The Board welcomes the preparation of this Scheme as an opportunity to formalise the services it already offers through Irish and to expand on the availability of services through Irish.

## Caibidil 2

### 2.1 Ullmhú na Scéime Teanga

D'ullmhaigh an Bord Pleanála an Scéim seo faoi Alt 11 d'Acht na dTeangacha Oifigiúla 2003.

Foráltar in Alt 11 an Achta go ndéanfaidh comhlachtaí poiblí, chun críche úsáid na Gaeilge chun críocha oifigiúla sa Stát a chur chun cinn, Scéim reachtúil a ullmhú ina sonraítear na seirbhísí atá beartaithe ag an gcomhlacht poiblí a chur ar fáil:

- trí mheán na Gaeilge amháin
- trí mheán an Bhéarla amháin, agus
- trí mheán na Gaeilge agus an Bhéarla araon

agus na bearta a bheartaíonn an comhlacht a ghlacadh chun a chinntiú go ndéantar aon seirbhísí nach gcuireann an comhlacht ar fáil trí mheán na Gaeilge a chur ar fáil trí Ghaeilge taobh istigh de chreat ama aontaithe.

Is i bhfianaise na dTreoirínte a d'eisigh an Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta i mí Meán Fómhair 2004 faoi Alt 12 d'Acht na dTeangacha Oifigiúla 2003 a ullmhaíodh an Scéim seo.

D'fhoilsigh an Bord Pleanála fógra ar an 29 Aibreán 2006 faoi Alt 13 an Achta, ag lorg aighneachtaí ó aon pháirtithe leasmhara maidir le hullmhú na dréachtscéime. Cuireadh an fógra sin ar fáil ar an suíomh idirlín sin againn chomh maith. Tugtar mionsonraí faoi na haighneachtaí a tháinig in Aguisín 1. Ba ag tabhairt na n-aighneachtaí ar fad a bhain le hábhar a tháinig ó pháirtithe leasmhara san áireamh a ullmhaíodh an Scéim. Tugadh aighneachtaí agus moltaí an Choiste Bainistíochta, an Choiste Páirtnéireachta agus Choiste na dTeangacha Oifigiúla san áireamh agus an Scéim á hullmhú. Tugadh san áireamh chomh maith taithí an Bhoird ar an éileamh ar sheirbhísí den scoth trí mheán na Gaeilge. Tá an Bord buíoch de gach duine agus eagraíocht a chuir smaointe i láthair a chuir leis an ullmhúchán ar an Scéim.

## Chapter 2

### 2.1 Preparation of Language Scheme

An Bord Pleanála prepared this Scheme under Section 11 of the Official Languages Act 2003.

Section 11 of the Act provides that, for the purposes of promoting the use of the Irish Language for official purposes in the State, public bodies prepare a statutory Scheme specifying the services, which the public body proposes to provide:

- exclusively through the medium of the Irish Language
- exclusively through the medium of the English Language, and
- through the medium of both the Irish and English Languages

and the measures the body proposes to adopt to ensure that any service that are not provided by the body through the medium of the Irish Language will be so provided within an agreed timeframe.

This Scheme was prepared having regard to the Guidelines under Section 12 of the Official Languages Act 2003 issued by the Department of Community, Rural and Gaeltacht Affairs in September 2004.

An Bord Pleanála published a notice on the 29th April, 2006 under section 13 of the Act, inviting submissions from any interested parties regarding the preparation of the draft Scheme. This notice was also made available on our website. Details of submissions received are included in Appendix 1. The Scheme was prepared taking all relevant submissions from interested parties into consideration. Those submissions and the suggestions of the Management Committee, the Partnership Committee and Official Languages Committee were taken into consideration in the preparation of the Scheme. Included also is the Board experience of the demand for quality services through Irish. The Board is grateful for the thoughts of each person and all organisations that contributed to the preparation of this Scheme.

## 2.2 Ábhar agus cuspóirí na Scéime Teanga

Glacann an Bord leis go bhféadfaidh daoine den phobal a gcuid tuairimí agus a gcuid riachtanas a chur in iúl níos fearr sa teanga is rogha leo, gur beart dea-chleachtas atá ann cur ar chumas dhaoine den phobal an teanga is rogha leo a úsáid, agus go bhféadfadh an ceart a rogha teanga a úsáid a chosc ar an gcustaiméir daoine den phobal a chur faoi mhíbhuntáiste. Le cur i bhfeidhm na Scéime seo, tá an Bord dúthrachtach maidir le cultúr dátheangach a chruthú sa phlé a bhíonn le custaiméirí agus leis na seirbhísí uile dá chuid a bheith ar fáil trí mheán na Gaeilge de réir a chéile le himeacht roinnt blianta.

Is é is príomhchuspóir le hAcht na dTeangacha Oifigiúla 2003 agus leis an Scéim seo teacht níos fearr agus caighdeán níos airde a chinntiú i gcás seirbhíse poiblí trí Ghaeilge.

Treisiú leis an bpolasaí teanga atá i bhfeidhm ag an mBord le roinnt blianta atá sa Scéim. Déantar soláthar do na bearta seo a leanas leis an bpolasaí sin:

- Beidh cuairteoirí ag oifigí an Bhoird in ann a ngnó a dhéanamh trí Ghaeilge más é sin is mian leo.
- Sa chás gur i nGaeilge a scríobhtar achomharc nó agóid, is i nGaeilge nó go dátheangach a eiseofar cinneadh an Bhoird.
- Sa chás go mbaineann éisteacht ó bhéal le forbraíocht a bheartaítear laistigh den Ghaeltacht, seolfar an éisteacht ó bhéal trí Ghaeilge, mura n-aontaíonn na páirtithe san achomharc gur i mBéarla ba cheart an éisteacht a sheoladh.
- Is i nGaeilge a fhreagrófar gach mír comhfhreagrais a thagann isteach i nGaeilge.
- Cuirfear cúrsaí oiliúna inmheánacha ar fáil don fhoireann d'fhonn baill foirne a spreagadh chun cur lena gcuid eolais ar an nGaeilge d'fhonn seirbhís níos fearr a chur ar fáil trí Ghaeilge.
- Réiteofar an bealach do bhaill foirne chun freastal a dhéanamh ar chúrsaí Gaeilge sa Ghaeltacht i rith an tsamhraidh.

