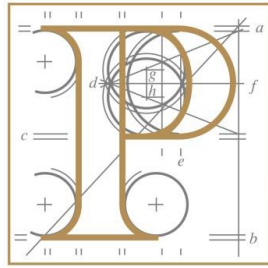


An  
Bord  
Pleanála

**Scéim Teanga An Bhord Pleanála 2021 go dtí 2024**

**An Bord Pleanála Language Scheme 2021 to 2024**



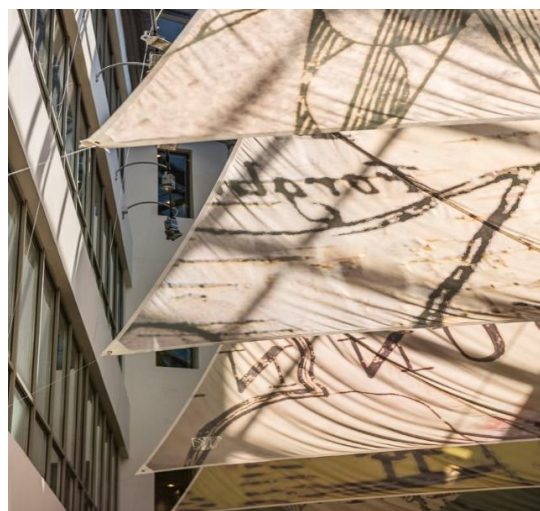


An  
Bord  
Pleanála

**Scéim Teanga An Bhoird Pheanála 2021 go 2024  
faoi alt 15 d'Acht na dTeangacha Oifigiúla 2003**

**An Bord Pleanála Language Scheme 2021 to 2024  
under section 15 of the Official Languages Act 2003**





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## Caibidil 1

### Buneolas, Forléargas agus Achoimre ar Sheirbhísí

Bunaíodh an Bord Pleanála i 1977 faoin Acht Rialtais Áitiúil (Pleanáil agus Forbairt), 1976 agus is air atá an cúram as achomhairc a chinneadh agus gnóthaí eile faoi na hAchtanna um Pleanáil agus Forbairt, 2000 go 2019 agus as iarratais dhíreacha ar Fhorbairt Bonneagair Straitéisigh agus Tithíochta Straitéisí a chinneadh. Tá cúram air, leis, as déileáil le tograí maidir le ceannach éigeantach talún a dhéanann údaráis áitiúla agus údaráis eile faoi na hachtacháin éagsúla. s é an Bord Pleanála, leis, a chinneann achomhairc faoi na hAchtanna um Thruaillíú Uisce agus Rialú Foirgníochta.

Is é seo ár ráiteas misin:

“Ár gcion a dhéanamh mar chomhlacht náisiúnta neamhspleách ar bhealach neamhchlaon, éifeachtach agus oscailte le cinntiú go luífidh forbairt fhisiciúil agus tionscnaimh mhóra bhonneagair in Éirinn le prionsabail na forbartha inbhuanaithe, lena n-áirítear cosaint an chomhshaoil.”

Tá roinnt oibleagáidí ag Bord Pleanála faoi Alt 135 (8) den Acht um Pleanáil agus Forbairt, 2000 maidir leis an nGaeilge.

Is iad sin:

- (a) Féadfar éisteacht ó bhéal a reáchtáil trí mheán na Gaeilge nó an Bhéarla.
- (b) Sa chás go mbaineann éisteacht ó bhéal le forbairt laistigh den Ghaeltacht, seolfar an éisteacht trí mheán na Gaeilge, mura n-aontaíonn na páirtithe san achomharc nó sa tarchur lena mbaineann an éisteacht gur chóir an éisteacht a reáchtáil i mBéarla.

## Chapter 1

### Introduction, Overview and Summary of Services.

An Bord Pleanála was established in 1977 under the Local Government (Planning and Development) Act 1976 and is responsible for the determination of appeals and certain other matters under the Planning and Development Acts 2000 (as amended) and determination of direct applications for Strategic Infrastructure and Housing Developments. It is also responsible for dealing with proposals for the compulsory acquisition of land by local authorities and others under various enactments. An Bord Pleanála also determines appeals under the Water Pollution and Building Control Acts.

Our mission statement is:

"To play our part as an independent national body in an impartial, efficient and open manner, to ensure that physical development and major infrastructure projects in Ireland respect the principles of sustainable development, including the protection of the environment."

An Bord Pleanála has a number of obligations 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) Sa chás go mbaineann éisteacht ó bhéal le forbairt lasmuigh den Ghaeltacht, seolfar an éisteacht trí mheán an Bhéarla, mura n-aontaíonn na páirtithe san achomharc nó an tarchur lena mbaineann an éisteacht gur chóir an éisteacht a reáchtáil i nGaeilge.

(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.

Caithfidh an Bord Pleanála, faoi Alt 120 (1) d’Acht 2000, daoine a cheapadh le bheith ina bhfostaithe ag féachaint don ghá lena chinntiú go bhfuil líon leordhóthanach foirne inniúil sa Ghaeilge ionas go mbeidh siad in ann seirbhís a sholáthar trí Gaeilge.

An Bord Pleanála, under Section 120(1) of the 2000 Act, must 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.

Ina theannta sin, foráiltear le hAlt 10(2)(m) d’Acht 2000 go n-áireofar i bplean forbartha cuspóirí chun oidhreacht theangeolaíoch agus chultúrtha na Gaeltachta a chosaint lena n-áirítear an Ghaeilge a chur chun cinn mar theanga an phobail, áit a bhfuil ceantar Gaeltachta i limistéar an phlean forbartha. Tá sé de cheangal ar Bhord Pleanála aird a thabhairt ar phlean forbartha an údaráis phleanála agus a chinntí á ndéanamh aige.

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. An Bord Pleanála is bound to have regard to the development plan of the planning authority when making its decisions.

Fáiltíonn an Bord Pleanála roimh ullmhú na Scéime Teanga seo mar dheis chun leordhóthanacht na seirbhísí a thairgeann sé a mheas agus leathnú a dhéanamh ar infhaighteacht seirbhísí trí Ghaeilge.

An Bord Pleanála welcomes the preparation of this Language Scheme as an opportunity to assess the adequacy of the services it offers and to expand on the availability of services through Irish.