## 2.2 Content and objectives of the Language Scheme

The Board recognises that members of the public can express their views and needs better in their preferred language, that enabling the public to use their preferred language is a matter of good practice, and that denying the customer the right to use their preferred language could place members of the public at a disadvantage. With the implementation of this Scheme, the Board is committed to creating a bilingual culture in their dealings with customers and to provide all its services through the medium of Irish in a phased manner over a number of years.

The primary objective of the Official Languages Act 2003 and this Scheme is to ensure better availability and a higher standard of public services through Irish.

The Scheme builds on the language policy that has been operative by the Board for a number of years. This policy provides that:

- Callers to our offices will be able to conduct their business in Irish if they wish.
- Where an appeal or objection is written in Irish, the decision of the Board will be issued in Irish or bilingually.
- Where an oral hearing related to a proposed development within the Gaeltacht, the oral hearing will be conducted through Irish, unless the parties to the appeal agree that the oral hearing should be conducted in English.
- Any correspondence received in Irish will be responded to in Irish in accordance with the provisions of section 9(2) of the Official Languages Act 2003.
- In-house training courses will be provided to staff to encourage staff to increase their knowledge of Irish with the intention of providing a better service through Irish.
- Staff will be facilitated to attend Irish language courses in the Gaeltacht during the summer months.

- Spreagfar baill foirne agus réiteofar an bealach dóibh chun freastal ar chúrsaí Gaeilge tar éis uaireanta oibre trí tháillí a aisíoc agus saoire staidéir a cheadú.

Tá i gceist go dtreiseoidh an Scéim leis na geallúintí a tugadh maidir le Comhionannas i gcás na dTeangacha Oifigiúla sa Phlean Gníomhaíochta maidir le Seirbhís don Chustaiméir 2004 – 2009.

### 2.3 Dáta Tosach Feidhme na Scéime

Tá an Scéim dearbhaithe ag an Aire Gnóthaí Pobail, Tuaithe agus Gaeltachta. Beidh an Scéim i bhfeidhm le héifeacht ón **chéad lá de Meán Fómhair, 2007** agus leanfaidh sí i bhfeidhm go ceann trí bliana ón dáta sin nó go dtí go ndearbhaíonn an tAire Scéim nua faoi alt 15 d'Acht na dTeangacha Oifigiúla 2003.

- Staff will be encouraged and facilitated in attending Irish language courses after work through the reimbursement of fees and the granting of study leave.

It is intended that the Scheme will build on the commitments made in our Customer Service Action Plan 2004 – 2009 concerning Official Languages Equality.

### 2.3 Commencement Date of the Scheme

This Scheme has been confirmed by the Minister of Community, Rural and Gaeltacht Affairs. The Scheme will commenced with effect from **1st of September, 2007** and will remain in force for a period of three years from this date or until a new Scheme has been confirmed by the Minister under section 15 of Official Languages Act 2003, whichever is the sooner.

## Caibidil 3

---

### 3.1 Modhanna Cumarsáide maidir le Seirbhísí

Is iad na príomh-mhodhanna cumarsáide a bhíonn ag an mBord le hachomharcóirí/tuairimeoirí/agóidithe agus leis an bpobal i gcoitinne:

- Cinntí agus comhfhreagras a eisítear maidir le hachomhairc, cur faoi bhráid agus tograí faoi leith.
- Suíomh idirlíon.
- Na meáin chumarsáide go náisiúnta agus go háitiúil.
- Bileoga Eolais.
- Tuarascáil Bhliantúil agus Seoladh do na Meáin Chumarsáide.

### 3.2 Cinntí agus Comhfhreagras

Sa chás gur forbraíocht i gceantar Gaeltachta a bhaineann leis an iarratas agus sa chás gur i nGaeilge a rinneadh an t-iarratas, an t-achomharc nó a tugadh an tuairim, tá de pholasaí ag an mBord ordú a eisiúint go dátheangach.

### 3.3 Suíomh Idirlíon

Faoi láthair is leagan i mBéarla amháin den suíomh idirlíon atá againn. Tá de rún ag an mBord acmhainn TE a thabhairt chun cinn ar bhealach níos cuimsithí faoi scáth straitéis TE uileghabhálach. Déanfar soláthar leis an straitéis TE a ghlacfaidh an Bord chuige féin do shuíomh idirlíon lán-dátheangach le linn ré na straitéise.

Foilsíonn an Bord cur síos ar an bhforbraíocht a bhaineann le cásanna nua agus le cásanna ar cinneadh orthu ar an suíomh idirlíon gach seachtain. Is é atá de pholasaí againn faoi láthair an cur síos ar an bhforbraíocht a fhoilsiú ar an suíomh idirlíon sa teanga ina ndearnadh an t-iarratas.

## Chapter 3

---

### 3.1 Means of Communications in relation to Services

The Board's main means of communications with appellants/observers/objectors and the general public are through:

- Decisions and correspondence issued in relation to individual appeals, referrals and projects.
- Website.
- National and Local Media.
- Information Leaflets.
- Annual Report and Media Launch.

### 3.2 Decisions and Correspondence

Where the application relates to development in a Gaeltacht area and where the application, appeal or observation was made in Irish, it is the policy to issue an order bilingually.

### 3.3 Website

Currently, there is only an English language version of our website. It is the Board's intention to more fully develop an IT capacity within the context of an overall IT strategy. The IT strategy adopted will provide for a fully bilingual website within the lifetime of the strategy.

The Board places the development descriptions of new and decided cases on the website every week. Our current policy is that the development descriptions are placed on the website in the language in which the applications were made.

### 3.4 Na Meáin Chumarsáide go Náisiúnta agus go hÁitiúil

Eisítear cinntí maidir le mórfhorbraíocht nó maidir le cásanna a bhfuil suim ghinearálta sna meáin chumarsáide iontu chuig na meáin chumarsáide tar éis an cinneadh a chur in iúl do na páirtithe a bhaineann leis an gcás. Is sa teanga ina ndéantar fiosrúchán maidir le cinneadh a fhreagraítear fiosrúcháin ó na meáin chumarsáide.

### 3.5 Bileoga Eolais

Foilsítear na bileoga eolais a chuireann an Bord ar fáil sa dá theanga mar dhá leagan ar leith.

### 3.6 Tuarascáil Bhliantúil agus Seoladh do na Meáin Chumarsáide

Cuirtear an tuarascáil bhliantúil ar fáil go dátheangach. Trí Bhéarla a reáchtálar an seoladh do na meáin chumarsáide agus bíonn an Cathaoirleach ar fáil d'fhonn agallaimh a dhéanamh trí Ghaeilge leis na príomhchláir nuachta Gaeilge ar an teilifís agus ar an raidió.

### 3.4 National and Local Media

Decisions on major developments or of media interest generally are released to the media following their notification to the parties concerned. Media queries in relation to decisions are dealt with in the language in which they are made.

### 3.5 Information Leaflets

Information leaflets produced by the Board are produced separately in both languages.

### 3.6 Annual Report and Media Launch

The annual report is produced bilingually in accordance with the provisions of section 10 of the Official Languages Act 2003. At present, the media launch is held through English with the Chairperson providing interviews through Irish to the main Irish language television and radio news programmes.

## Caibidil 4

---

### Feabhsú na Seirbhísí a chuirfear ar fáil go dátheangach

Tá gach rún ag an mBord Pleanála teacht a bheith ar a chuid seirbhísí trí mheán na Gaeilge. Chomh maith leis na bearta a liostaítear ar na leathanaigh a leanas, beidh de chuspóir ag an mBord seirbhís den scoth i nGaeilge a thabhairt chun cinn go forásach don chustaiméir.

### 4.1 Bróisiúir/Bileoga Eolais

- 4.1.1 Beidh gach bróisiúir agus bileog eolais nua dátheangach in aon cháipéis amháin agus an stádas céanna ag an dá theanga iontu.

Sprioc: Ar lean

- 4.1.2 Foilseofar na bróisiúir agus na bileoga eolais atá ann cheana féin i bhfoirm dhátheangach in aon cháipéis amháin nuair a bheidh an stoc le hathnuachan.

Sprioc: Ar lean

## Chapter 4

---

### Enhancement of Services to be provided bilingually

An Bord Pleanála is committed to providing access to its services through the Irish language. As well as the measures listed in the following pages, the Board's aim will be the progressive development of a quality customer service in Irish.

### 4.1 Brochures/information Leaflets

- 4.1.1 All new brochures and information leaflets will be bilingual within one document with both languages given equal status.

Target: Ongoing

- 4.1.2 Existing brochures and information leaflets will become fully bilingual within one document on renewal of stock.

Target: Ongoing

## 4.2 Cumarsáid i Scríbhinn

4.2.1 Beidh fáilte i gcónaí ag an mBord Pleanála roimh chomhfhreagras i nGaeilge.

Spríoc: Ar lean

4.2.2 Admhófar go bhfuarthas comhfhreagras sa teanga chéanna leis an mbunlitir. Nuair a bhíonn gá le breis comhfhreagrais, déanfar sin sa teanga chéanna.

Spríoc: Ar lean

4.2.3 Ní tharraingeoidh comhfhreagras a dhéanamh leis an mBord i nGaeilge aon mhoill mhíchuí. Beidh de chuspóir ann i gcónaí go dtugtar freagra ar gach mír comhfhreagrais taobh istigh de na spriocthréimhsí a leagtar amach sa Phlean Gníomhaíochta maidir le Seirbhís don Chustaiméir 2004-2009.

Spríoc: Ar lean

4.2.4 Is i nGaeilge a bheidh an comhfhreagras a eascraíonn as comhrá teileafóin nó comhrá ar an láthair a dhéantar i nGaeilge mura luann an comhfhreagraí a mhalairt.

Spríoc: Ar lean

## 4.2 Written Communications

4.2.1 An Bord Pleanála will continue to welcome correspondence in Irish.

Target: Ongoing

4.2.2 Correspondence received will be acknowledged in the language of the original letter. When further correspondence is required, it will continue in the same language.

Target: Ongoing

4.2.3 Corresponding with the Board in Irish will not cause any undue delay. The aim will be that all correspondence will receive a reply within the target periods set out in the Customer Service Act Plan 2004-2009.

Target: Ongoing

4.2.4 Correspondence following a telephone or face-to-face conversation in Irish will be in Irish unless the caller has indicated otherwise.

Target: Ongoing

4.2.5 Is i nGaeilge a dhéanfar an comhfhreagras a eascraíonn ó chruinniú nó ó chomhrá teileafóin sa chás go bhfuil leagtha síos gurb í an Ghaeilge an teanga is rogha le duine, fiú sa chás nach trí mheán na Gaeilge a reáchtáladh an cruinniú nó an comhrá teileafóin.

Spríoc: Ar lean

4.2.6 Is i nGaeilge a bheidh comhfhreagras a gcuireann an Bord tús leis le duine den phobal nó le heagraíocht i gceantar Gaeltachta nó is féidir é a bheith dátheangach má iarrtar sin nó má mheastar gur gá.