Rinne an Bord Pleanála uasghrádú le déanaí ar a chórais Teicneolaíochta Faisnéise agus Cumarsáide. Is é an uailmhian don todhchaí áis a sholáthar ionas gur féidir iarratais, achomhairc agus breathnuithe a dhéanamh ar líne trínár suíomh Gréasáin nuashonraithe. Chuir an chéad chéim den uasghrádú seo suíomh Gréasáin níos soláimhsithe ar fáil le feidhmiúlacht fheabhsaithe cuardaigh cásanna. Mar chuid den tionscadal iomlán seo, breithneoidh an eagraíocht freisin modhanna cumarsáide nua a úsáid, mar shampla na meáin shóisialta, chun faisnéis a scaipeadh maidir le feidhmeanna agus gníomhaíochtaí an Bhoird Phleanála. Aithníonn an Bord Pleanála go gcomhlíonfaidh dearadh agus cur i

An Bord Pleanála has undertaken a recent upgrade to its Information and Communication Technology systems. The future ambition is to provide the facility to make applications, appeals and observations online via our updated website. The first step of this upgrade provided a more user-friendly website with enhanced case search functionality. As part of this overall project, the organisation will also consider the use of new communication channels, for example social media, to disseminate information in respect of the functions and activities of An Bord Pleanála. An Bord Pleanála recognises that the design and implementation of these customer interface elements of the project which are focused on improving



bhfeidhm na ngnéithe seo de chomhéadan custaiméara an tionscadail, atá dírithe ar sheirbhís do chustaiméirí a fheabhsú, na forálacha atá leagtha amach sa scéim seo.

Is é leagan Gaeilge na scéime seo an leagan oifigiúil.

customer service will comply with provisions set out in this scheme.

The Irish language version of this scheme is the official version.



## Caibidil 2

### 2.1 Scéim Ghaeilge nua a ullmhú

D'ullmaigh an Bord Pleanála a tríú scéim de réir Alt 15 d'Acht na dTeangacha Oifigiúla 2003.

D'iarr an tAire Turasóireachta, Cultúir, Ealaíon, Gaeltachta, Spóirt agus na Meán ar an mBord Pleanála de réir alt 15 den Acht athbhreithniú a dhéanamh ar a tríú scéim agus dréachtscéim nua a ullmhú.

Foráiltear le halt 11 den Acht, chun úsáid na Gaeilge a chur chun cinn chun críocha oifigiúla sa Stát, go n-ullmhóidh comhlachtaí poiblí scéim reachtúil ina sonrú na seirbhísí a bheartaíonn an comhlacht poiblí a sholáthar:

- go heisiach trí mheán na Gaeilge
- go heisiach trí mheán an Bhéarla, agus
- trí mheán na nGaeilge agus na mBéarla

agus na bearta a bheartaíonn an comhlacht a ghlacadh chun a chinntiú go ndéanfar aon seirbhís nach soláthraíonn an comhlacht trí mheán na Gaeilge a sholáthar amhlaidh laistigh de chreat ama comhaontaithe.

Ullmhaíodh an Scéim seo ag féachaint do na Treoirínte faoi Alt 12 d'Acht na dTeangacha Oifigiúla 2003 a d'eisigh an Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta i Meán Fómhair 2004.

D'fhoilsigh Bord Pleanála fógra faoi alt 13 den Acht, ag lorg aighneachtaí ó aon pháirtithe leasmhara maidir le hullmhú na dréachtscéime nua. Cuirtear aighneacht ar bith a fhaightear ar fáil ag [www.pleanala.ie](http://www.pleanala.ie)

## Chapter 2

### 2.1 Preparation of New Language Scheme

An Bord Pleanála prepared its third scheme under Section 15 of the Official Languages Act 2003.

The Minister for Tourism, Culture, Arts, Gaeltacht, Sport and Media requested An Bord Pleanála in accordance with section 15 of the Act to review its third scheme and to prepare a new draft scheme.

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 under section 13 of the Act, inviting submissions from any interested parties regarding the preparation of the new draft scheme. Any submissions received are available at [www.pleanala.ie](http://www.pleanala.ie)



D'ullmhaigh agus cheadaigh Bord an Bhoird Phleanála an ceathrú scéim nua seo tar éis breithniú a dhéanamh ar gach aighneacht ábhartha a fuarthas. Ina measc seo bhí tuairimí Chonradh na Gaeilge, Údarás na Gaeltachta agus Coistí Gaeilge an Bhoird Phleanála. Tá an scéim ceadaithe freisin ag an Aire Turasóireachta, Cultúir, Ealaíon, Gaeltachta, Spóirt agus na Meán Catherine Martin, TD.

## 2.2 Ábhar agus Cuspóirí na Scéime Gaeilge

Aithníonn an Bord Pleanála gur féidir le baill an phobail a dtuairimí agus a riachtanais a chur in iúl níos fearr sa teanga is fearr leo, gur ábhar dea-chleachtas é a chumasú don phobal a rogha teanga a úsáid, agus go bhféadfadh sé baill an phobail a chur faoi mhíbhuntáiste diúltú dóibh an teanga is fearr leo a úsáid. Le cur i bhfeidhm na scéime seo, tá an Bord Pleanála tiomanta do chultúr dátheangach a chruthú agus é ag plé le custaiméirí agus a sheirbhísí go léir a sholáthar trí mheán na Gaeilge de réir a chéile in imeacht roinnt blianta.

Is é príomhaidhm Acht na dTeangacha Oifigiúla 2003 agus na scéime seo a chinntiú go mbeidh seirbhísí poiblí níos fearr agus ar chaighdeán Gaeilge níos airde ar fáil.

Tugadh gealltanais shuntasacha i gcéad trí scéim an Bhoird Phleanála leibhéal na seirbhísí trí Ghaeilge a fheabhsú. Tá an ceathrú scéim seo bunaithe ar an tuiscint gur cuireadh na gealltanais seo go léir sna scéimeanna roimhe seo i bhfeidhm.

Is é cuspóir na ceathrú scéime seo leanúint le comhlíonadh na ngealltanais a rinneadh sna scéimeanna roimhe seo agus tógáil ar an dul

This new fourth scheme was prepared and approved by the Board of An Bord Pleanála following consideration of all relevant submissions received. These included the views of Conradh na Gaeilge, Údarás na Gaeltachta and Irish Language Committees of An Bord Pleanála. The scheme has also been approved by the The Minister for Tourism, Culture, Arts, Gaeltacht, Sport and Media Ms Catherine Martin. TD.