Spríoc: Ar lean

4.2.7 Sa ghnáthsheirbhís a chuirtear ar fáil, beidh litreacha caighdeánacha ar fáil i bhfoirm dhátheangach.

Spríoc: Nollaig 2007

### 4.3 Foirmeacha Achomhairc

4.3.1 Beidh gach foirm achomhairc maidir le cead pleanála, gach treoir, gach ré-áireamhán agus gach ábhar mínithe i bhfoirm dhátheangach san aon cháipéis amháin.

Spríoc: Ar theacht na Scéime i bhfeidhm

4.3.2 I gcásanna eisceachtúla nuair nach praiticiúil sin thuas a chur ar fáil de bharr a theicniúla nó a thoirtiúla agus a bheadh cáipéisí den saghas sin, d'fhéadfadh gur leaganacha ar leith i nGaeilge agus i mBéarla a chuirfí ar fáil. Beidh an dá leagan ar fáil ag an am céanna agus leagfar an tábhacht chéanna ar an dá leagan.

Spríoc: Ar theacht na Scéime i bhfeidhm

4.2.5 Correspondence ensuing from a meeting/telephone conversation where it has been established that the person's preferred language is Irish, will be in Irish, although the meeting/telephone conversation may not have been held through the medium of Irish.

Target: Ongoing

4.2.6 Correspondence initiated by the Board with a member of the public or organisation in a Gaeltacht area will be in Irish or may be bilingual if requested or deemed necessary.

Target: Ongoing

4.2.7 In the day-to-day delivery of services, standard letters will be available bilingually.

Target: December 2007

### 4.3 Appeal Forms

4.3.1 All planning appeal forms, guides, ready reckoner and associated explanatory material will be bilingual within the one document.

Target: From commencement of the Scheme

4.3.2 In exceptional cases where the above proves impractical due to the technicality or the size of the documents, separate Irish and English versions may be made available. Their availability will be simultaneous and both versions will be given equal prominence.

Target: From commencement of the Scheme

4.3.3 Déanfaidh an Bord gach dícheall a chinntiú go mbíonn an Ghaeilge a úsáidtear ar fhoirmeacha, i dtreoracha etc. le tuiscint go héasca agus beifear airdeallach maidir le cruinneas ó thaobh litriú agus ghramadach an chaighdeáin.

Sprioc: Ar lean

4.4.2 Cinnteoidh an Bord go mbíonn urlabhraí le Gaeilge, le húdarás leordóthanach, ar fáil d'fhonn agallaimh leis na meáin ag seoladh na tuarascála bliantúla.

Sprioc: Seoladh thuarascáil bhliantúil na bliana 2007 (i rith na bliana 2008)

#### 4.4 Preaseisiúintí agus Ráitis

4.4.1 Eiseofar gach preaseisiúint agus ráiteas maidir le seoladh na tuarascála bliantúla go dátheangach.

Sprioc: Seoladh thuarascáil bhliantúil na bliana 2006 (i rith na bliana 2007)

Eiseofar gach preaseisiúint a bhaineann le ceantar Gaeltachta go dátheangach.

Sprioc: Ar lean

4.4.3 Luafar ainm(neacha) fostaí(-ithe) maidir le breis eolais ar phreaseisiúintí/ráitis a bheidh ar fáil chun an t-eolas sin a chur ar fáil i nGaeilge.

Sprioc: Eanáir 2008

4.3.3 The Board will make every effort to ensure that the Irish used in forms, guides etc. is easily understood while having regard to accuracy of standard spelling and grammar.

Target: Ongoing

4.4.2 The Board will ensure that an Irish speaking spokesperson, of sufficient authority, will be available for media interviews at the launch of its annual report.

Target: Launch of 2007 annual report (in 2008)

#### 4.4 Press Releases and Statements

4.4.1 All press releases and statements connected with the launch of the annual report will be issued bilingually.

Target: Launch of 2006 annual report (in 2007)

Any press release relating to a Gaeltacht area will be issued bilingually.

Target: Ongoing

4.4.3 Contact names for further information will be given on press release/statements of an employee who will be available to provide that information in Irish.

Target: January 2008

#### 4.5 Foilseacháin/Áis don Phobal

- 4.5.1 Beidh gach foilseachán dátheangach taobh istigh de chlúdach amháin, ag teacht leis an sárchleachtas.
- Sprioc: Ar lean
- 4.5.2 Sa chás go mbíonn foilseachán nó cáipéis á chur ar fáil mar áis don phobal, ní ghearrfar aon táille maidir leis an gcáipéis is airde ná an táille a ghearrtar i gcás leagan aonteangach den cháipéis.
- Sprioc: Ar lean

#### 4.6 Suíomh Idirlíon, Seirbhísí Ar Líne agus TE

- 4.6.1 Beidh an suíomh idirlíon sin againn, iarna athdhearadh, dátheangach go hiomlán, mar a chéile ó thaobh feidhme de agus inmhalartaithe go hiomlán idir an dá theanga oifigiúla.
- Sprioc: Nollaig 2007.
- 4.6.2 Beidh aon córas ríomhaire idirghníomhach nua nó reatha, comhoiriúnach don Ghaeilge. Beidh na córais ríomhaire atá ag an mBord, nua nó reatha, comhoiriúnach don Ghaeilge.
- Sprioc: Aibreán 2009.
- 4.6.3 Beidh gach priontálaí nua in ann an Ghaeilge a láimhseáil gan laincis dá laghad.
- Sprioc: Ar fhoilsiú/glacadh le tairiscint nua nó Feabhra 2008, cibé acu is luaithe.

#### 4.5 Publications/Public Access

- 4.5.1 All bilingual publications will be within the same cover in accordance with best practice.
- Target: Ongoing
- 4.5.2 Where a publication or a document is being made available through public access, any charge for the document will not be greater than that made for a single language version of the document.
- Target: Ongoing

#### 4.6 Website, Online and IT Services

- 4.6.1 Our website, when redesigned, will be fully bilingual, have equal functionality and will be fully interchangeable between both official languages.
- Target: By December 2007.
- 4.6.2 Any existing or new interactive service will be fully bilingual. The Board's computer systems, new and existing, will be made compatible with the Irish language.
- Target: By April 2009.
- 4.6.3 Any new printers will be fully capable of handling the Irish language.
- Target: On publication/acceptance of new tender or February 2008, whichever is the earliest.

4.6.4 Beidh an Bord forbheartach maidir le húsáid na teicneolaíochta d'fhonn feabhas a chur ar an gcaoi a gcuirtear seirbhísí dátheangacha ar fáil.

Spríoc: Ar feadh ré iomlán na Scéime.

4.6.5 Leanfar ag leathnú rannóg na dteangacha oifigiúla ar an Inlín mar chabhair agus mar acmhainn don fhoireann.

Spríoc: Ar lean

## 4.7 Cumarsáid Gutháin

4.7.1 Beannóidh na fáilteoirí go léir go dátheangach do dhaoine a ghlaonn agus déanfar socrúithe ionas gur féidir leo daoine ar mian leo a gcuid gnó a dhéanamh i nGaeilge a chur ag labhairt gan mhoill le ball foirne ar a bhfuil de chúram plé leis an bhfiosrúchán.

Spríoc: Ar lean

4.7.2 Sa chás nach bhfuil Gaeilgeoir ar fáil chun plé leis an nglaoch, míneoidh an té a fhreagraíonn an glaoch an chás agus tógfar ainm an té a dhéanann an glaoch, an uimhir teileafóin agus mionsonraí an fhiosrúcháin agus cinnteofar go nglaoonn Gaeilgeoir ar ais i rith an lae sin. Nuair nach féidir sin e.g. sa chás gur mall sa lá a thagann an glaoch, glaofar ar ais taobh istigh de lá oibre amháin.

Spríoc: Ar lean

4.7.3 Sa chás nach bhfuil Gaeilgeoir ar fáil chun plé le fiosrúchán saincheiste, tabharfar de rogha don té atá ag glaoch go nglaofar ar ais i nGaeilge nó gur féidir leanacht ar aghaidh leis an nglaoch i mBéarla.

Spríoc: Ar lean

4.6.4 The Board will actively use technology to improve the provision of bilingual services.

Target: Over the lifetime of the Scheme.

4.6.5 The official languages section of the Intranet will continue to be expanded as a support and resource for staff.

Target: Ongoing

## 4.7 Telephone Communication

4.7.1 All receptionists will greet callers bilingually and arrangements will be in place so that they can put callers who wish to conduct their business in Irish in touch, without delay, with an employee responsible for dealing with their query.

Target: Ongoing

4.7.2 The Board will ensure that any caller, who wishes to conduct their business through Irish, will be able to do so with particular regard being had to sections that most frequently deal with the public. If an Irish speaker is unavailable to deal with the call, the person receiving the call will explain the situation and take the caller's name, phone number and details of the query and will ensure that an Irish speaker returns the call that day. Where this is not possible e.g. due to the lateness of the call, the call will be returned within one working day.

Target: Ongoing

4.7.3 If an Irish speaker is unavailable to deal with a specialised enquiry, the caller will be given the choice of being called back in Irish or continuing the call in English.

Target: Ongoing

4.7.4 Beidh eolaire de Ghaeilgeoirí chun plé le glaochanna i nGaeilge mar chuid slán den eolaí teileafóin inmheánach mar threoir do bhaill foirne nuair is mian leo glaochanna a aistriú go dtí Gaeilgeoir. Cuirfear réilteoigín de chomhartha le taobh ainmneacha na mball foirne riaracháin san eolaí.

Sprioc: Ar lean

4.7.5 Beidh teachtaireacht taifeadta dátheangach ar na córais freagartha gutháin ag na baill foirne a fhaigheann glaochanna ón bpobal agus iarrfar ar an té atá ag glaoch teachtaireacht a fhágáil ina rogha den dá theanga.

Sprioc: Ar lean

## 4.8 Seirbhísí Cabhantair/Fáilte

4.8.1 Bíonn fáilte ag an mBord roimh chuariteoirí chun na hoifigí ar mian leo a gcuid gnó a dhéanamh i nGaeilge. Cuirfear sin ar a súile don phobal.

Sprioc: Ar lean

4.7.4 A directory of Irish speakers to deal with Irish language calls will be integrated to the internal telephone directory as a guide to staff who wish to transfer calls to Irish speakers. The administrative staff will be identified by an asterisk next to the names on the directory.

Target: Ongoing

4.7.5 An answer phone systems for staff that receive public calls will have a bilingual recorded message inviting the caller to leave a message in either language.

Target: Ongoing

## 4.8 Reception/Counter Services

4.8.1 A bilingual service will be available to callers to our offices who wish to conduct business in Irish. This will be made known to the public.