## 2.2 Content and Objectives of the Language Scheme

An Bord Pleanála 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, An Bord Pleanála is committed to creating a bilingual culture in its 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.

Significant commitments were given in An Bord Pleanála's first three schemes to improve the level of services through Irish. This fourth scheme is based on the understanding that all of these commitments in the earlier schemes were implemented.

The objective of this fourth scheme is to continue the delivery of the commitments made in the earlier schemes and to build on the progress



chun cinn a baineadh amach thar thréimhse na scéimeanna sin agus ar an mbeartas teanga atá á fheidhmiú ag an mBord Pleanála le roinnt blianta. Tá na forálacha seo a leanas ag teacht leis an gcuspóir seo:

- Tá glaoiteoirí chuig ár n-oifigí in ann a ngnó a dhéanamh i nGaeilge más mian leo.
- Sa chás go scríobhtar achomharc nó tuairim i nGaeilge, eiseofar cinneadh an Bhoird i nGaeilge nó go dátheangach.
- Sa chás go mbaineann éisteacht ó bhéal le forbairt bheartaithe laistigh den Ghaeltacht, seolfar an éisteacht ó bhéal trí Ghaeilge, mura n-aontaíonn na páirtithe san achomharc gur chóir an éisteacht ó bhéal a réachtáil i mBéarla.
- Tabharfar freagra i nGaeilge ar aon chomhfhreagra a gheofar i nGaeilge de réir fhorálacha alt 9 (2) d'Acht na dTeangacha Oifigiúla 2003.
- Foilsítear gach fógra i gceantair Ghaeltachta i nuachtán Gaeilge.
- Foilsítear Tuarascáil Bhliantúil an Bhoird Phleanála go dátheangach.
- Cuirfear cúrsaí oiliúna intí ar fáil don fhoireann chun baill foirne a spreagadh chun a gcuid eolais ar an nGaeilge a mhéadú agus é ar intinn seirbhís níos fearr a sholáthar trí Ghaeilge.
- Spreagfar agus éascófar baill foirne chun freastal ar chúrsaí seachtracha Gaeilge trí tháillí a aisíoc agus saoire staidéir a dheonú.

achieved over the period of those schemes and on the language policy that has been operated by An Bord Pleanála for a number of years. The following provisions are in accordance with this objective:

- Callers to our offices are able to conduct their business in Irish if they wish.
- Where an appeal or observation is written in Irish, the decision of the Board will be issued in Irish or bilingually.
- Where an oral hearing relates 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.
- Publish all advertisements in Gaeltacht areas in an Irish language newspaper.
- Publication of the An Bord Pleanála Annual Report bilingually.
- 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 encouraged and facilitated in attending external Irish language courses through the reimbursement of fees and the granting of study leave.



- Éascófar don fhoireann freastal ar chúrsaí Gaeilge sa Ghaeltacht i rith míonna an tsamhraidh.
- Staff will be facilitated to attend Irish language courses in the Gaeltacht during the summer months.

Tá sé beartaithe go neartóidh an scéim na gealltanais a tugadh inár bPlean Gníomhaíochta do Chustaiméirí maidir le Comhionannas na dTeangacha Oifigiúla.

## 2.3 Dáta Thús Feidhme na Scéime

Tá an scéim daingnithe ag an Aire Turasóireachta, Cultúir, Ealaíon, Gaeltachta, Spóirt agus na Meán. Tosóidh an scéim le héifeacht ón 01 Nollaig 2021 agus fanfaidh sí i bhfeidhm go ceann tréimhse trí bliana ón dáta seo nó go dtí go mbeidh scéim nua deimhnithe ag an Aire faoi alt 15 d'Acht na dTeangacha Oifigiúla 2003, cibé acu is déanaí.

It is intended that the scheme will strengthen the commitments made in our Customer Action Plan concerning Official Languages Equality.

## 2.3 Commencement Date of the Scheme

This Scheme has been confirmed by the Minister for Tourism, Culture, Arts, Gaeltacht, Sport and Media. The scheme will commence with effect from 01 December 2021 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 later.



## Caibidil 3

### 3.1 Modhanna Cumarsáide i dtaobh Seirbhísí.

Is iad príomh-mhodhanna cumarsáide an Bhoird Phleanála le hachomharcóirí /iarratasóirí/breathnóirí/agóideoirí agus an pobal i gcoitinne:

- i. Cinntí agus comhfhreagras a eisíodh i ndáil le hachomhairc, atreoruithe agus iarratais aonair.
- ii. Foilseacháin chorparáideacha lena n-áirítear Ráiteas Straitéise, Tuarascáil Bhliantúil, Cairt do Chustaiméirí / Plean Gníomhaíochta do Chustaiméirí agus an Scéim Ghaeilge.
- iii. Suíomh gréasáin:
- iv. Doiciméid Faisnéise Ginearálta agus Treoirlíne
- v. Na Meáin Náisiúnta agus Áitiúla.

#### i) Cinntí agus Comhfhreagras

Sa chás go mbaineann an t-iarratas le forbairt i gceantar Gaeltachta agus i gcás go ndearnadh an t-iarratas, an t-achomharc nó an tuairim i nGaeilge, is é an beartas ordú a eisiúint go dátheangach. Ina theannta sin, is é cleachtas an Bhoird Phleanála ordú dátheangach a eisiúint ar aon chinneadh a bhaineann le forbairt shuntasach i gceantar Gaeltachta d'ainneoin nach bhfuarthas aon aighneacht i nGaeilge.

#### ii) Foilseacháin Chorparáideacha

Cuirtear foilseacháin chorparáideacha, ar nós Tuarascáil Bhliantúil an Bhoird Phleanála, ar fáil go dátheangach. Go dátheangach a eisítear aon ráiteas meán i dtaca le foilseacháin. I mBéarla a bhíonn seoltaí meánach, má iarrtar é, tabharfaidh urlabhraí agallamh trí Ghaeilge ar chláir nuachta teilifíse agus raidió, nuair is féidir.

## Chapter 3

### 3.1 Means of Communications in relation to Services.

An Bord Pleanála's main means of communications with appellants/applicants/observers/objectors and the general public are through:

- i. Decisions and correspondence issued in relation to individual appeals, referrals and applications.
- ii. Corporate publication including Statement of Strategy, Annual Report, Customer Charter/Customer Action Plan and Language Scheme
- iii. Website.
- iv. General Information and Guideline Documents
- v. National and Local Media.

#### i) 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. In addition, it is An Bord Pleanála's practice to issue a bilingual order on any decision relating to a significant development in a Gaeltacht area notwithstanding that no submission was received in Irish.

#### ii) Corporate Publications

Corporate publications are produced and made available bilingually such as An Bord Pleanála's Annual Report which is issued yearly. Any media statement issued in conjunction with publications are also issued bilingually. Media launches are held through English but, if requested, a spokesperson will conduct an interview through Irish language on television and radio news programmes, where possible.





### iii) Suíomh gréasáin

Sheol an Bord Pleanála suíomh Gréasáin nuashonraithe in Aibreán 2021. Tá feidhmiúlacht fheabhsaithe ag an suíomh Gréasáin agus cuirtear gach eolas statach ar fáil go dátheangach. Féachann an Bord leis an bhfeidhmiúlacht seo a fheabhsú agus a bhreisiú go leanúnach chun a dhícheall a dhéanamh go mbeidh na seirbhísí inrochtana do gach duine ar mian leo a ngnó a dhéanamh trí Ghaeilge. Cuimsíonn an suíomh Gréasáin leaganacha Gaeilge agus Béarla de dhoiciméid faisnéise, tuarascálacha agus treoirlínte atá foilsithe ag an eagraíocht.

Cuirtear tuairiscí forbartha ar chásanna nua agus cásanna cinnte ar an suíomh Gréasáin gach seachtain. Éilíonn an beartas atá ann faoi láthair go gcuirfí na tuairiscí forbartha ar an suíomh Gréasáin sa teanga ina ndearnadh na hiarratais. Cuirtear gach mír nuachta nó fógra a rinne an eagraíocht ar fáil i nGaeilge agus i mBéarla. Cuirtear cláir oibre aon Éisteachtaí ó Bhéal atá ag an mBord Pleanála ar an suíomh Gréasáin sa dá theanga freisin.

### iv) Eolas/Treoirlínte

Cuirtear faisnéis agus treoirlínte a d'fhoilsigh an Bord Pleanála ar fáil sa dá theanga agus cuirtear ar an suíomh Gréasáin iad sa dá theanga

### v) Na Meáin Náisiúnta agus Áitiúla

Go ginearálta eisítear cinntí faoi mhórfhorbairtí nó faoi nithe is inspéise do na meáin do na meáin tar éis fógra a thabhairt do na páirtithe lena mbaineann. Déileáiltear le ceistanna ó

### iii) Website

An Bord Pleanála launched a updated website in April 2021. The website has enhanced functionality, it offers bi-lingual in respect of all static information. The Board seeks to continually improve and enhance this functionality to strive that services are accessible to all who wish to conduct their business through Irish. The website includes Irish and English versions on information documents, reports and guidelines published by the organisation.

Development descriptions of new and decided cases are posted on the website every week. The existing policy dictates the development descriptions are placed on the website in the language in which the applications were made. All news items or announcements which have been made by the organisation are added in both Irish and English format. Agendas for any Oral Hearings held by An Bord Pleanála are also placed on the website in both languages in addition.

### iv) Information/Guidelines

Information and guidelines published by An Bord Pleanála are produced in both languages and are put on the website in both languages

### v) 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



na meáin maidir le cinntí sa teanga ina bhfaightear iad

decisions are dealt with in the language in which they are made.

## Caibidil 4

## Chapter 4

### Breisiú na Seirbhísí a Chuirfear ar Fáil go Dátheangach

### Enhancement of Services to be Provided Bilingually.

Geallann an Bord Pleanála rochtain a thabhairt ar ar sheirbhísí trí Ghaeilge. Chomh maith leis na bearta atá liostaithe ar na leathanaigh seo a leanas, féachann an Bord Pleanála le seirbhísí ar ardchaighdeán trí Ghaeilge a sholáthar i gcónaí.

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, An Bord Pleanála's aim is to continue to deliver and enhance a quality customer service in Irish

#### 4.1 Foilsiú Doiciméad

Leanfaidh an fhaisnéis uile, lena n-áirítear nótaí teorach agus comhairle, tuarascálacha bliantúla, srl. ar fáil go dátheangach agus beidh sí ar fáil go príomha ar shuíomh Gréasáin an Bhoird Phleanála. Sa chás go n-eisítear cáipéisí i bhformáid chóip chrua, cuirfear ar fáil iad go dátheangach laistigh de dhoiciméad amháin agus tabharfar stádas comhionann don dá theanga.

#### 4.1 Publication of Documentation

All information, including guidance and advice notes, annual reports, etc. will continue to be available bilingually and will be primarily available via the website of An Bord Pleanála. Where documents are produced in a hard copy format, they will be produced bilingually within one document with both languages given equal status.

**Spríoc: Leanúnach**

**Target: Ongoing**

#### 4.2 Cumarsáid Scríofa

#### 4.2 Written Communications

4.2.1 Leanfaidh an Bord Pleanála ag fáiltiú roimh chomhfhreagras i nGaeilge.

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

**Spríoc: Leanúnach**

**Target: Ongoing**

4.2.2 Admhófar comhfhreagras a gheofar i dteanga na cumarsáide bunaidh. Nuair a bheid tuilleadh comhfhreagrais de dhíth, leanfaidh sé ar aghaidh sa teanga chéanna.

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

**Spríoc: Leanúnach**

**Target: Ongoing**

4.2.3 Ní bheidh moill mhíchuí mar thoradh ar chomhfhreagras a dhéanamh leis an mBord Pleanála i nGaeilge. Is í an aidh

4.2.3 Corresponding with An Bord Pleanála in Irish will not cause any undue delay. The



a bheidh ann go dtabharfar freagra ar gach comhfhreagras laistigh de na spriocthréimhsí atá leagtha amach sa Phlean Gníomhaíochta do Chustaiméirí.

aim will be that all correspondence will receive a reply within the target periods set out in the Customer Action Plan.