Target: Ongoing

<p>4.8.2 Caithfear le gach cuairteoir de réir na cúirtéise agus an chomhionannais agus de réir phrionsabail na Seirbhíse den Scoth don Chustaiméir. Cinnteofar rogha teanga an chuairoteora. Sa chás gur mian leis an gcuairteoir an chumarsáid a dhéanamh i nGaeilge agus nach bhfuil Gaeilgeoir ar fáil chun plé leis an gcuairteoir, cuirfear in iúl don chuairoteoir an uair a bheidh teacht ar Ghaeilgeoir atá in ann an tseirbhís a chur ar fáil agus tabharfar de rogha don chuairoteoir (1) teacht ar ais nuair atá Gaeilgeoir ar fáil, (2) an gnó a dhéanamh trí bhall eile den fhoireann a chuirfidh seirbhís aistriúcháin ar fáil nó (3) leanacht ar aghaidh i mBéarla.</p> <p>Sprioc: Eanáir 2008</p>	<p>4.8.3 Is i nGaeilge a bheidh aon chomhfhreagras a eascraíonn ó ghnó ag an ionad fáilte nuair is í an Ghaeilge rogha teanga an chuairoteora.</p> <p>Sprioc: Ar lean</p>
	<p>4.8.4 Ní tharlóidh aon mhoill mhíchúí de bharr seirbhís trí Ghaeilge a iarraidh ag an ionad fáilte.</p> <p>Sprioc: Ar lean</p>
	<p>4.8.5 Glacfaidh an fhoireann gan stró le mionsonraí cuairoteora i nGaeilge agus ní tharlóidh aon iarracht féachaint le tabhairt ar an gcuairteoir na sonraí a athrú go Béarla.</p> <p>Sprioc: Ar theacht na Scéime i bhfeidhm</p>

<p>4.8.2 All callers will be treated on a basis of courtesy and equality and the principles of Quality Customer Services. The choice of language of the caller will be established. If the caller wishes to communicate in Irish and an Irish speaker is unavailable to deal with the caller, the caller will be informed when an Irish speaker able to give the service will be available and will be given the option of (1) calling back when an Irish speaker is available, (2) conducting business through another member of staff providing a translation service or (3) continuing in English.</p> <p>Target: January 2008</p>	<p>4.8.3 Any correspondence, consequent to a reception transaction where the caller's language preference was Irish, will be in Irish.</p> <p>Target: Ongoing</p>
	<p>4.8.4 Seeking service in Irish at reception will not cause any undue delay.</p> <p>Target: Ongoing</p>
	<p>4.8.5 Staff will readily accept any caller's details in Irish and there will be no attempt to seek to get the caller to change the details to English.</p> <p>Target: From commencement of the Scheme</p>

## 4.9 Cruinniú le Geallsealbhóirí

- 4.9.1 Is go dátheangach a reáchtálfar gach cruinniú a eagraítear le grúpa geallsealbhóirí ón nGaeltacht nó sa chás gur leis an nGaeilge nó le ceisteanna maidir le pleanáil agus forbairt inmharthana i gceantair Ghaeltachta a bhaineann leas an ghrúpa.

Spríoc: Eanáir 2009

## 4.10 Comhairleachán

- 4.10.1 Beidh gach comhairleachán a dhéanann an Bord nó a dhéantar thar ceann an Bhoird ag teacht leis an Scéim.

Spríoc: Dhá mhí tar éis don Scéim a theacht i bhfeidhm.

## 4.11 Cló Corparáide agus Comharthaí

- 4.11.1 Glacadh an Bord Pleanála cló corparáide chuige féin a bheidh dátheangach ina iomláine.

Spríoc: Ar feadh ré iomlán na Scéime.

- 4.11.2 Beidh gach comhartha taobh amuigh dátheangach.

Spríoc: Eanáir 2008

- 4.11.3 Beidh gach comhartha a chrochtar sna hoifigí dátheangach, más comharthaí nua iad nó más in áit chomharthaí a bhí ann cheana iad.

Spríoc: Eanáir 2008

## 4.9 Meeting with Stakeholders

- 4.9.1 Any meeting organised with a stakeholder group from the Gaeltacht or where the group's interest relates to the Irish language or planning and sustainable development issues in Gaeltacht areas will be held bilingually.

Target: January 2009

## 4.10 Consultation

- 4.10.1 All consultation conducted by or on behalf of the Board will comply with the Scheme.

Target: Two month after the commencement date of the Scheme.

## 4.11 Corporate Image and Signage

- 4.11.1 An Bord Pleanála will adopt a fully bilingual corporate identity.

Target: Over the lifetime of the Scheme.

- 4.11.2 All external signage will be bilingual.

Target: January 2008

- 4.11.3 All signage erected in the offices whether new or replacing existing signage will be bilingual.

Target: January 2008

4.11.4 Beidh gach comhartha ag éisteacht ó bhéal a sheoltar taobh amuigh de na hoifigí ag baint le forbraíocht sa Ghaeltacht dátheangach.

Sprioc: Ar theacht na Scéime i bhfeidhm

4.11.5 Beidh aon fhógra poiblí a éilíonn an Bord ar an iarratasóir nó ar údarás pleanála i gceantar Gaeltachta a fhoilsiú/a chrochadh nó ag baint le forbraíocht nó togra i gceantar Gaeltachta i nGaeilge nó dátheangach.

Sprioc: Ar lean

4.11.6 Cinnteofar go mbíonn líon leabhar agus ábhar eile i nGaeilge ar fáil mar acmhainn don fhoireann sa leabharlann inmheánach d'fhonn líofacht sa Ghaeilge a chothú.

Sprioc: Ar lean

## 4.12. Polasaithe agus Tionscnaimh Nua

4.12.1 Beidh polasaithe agus tionscnaimh nua ag teacht leis an Scéim.

Sprioc: Dhá mhí tar éis don Scéim teacht i bhfeidhm.

4.11.4 Any signage at oral hearings relating to developments in a Gaeltacht area held outside the offices will be bilingual.

Target: From commencement of the Scheme

4.11.5 Any public notices required by the Board to be published/erected by the applicant or planning authority in a Gaeltacht area or relating to development or a project in a Gaeltacht area will be in Irish or bilingual.

Target: Ongoing

4.11.6 Our internal library will ensure that an amount of books and other material in Irish are available as a resource to staff to encourage fluency in the Irish language.

Target: Ongoing

## 4.12 New Policies and Initiatives

4.12.1 New policies and initiatives will be consistent with the Scheme.

Target: Two months after commencement of the Scheme.