**Spríoc: Leanúnach**

**Target: Ongoing**

4.2.4 Is i nGaeilge a bheidh comhfhreagras tar éis comhrá teileafóin nó comhrá duine le duine i nGaeilge mura bhfuil a mhalairt curtha in iúl ag an nglaoiteoir.

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

**Spríoc: Leanúnach**

**Target: Ongoing**

4.2.5 Is i nGaeilge a bheidh comhfhreagras a thiocfaidh as cruinniú/comhrá teileafóin nuair a socraíodh gurb é Gaeilge rogha teanga an scríobhneora/an ghlaiteora, cé go mb'fhéidir nár i nGaeilge a bhí an cruinniú/comhrá teileafóin.

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.

**Spríoc: Leanúnach**

**Target: Ongoing**

4.2.6 Is i nGaeilge a bheidh an comhfhreagras arna thionscnamh ag an mBord Pleanála le ball den phobal nó eagraíocht i gceantar Gaeltachta nó féadfaidh sé a bheith dátheangach má iarrtar é nó má mheastar go bhfuil gá leis.

4.2.6 Correspondence initiated by An Bord Pleanála 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.

**Spríoc: Leanúnach**

**Target: Ongoing**

4.2.7 Agus seirbhísí á soláthar ó lá go lá, eisítear comhfhreagras caighdeánach i nGaeilge nó i mBéarla, de réir mar is cuí, agus is amhlaidh a bheidh.

4.2.7 In the day-to-day delivery of services, standard correspondence is now and will continue to be issued in either Irish or English, as appropriate.

**Spríoc: Leanúnach**

**Target: Ongoing**

**4.3 Foirmeacha Iarratais / Achomhairc**

**4.3 Application/Appeal Forms**

4.3.1 Beidh gach foirm iarratais pleanála nó achomhairc, treoir agus ábhar

4.3.1 All planning application or appeal forms, guides and associated explanatory



míniúcháin gaolmhar ar fáil sa dá theanga oifigiúla ar shuíomh Gréasáin an Bhoird Phleanála. Beidh aon leaganacha i gcóip chrua dátheangach go hiomlán laistigh de dhoiciméad amháin.

**Spríoc: Leanúnach**

4.3.2 I gcásanna eisceachtúla nuair nach mbíonn an méid thuas indéanta mar gheall ar mhionsonraí teicniúla nó méid na ndoiciméad, féadfar leaganacha ar leithligh Gaeilge agus Béarla a chur ar fáil. Cuirfear ar fáil go comhuaineach iad agus tabharfar an tábhacht chéanna don dá leagan.

**Spríoc: Leanúnach**

4.3.3 Déanfaidh an Bord Pleanála gach iarracht a chinntiú go dtuigtear an Ghaeilge a úsáidtear i bhfoirmeacha agus i dtreoirínte go héasca ag féachaint ag an am céanna don litriú agus don ghraiméar a bheith cruinn.

**Spríoc: Leanúnach**

## 4.4 Preaseisiúintí agus Ráitis

4.4.1 Eiseofar gach preasráiteas agus ráiteas go dátheangach agus go comhuaineach.

**Spríoc: Leanúnach**

4.4.2 Cinnteoidh an Bord Pleanála go mbeidh urlabhraí Gaeilge, a bhfuil údarás leordhóthanach aige, ar fáil le haghaidh gallaimh leis na meáin, nuair is féidir.

**Spríoc: Leanúnach**

material will be available in both official languages on the website of An Bord Pleanála. Any hard copy versions will be fully bi-lingual within one document.

**Target: Ongoing**

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: Ongoing**

4.3.3 An Bord Pleanála will make every effort to ensure that the Irish used in forms and guidelines is easily understood while having regard to accuracy of standard spelling and grammar.

**Target: Ongoing**

## 4.4 Press Releases and Statements

4.4.1 All press releases and statements will be issued bilingually and simultaneously.

**Target: Ongoing**

4.4.2 An Bord Pleanála will ensure that an Irish speaking spokesperson, of sufficient authority, will be available for media interviews, where possible.

**Target: Ongoing**



4.4.3 Sa chás go bhfuil tuilleadh faisnéise maidir le preaseisiúintí / ráitis le tabhairt, socrófar teagmháil le fostaí atá in ann an fhaisnéis sin a thabhairt i nGaeilge, má iarrtar sin.

4.4.3 Where further information is to be given in relation to press releases/statements, contact with an employee who can give that information in Irish will be arranged, where requested.

**Spríoc: Leanúnach**

**Target: Ongoing**

## 4.5 Foilseacháin / Rochtai Phoiblí

## 4.5 Publications/Public Access

4.5.1 Beidh gach foilseachán corparáideach dátheangach agus laistigh den chlúdach céanna de réir an chleachtais is fearr.

4.5.1 All Corporate publications will be bilingual and within the same cover in accordance with best practice.

**Spríoc: Leanúnach**

**Target: Ongoing**

4.5.2 I gcás go mbeidh foilseachán nó doiciméad á chur ar fáil trí rochtain phoiblí, ní bheidh aon mhuirear ar dhoiciméad dátheangach níos mó ná an muirear a ghearrtar ar leagan teanga amháin den doiciméad.

4.5.2 Where a publication or a document is being made available through public access, any charge for a bilingual document will not be greater than that made for a single language version of the document.

**Spríoc: Leanúnach**

**Target: Ongoing**

## 4.6 Suíomh Gréasáin, Seirbhísí Ar Líne agus TF

## 4.6 Website, Online and IT Services

4.6.1 Leanfaidh suíomh Gréasáin an Bhoird Phleanála de bheith dátheangach agus cothrom le dáta, cothrom maidir le feidhmiúlacht agus beidh sé inmhálartaithe go hiomlán idir an dá theanga oifigiúla maidir leis an ábhar statach agus an fheidhmiúlacht go léir. Leanfar de na treoirínte nó den fhaisnéis eile go léir a chur ar fáil ar leagan Gaeilge an láithreáin ghréasáin ag an am céanna agus a chuirtear ar fáil sa leagan Béarla é. Tar éis rogha teanga a roghnú, nuair a dhéanfaidh úsáideoir nascleanúint chuig leathanach

4.6.1 An Bord Pleanála's website will continue to be bilingual and up to date, equal as regards functionality and be fully interchangeable between both official languages in relation to all static content and functionality. All guidelines or other information will continue to be made available on the Irish version of the website at the same time as on the English version. After selecting a language preference, when a user navigates to another web page the users language preference will be retained.



gréasáin eile coimeádfar rogha teanga an úsáideora.

**Spríoc: Leanúnach**

4.6.2 Cumasóidh na seirbhísí digiteacha nua don Bhord Pleanála raon iomlán seirbhísí agus faisnéise a sholáthar go dátheangach. Tá córais ríomhaireachta, idir nua agus sean, comhoiriúnach leis an nGaeilge agus is amhlaidh a bheidh. Chinntigh an Bord Pleanála go gcuirtear gach foirm ar líne ar fáil go dátheangach mar chuid d'fheidhmiú na saoráide nua ar líne trínar féidir le duine tuairim a thabhairt ar iarratas SHD. Mar sin is féidir le duine ar mian leis tuairim a thabhairt ar líne leas a bhaint as an áis seo agus a dtuairim á tabhairt acu agus beidh aon chomhfhreagras ón mBord Pleanála a eascróidh as seo sa teanga shonraithe. Tá tuilleadh cumais ar líne beartaithe do níos mó cineálacha cásanna sa todhchaí agus an fheidhmiúlacht chéanna acu maidir le rogha teanga.

**Spríoc: Leanúnach**

4.6.3 Beidh aon áiseanna priontála nua lán-ábailta an Ghaeilge a láimhseáil.

**Spríoc: Leanúnach**

4.6.4 Leanfaidh an Bord Pleanála den teicneolaíocht a úsáid go gníomhach chun soláthar seirbhísí dátheangacha a fheabhsú. Tá trealamh fótachóipeála nua ina bhfuil feidhmiúlacht inmheánach ríomhaireachta ar fáil i nGaeilge tugtha isteach ag an mBord Pleanála roimh chuir i bhfeidhm na scéime teanga seo.

**Spríoc: Leanúnach**

**Target: Ongoing**

4.6.2 New Digital services will allow An Bord Pleanála to provide a full range of services and information bilingually. Computer systems, new and existing, are and will continue to be compatible with the Irish language. An Bord Pleanála has ensured that in the implementation of the new online facility to which a person can make observations on an SHD application, all online forms are offered bilingually. As such a person who wishes to make an observation online can avail of this facility throughout making their submission and any correspondence from An Bord Pleanála resulting from this will be in the specified language. Further online capability is planned for more case types in the future with the same functionally in respect of language choice.

**Target: Ongoing**

4.6.3 Any new printing facilities will be fully capable of handling the Irish language.

**Target: Ongoing**

4.6.4 An Bord Pleanála will continue to actively use technology to improve the provision of bilingual services. New photocopying equipment with internal computing functionality available in the Irish language has been introduced to An Bord Pleanála ahead of the implementation of this language scheme.

**Target: Ongoing**



4.6.5 Leathnófar an chuid sin den Inlíon a bhaineann le teangacha oifigiúla a leathnú mar thacaíocht agus mar acmhainn don fhoireann.

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

**Spríoc: Leanúnach**

**Target: Ongoing**

## 4.7 Cumarsáid Teileafóin

## 4.7 Telephone Communication

4.7.1 Is iad fáilteoirí/ oibreoirí lasc-chláir na chéad phointí teagmhála leis an bpobal. Beidh sé mar pholasaí ag an mBord Pleanála leanúint lena chinntiú go bhfuil prionsabail dea-chleachtais seirbhíse do chustaiméirí i bhfeidhm sa réimse seo, is é sin:

4.7.1 Receptionists/switchboard operators are the first points of contact with the public. It shall be the policy of An Bord Pleanála to continue to ensure that best practice customer service principles apply in this area, which is that:

- Tabharfaidh baill foirne fáiltithe/lasc-chláir ainm an Bhoird Phleanála i nGaeilge.
- Beidh eolas ag an bhfáilteoir ar na beannachtaí bunúsacha i nGaeilge ar a laghad.
- Tá socruithe oiriúnacha i bhfeidhm ionas gur féidir leis an bhfáilteoir ball den phobal a chur i dteagmháil, gan mhoill, leis an oifig nó leis an oifigeach atá freagrach as an tseirbhís a theastaíonn trí Ghaeilge a thairiscint, má tá sí ar fáil.

- Reception/switchboard staff will give the name of An Bord Pleanála in Irish.
- The receptionist is at least familiar with the basic greetings in Irish.
- Suitable arrangements are in place so that the receptionist can put members of the public in touch, without delay, with the office or officer responsible for offering the service required through Irish, where available.

**Spríoc: Leanúnach**

**Target: Ongoing**

4.7.2 Leanfaidh an Bord Pleanála de chinntiú go mbeidh aon ghlaiteoir, ar mian leis a ghnó a dhéanamh trí Ghaeilge, in ann é sin a dhéanamh agus aird ar leith á tabhairt ar na rannóga is coitianta a dhéileálann leis an bpobal. Mura bhfuil cainteoir Gaeilge ar fáil chun déileáil leis an nglao, míneoidh an duine a gheobhaidh an glao an cás agus glacfaidh sé ainm, uimhir theileafóin agus sonraí an fhiosraitheora agus cinnteoidh sé go gcuirfidh cainteoir Gaeilge glao ar an nglaoiteoir an lá sin. Nuair nach féidir é sin a dhéanamh m.sh.

4.7.2 An Bord Pleanála will continue to ensure that any caller, who wishes to conduct their business through Irish, will be able to do so with particular regard 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



mar gheall ar chomh déanach agus a fuarthas an glao, freagrófar an glao laistigh de lá oibre amháin.

the call, the call will be returned within one working day.

### Spríoc: Leanúnach

4.7.3 Mura bhfuil cainteoir Gaeilge ar fáil chun déileáil le sainfhiosrúchán, tabharfar rogha don ghlaiteoir glao ar ais a fháil i nGaeilge nó leanúint leis an nglao i mBéarla.