## Caibidil 5

### Cur i bhfeidhm

Luaitear in Acht na dTeangacha Oifigiúla 2003 go ndéanfaidh comhlacht poiblí, le linn dréachtscéim a ullmhú, 'a chinntiú go bhfuil líon leordhóthanach dá fhoireann inniúil sa Ghaeilge chun go mbeidh siad in ann a sheirbhís a sholáthar trí Ghaeilge chomh maith lena soláthar trí Bhéarla'. Is d'fhonn cur ar chumas an Bhoird na seirbhísí a gheallann sé a chur ar fáil go dátheangach sa Scéim seo nó le linn sraith Scéimeanna ag teacht le prionsabail sheirbhís den scoth don chustaiméir é sin. Tá an Bord dúthrachtach maidir le seirbhísí éifeachtacha den dea-chaighdeán a chur ar fáil dá chuid custaiméirí Gaeilge. Tá de chuspóir ag an mBord go gcuirfí le líon na mball foirne ann atá inniúil ar an nGaeilge a úsáid agus go gcuirfí le leibhéal inniúlachta na mball eile foirne ionas go dtarlódh gur féidir dea-sheirbhís trí Ghaeilge don chustaiméir a chinntiú.

Tabharfar bearta isteach, i gcomhairle leis an bhfoireann, le linn iomlán na Scéime maidir le hoiliúint, socrúchán agus earcú foirne d'fhonn na haidhmeanna sin a bhaint amach.

### 5.1 Oiliúint

- 5.1.1 Leanfar ar aghaidh le cláir oiliúna inmheánacha atá ar siúl cheana féin agus cuirfear leo.

Sprioc: Ar lean

- 5.1.2 Spreagfar baill foirne chun freastal ar chúrsaí oiriúnacha atá dírithe ar chur le leibhéal na hinniúlachta atá acu sa teanga.

Sprioc: Ar lean

## Chapter 5

### Implementation

The Official Languages Act 2003 states that a public body in preparing a draft Scheme 'shall ensure that an adequate number of its staff are competent in the Irish Language so as to be able to provide its services through Irish as well as English'. This is to enable the Board to deliver the services it commits to provide bilingually in this Scheme or over a series of Schemes in line with the principles of quality customer services. The Board is committed to providing services that are efficient and of good quality to its Irish-speaking customers. The Board's aim is that the number of its staff competent in the Irish language should be increased and that the level of competency of other staff should be increased to bring about a situation where quality customer service through Irish may be ensured.

In consultation with staff, measures will be introduced over the lifetime of the Scheme in relation to training, placing and recruitment of staff for the achievement of the objectives.

### 5.1 Training

- 5.1.1 In-house training programmes already in place will be continued and enhanced.

Target: Ongoing

- 5.1.2 Members of staff will be encouraged to attend appropriate courses aimed at increasing their level of competence in the language.

Target: Ongoing

5.1.3 Sonrófar líon áirithe ball foirne a bhfuil dóthain cumas Gaeilge iontu chun go dtabharfaidís faoi chúrsaí oiriúnacha tríú leibhéal sa Ghaeilge, d'fhonn gur fearr arís a bheidís in ann seirbhís den scoth a chur ar fáil don chustaiméir. Réiteofar an bealach do bhaill foirne dá leithéid chun tabhairt faoin gcúrsa.

Spríoc: Meán Fómhair 2008

5.1.4 Leanfar de chlár oiliúna inmheánacha maidir le héisteachtaí ó bhéal agus an Ghaeilge.

Spríoc: Ar lean

5.1.5 Cuirfear bogearra foclóra Gaeilge ar ríomhairí pearsanta gach ball foirne a sonraítear iad a bheith inniúil ar úsáid na Gaeilge.

Spríoc: Ar lean

5.1.6 Tabharfar spreagadh do chomhaltaí agus d'fhostaithe atá ag foghlaim na Gaeilge úsáid a bhaint aisti gach uair is féidir gan aon bhac de bharr easpa misnigh. Chuige sin, déanfaidh grúpa inmheánach, a bhfoilseofar a gcuid ainmneacha go hinmheánach, iarracht a gcuid gnó a dhéanamh trí Ghaeilge lena chéile.

Spríoc: Ar theacht na Scéime i bhfeidhm

5.1.7 Leanfar den líon trí Ghaeilge a bhíonn ann don fhoireann uair in aghaidh na seachtaine.

Spríoc: Ar lean

5.1.3 A number of staff will be identified as having sufficient competency in the Irish language that they could undertake appropriate third level courses in Irish, with the intention that of their being further able to provide quality customer service. Such staff will be facilitated in undertaking the course.

Target: September 2008

5.1.4 In house training programmes concerning oral hearings and the Irish language will continue.

Target: Ongoing

5.1.5 Irish dictionary software will be installed on the PCs of all staff identified as having competency in Irish.

Target: Ongoing

5.1.6 Members and employees who are learning Irish will be encouraged to use it at every opportunity without being deterred by a lack of confidence. To this end, an internal group whose names will be publicised internally will try to conduct their daily business with each other through Irish.

Target: From commencement of the Scheme.

5.1.7 The weekly staff lunches through Irish will continue.

Target: Ongoing

## 5.2 Socrúcháin Foirne

5.2.1 Bronnfar marcanna breise i ngach comórtas inmheánach ar chumas sa Ghaeilge a léiriú.

Spríoc: Ar theacht na Scéime i bhfeidhm.

## 5.3 Earcaíocht

5.3.1 Leagfar amach i gcás gach comórtas earcaíochta go mbronnfar marcanna breise ar chumas sa Ghaeilge a léiriú.

Spríoc: Ar theacht na Scéime i bhfeidhm.

5.3.2 Is féidir agallamh maidir le post ar bith a reáchtáil i nGaeilge nó go dátheangach ar sin a iarraidh ag an té atá ag dul faoin agallamh.