### 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.

### Spríoc: Leanúnach

4.7.4 Tá eolaire de chainteoirí Gaeilge chun déileáil le glaonna Gaeilge comhtháite leis an eolaire teileafóin inmheánach mar threoir d'fhoireann ar mian leo glaonna a aistriú chuig cainteoirí Gaeilge. Tá ainmneacha na foirne riaracháin seo aibhsithe go soiléir ar an eolaire.

### Target: Ongoing

4.7.4 A directory of Irish speakers to deal with Irish language calls has been integrated to the internal telephone directory as a guide to staff who wish to transfer calls to Irish speakers. The names of these administrative staff are clearly highlighted on the directory.

### Spríoc: Leanúnach

4.7.5 Leanfaidh aon chóras teileafóin freagraí do ghlaonna poiblí a éascaíonn teachtaireachtaí a fhágáil le teachtaireacht dhátheangach taifeadta ag tabhairt cuiridh don té atá ag gloch teachtaireacht a fhágáil i gceachtar den dá theanga. Déantar fógraí béil taifeadta a chuirtear ar fáil ar an gcóras teileafónaíochta nuair a bhíonn oifigí an chomhlachta poiblí dúnta a thaifeadadh go dátheangach agus tabharfar an teachtaireacht Ghaeilge roimh an teachtaireacht Bhéarla.

### Target: Ongoing

4.7.5 Any answer phone system for public calls that facilitates messages being left will continue to have a bilingual recorded message inviting the caller to leave a message in either language. Recorded oral announcements provided on the telephony system when the offices of the public body are closed are recorded bilingually where the Irish proceeds the English.

### Spríoc: Leanúnach

## 4.8 Seirbhísí Fáiltithe/Cúntóta

4.8.1 Beidh seirbhís dhátheangach ar fáil do ghlaiteoirí chuig ár n-oifigí ar mian leo gnó a dhéanamh i nGaeilge. Cuirfear é seo in iúl don phobal. Sa dá theanga atá

### 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.



ábhar comharthaíochta ag an bhfáilteú san oifig phoiblí.

Signage material erected at the public office reception is bilingual.

### Spríoc: Leanúnach

4.8.2 Déileálfar le gach glaoiteoir le cúirtéis agus ar bhonn comhionann agus de réir phrionsabail an dea-chleachtais i seirbhís do chustaiméirí. Gheofar amach cad é rogha teanga an ghlaoiteora. Más mian leis an nglaoiteoir cumarsáid a dhéanamh i nGaeilge agus mura bhfuil cainteoir Gaeilge ar fáil chun déileáil leis an nglaoiteoir, cuirfear an glaoiteoir ar an eolas faoin uair a bheidh cainteoir Gaeilge atá in ann an tseirbhís a thabhairt ar fáil agus tabharfar rogha dó (1) glaoch ar ais nuair a bheidh cainteoir Gaeilge ar fáil, (2) gnó a dhéanamh le ball foirne eile a sholáthraíonn seirbhís aistriúcháin nó (3) a leanuint ar aghaidh i mBéarla.

### Target: Ongoing

4.8.2 All callers are and will continue to be treated on a basis of courtesy and equality and the principles of best practice customer service. 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.

### Spríoc: Leanúnach

4.8.3 Is i nGaeilge a bheidh aon chomhfhreagras ag éirí as céad idirbheart nuair a roghnaigh an ghlaoiteoir a ghnó a dhéanamh trí Ghaeilge.

### Target: Ongoing

4.8.3 Any correspondence, consequent to a reception transaction where the caller's language preference was Irish, will be in Irish.

### Spríoc: Leanúnach

4.8.4 Ní bheidh aon mhoill mhíchuí ann ag éirí as seirbhís i nGaeilge a iarraidh ag an bhfáilteú.

### Target: Ongoing

4.8.4 Seeking service in Irish at reception will not cause any undue delay.

### Spríoc: Leanúnach

4.8.5 Glacfaidh an fhoireann go héasca le sonraí aon ghlaoiteora i nGaeilge agus ní iarrfar ar an nglaoiteoir na sonraí a athrú go Béarla.

### Target: Ongoing

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.



**Spríoc: Leanúnach**

4.8.6 Cuirfear fógraí nuashonraithe san áit fáiltithe chun fáilte a chur roimh úsáid na Gaeilge ag an deasc seirbhíse, agus leanfar de gach comharthaíocht a chur ar fáil go dátheangach.

**Spríoc: Leanúnach****4.9 Cruinnithe le Geallsealbhóirí**

I nGaeilge nó go dátheangach a thionólfar aon chruinniú le grúpa geallsealbhóirí ón nGaeltacht nó ina mbaineann leas an ghrúpa le Gaeilge nó le saincheisteanna pleanála agus forbartha inbhuanaithe i gceantar Gaeltachta.

**Spríoc: Leanúnach****4.10 Comhairliúchán**

Comhlíonfaidh gach comhairliúchán a dhéanfaidh an Bord Pleanála nó thar a cheann an scéim.

**Spríoc: Leanúnach****4.11 Íomhá agus Comharthaíocht Chorporáideach**

4.11.1 Tá féiniúlacht chorparáideach iomlán dátheangach glactha ag an mBord Pleanála.

**Spríoc: Leanúnach**

4.11.2 A mhéid is indéanta, beidh comharthaíocht inmheánach in áiteanna poiblí ár n-oifigí agus comharthaíocht an Bhoird Phleanála in ionaid éisteachta béil seachtracha dátheangach. Leanfaidh an Bord Pleanála den chomharthaíocht atá ann cheana a uasghrádú agus leaganacha dátheangacha a chur ar fáil in áiteanna poiblí inmheánacha agus seachtracha d'fhoirgneamh na hoifige. Cuirtear ceanteidil stáiseanáireachta, lena n-

**Target: Ongoing**

4.8.6 Updated notices will be placed in the reception area to welcome the use of Irish at the service desk, and all signage being updated will continue to be produced bilingually.

**Target: Ongoing****4.9 Meeting with Stakeholders**

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 in Irish or bilingually.

**Target: Ongoing****4.10 Consultation**

All consultation conducted by or on behalf of An Bord Pleanála will comply with the scheme.