Spríoc: Ar lean

5.3.3

Beidh modúl maidir le Scéim na Gaeilge agus a mbaineann leis maidir le seirbhís ardchaighdeán don chustaiméir mar chuid de na cúrsaí túsoiliúna.

Spríoc: Ar theacht na Scéime i bhfeidhm.

## 5.2 Staffing Competitions

5.2.1 Additional marks will be awarded in all internal competitions for a demonstrated capability in the Irish language.

Target: From commencement of the Scheme

## 5.3 Recruitment

5.3.1 All recruitment competitions will provide that additional marks will be awarded for a demonstrated capability in the Irish language.

Target: From commencement of the Scheme.

5.3.2 Interviews for any post may be conducted in Irish or bilingually on request from the interviewee.

Target: Ongoing

5.3.3

Induction courses will contain a module on the Irish Language Scheme and its implications for quality customer service.

Target: From commencement of the Scheme.

## Caibidil 6

---

### Monatóireacht agus Athbhreithniú

Coinneoidh an Coiste Bainistíochta ar a bhfuil bainisteoirí sinsearacha de chuid na heagraíochta agus atá faoi chathaoirleacht Chathaoirleach an Bhoird súil ar oibriú na Scéime. Chomh maith leis sin, leanfaidh Coiste na Gaeilge dá gcuid cruinnithe mar mhodh chun féachaint ar bhealaí chun a chinntiú go mbíonn teacht níos fearr ar sheirbhís phoiblí trí Ghaeilge agus an tseirbhís ar chaighdeán níos airde. Lorgófar tuairim an Choiste Páirtnéireachta faoi oibriú na Scéime.

Is ar na bainisteoirí líne atá an cúram maidir le gnáthoibriú na Scéime chomh maith leis an monatóireacht leanúnach ar leibhéal an éilimh i réimsí faoi leith.

Mar chuid den phróiseas monatóireachta, tabharfaidh an Rúnaí tuairisc gach bliain don Bhord ar an dul chun cinn maidir leis na bearta éagsúla i gcomparáid leis an tráthchlár a leagtar amach sa Scéim. Tar éis thosach na Scéime, déanfaidh an Rúnaí eachtraí gearáin agus cineál na ngearán maidir leis na geallúintí a thugtar sa Scéim a thaifeadadh agus a fhiosrú ar bhonn leanúnach.

## Chapter 6

---

### Monitoring and Review

The Management Committee comprising senior management in the organisation and chaired by the Chairperson of the Board will keep the operation of the Scheme under review. Additionally, the Irish Language Committee will continue to meet as a means of continuing to look at ways to ensure better availability and a higher standard of public services through Irish. Feedback on the operation of the Scheme will be sought from the Partnership Committee.

The day-to-day operation of the Scheme together with ongoing monitoring of the level of demand in the various areas is the responsibility of the line managers.

As part of the monitoring process, the Secretary will make an annual report to the Board on the progress of the various measures against the timetables set out in the Scheme. Following the commencement of the Scheme, the incidents and nature of complaints concerning the commitments made in the Scheme will be recorded and investigated by the Secretary on an ongoing basis.

## Caibidil 7

---

### Poiblíocht mar gheall ar an Scéim Aontaithe

Déanfar poiblíocht ar ábhar na Scéime maille le geallúintí agus forálacha eile na Scéime i measc an phobail i gcoitinne le:

- Seoladh na Scéime
- An Scéim a fhógairt/Preaseisiúint
- Scaipeadh na Scéime ar áisínteachtaí agus poiblí cuí.
- An Scéim a bheith mar chuid den suíomh idirlíon.

## Chapter 7

---

### Publicising of Agreed Scheme

The contents of the Scheme along with the commitments and the provisions of the Scheme will be publicised to the general public by means of:

- Launch of the Scheme
- Advertisement of the Scheme/Press Release
- Circulation to appropriate agencies and public bodies.
- Inclusion of the Scheme on our website.

## Aguisín 1

---

*\* Nóta: fuarthas aighneachtaí ag tairiscint seirbhísi ó aistritheoirí.*

### Scéim Ghaeilge an Bhord Pleanála

Achoimre maidir leis na hAighneachtaí a Fuarthas

Líon Aighneachtaí a Fuarthas = 5

Liosta na ndaoine/eagraíochtaí a sheol aighneachtaí isteach

Uimhir	Ainm
1.	Institiúid Teicneolaíochta Bhaile Átha Cliath
2.	Comhdháil Náisiúnta na Gaeilge
3.	Conradh na Gaeilge
4.	Foras na Gaeilge
5.	Comhar na Múinteoirí Gaeilge

## Appendix 1

---

*\* Nóta: fuarthas aighneachtaí ag tairiscint seirbhíse aistritheoirí.*

### Irish Scheme of An Bord Pleanála

Summary of submissions received = 5

Number of submissions received =

List of people/organisations that sent submissions

Uimhir	Ainm
1.	Institiúid Teicneolaíochta Bhaile Átha Cliath
2.	Comhdháil Náisiúnta na Gaeilge
3.	Conradh na Gaeilge
4.	Foras na Gaeilge
5.	Comhar na Múinteoirí Gaeilge

An Bord Pleanála



64 Marlborough Street  
Dublin 1

Tel: 01 858 8100  
Fax: 01 872 2684  
LoCall: 1890 275 175  
Email: [bord@pleanala.ie](mailto:bord@pleanala.ie)  
Web: [www.pleanala.ie](http://www.pleanala.ie)

64 Sráid Maoilbhríde  
Baile Átha Cliath 1

Teil: 01 858 8100  
Faics: 01 872 2684  
LóGhlao: 1890 275 175  
Ríomhphost: [bord@pleanala.ie](mailto:bord@pleanala.ie)  
Láithreán Gréasáin: [www.pleanala.ie](http://www.pleanala.ie)