**Target: Ongoing****4.11 Corporate Image and Signage**

4.11.1 An Bord Pleanála has adopted a fully bilingual corporate identity.

**Target: Ongoing**

4.11.2 Internal signage in the public areas of our offices and An Bord Pleanála signage in external oral hearing venues will be bilingual as far as practicable. An Bord Pleanála will continue to upgrade existing signage and produce bilingual versions in internal and external public areas of the office building. Headings of stationery, including notepaper, compliment slips, fax cover sheets, file covers and other folders, labels and envelopes are provided in Irish or bilingually.



áirítear páipéar nótaí, duillíní dea-  
mhéine, bileoga clúdaigh facs, clúdaigh  
comhad agus fillteáin, lipéid agus  
clúdaigh litreach eile ar fáil i nGaeilge nó  
go dátheangach.

**Spríoc: Leanúnach**

**Target: Ongoing**

4.11.3 Is i nGaeilge/go dátheangach a  
bheidh aon fhógraí poiblí a  
cheanglaíonn an Bord ar iarratasóir nó  
ar údarás pleanála i gceantar Gaeilge a  
fhoilsiú/a chur suas i gceantar  
Gaeltachta nó a bhaineann le forbairt  
bheartaithe i gceantar Gaeltachta.

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

**Spríoc: Leanúnach**

**Target: Ongoing**

## 4.12 Leabharlann

Cinntoidh ár leabharlann inmheánach go  
mbeidh roinnt leabhar agus ábhar eile i  
nGaeilge ar fáil mar acmhainn don fhoireann  
chun inniúlacht sa Ghaeilge a spreagadh.  
Cuirfear buiséad ar fáil chun a chinntiú go  
bhfuil ábhair Ghaeilge leordhóthanach agus  
cothrom le dáta, agus go mbeidh leabhair  
éagsúla, agus téacsanna tagartha, srl. ina  
measc.

## 4.12 Library

Our internal library will ensure that an number of  
books and other material in Irish are available as  
a resource to staff to encourage proficiency in  
the Irish language. A budget will be made  
available to ensure that Irish language materials  
are sufficient and up to date, and contain a  
variety of books, and reference texts, etc.

**Spríoc: Leanúnach**

**Target: Ongoing**

## 4.13. Cur chun cinn na Teanga agus Imeachtaí Cultúrtha

Leanfaidh coiste na Gaeilge de chruinnithe  
rialta a bheith aigce chun ábhair a bhaineann  
leis an nGaeilge a phlé agus imeachtaí Gaeilge  
a chomhordú laistigh agus lasmuigh  
d'uaireanta oibre lárnacha d'fhonn úsáid na  
Gaeilge agus an chultúir a chur chun cinn sa  
eagraíocht. i measc fhoireann an Bhoird  
Phleanála.

## 4.13. Language Promotion and Cultural Events

The Irish Language committee will continue to  
meet regularly to discuss matters concerning the  
Irish language and also a coordination of Irish  
events inside and outside core working hours in  
order to promote the use of Irish and culture with  
the organisation. among staff of An Bord  
Pleanála.

**Spríoc: Leanúnach**

**Target: Ongoing**



#### 4.14. Beartais agus Tionscnaimh Nua

Beidh beartais agus tionscnaimh nua ag teacht leis an scéim.

**Spríoc: Leanúnach**

#### 4.14. New Policies and Initiatives

New policies and initiatives will be consistent with the scheme.

**Target: Ongoing**



## Caibidil 5

### Cur i bhFeidhm

Tá sé ráite in Acht na dTeangacha Oifigiúla 2003 go gcinnteoidh comhlacht poiblí agus é ag ullmhú dréachtscéime 'go bhfuil líon leordhóthanach dá fhoireann inniúil sa Ghaeilge d'fhonn a bheith in ann a sheirbhísí a sholáthar trí Ghaeilge chomh maith le Béarla'. Is amhlaidh atá chun a chumasú don Bhord Pleanála na seirbhísí a gheallfaidh sé a sholáthar go dátheangach sa Scéim seo nó thar shraith scéimeanna a sholáthar de réir phrionsabail na seirbhísí ardchaighdeáin do chustaiméirí.

Geallann an Bord Pleanála seirbhísí a sholáthar atá éifeachtúil agus ar ardchaighdeán dóibh siúd ar mian leo déileáil leis an mBord trí Ghaeilge. Is é aidhm an Bhoird Phleanála go leanfaidh sé de líon leordhóthanach foirne atá inniúil ar an nGaeilge a bheith aige chun seirbhís ardchaighdeáin do chustaiméirí a chumasú trí Ghaeilge. Leanfaidh oiliúint agus tionscnaimh tacaíochta eile de bheith ar fáil do bhaill foirne chun a bheith mar bhonn agus mar thaca le hinniúlacht sa Ghaeilge agus chun úsáid ghinearálta níos leithne den Gaeilge a spreagadh san eagraíocht.

#### 5.1 Oiliúint

5.1.1 Leanfar agus cuirfear feabhas ar chlár oiliúna inti agus seachtracha.

##### Sprioc: Leanúnach

5.1.2 Spreagfar baill foirne chun freastal ar chúrsaí oiriúnacha atá dírithe ar a leibhéal inniúlachta sa teanga a mhéadú.

##### Sprioc: Leanúnach

## 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 An Bord Pleanála 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.

An Bord Pleanála is committed to providing services that are efficient and of good quality to those who wish to deal with it through Irish. An Bord Pleanála's aim is that it will continue to have sufficient numbers of staff competent in the Irish language to enable quality customer service through Irish. Training and other support initiatives will continue to be available to staff members in order to underpin and increase proficiency in the Irish language and to encourage wider general use of the Irish language in the organisation.

#### 5.1 Training

5.1.1 In-house and external training programmes 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 Aithneofar baill foirne go leanúnach a bhfuil inniúlacht leordhóthanach acu sa Ghaeilge ionas go bhféadfaidís tabhairt faoi chúrsaí tríú leibhéal iomchuí sa Ghaeilge, ar mhaithe le seirbhís do chustaiméirí ar chaighdeán níos fearr a sholáthar. Éascófar baill foirne mar sin chun na cúrsa sin a dhéanamh.

**Spríoc: Leanúnach**

5.1.4 Leanfar le cláir oiliúna intí maidir le héisteachtaí ó bhéil agus an Ghaeilge.

**Spríoc: Leanúnach**

5.1.5 Leanfar de bhogearraí foclóra Gaeilge a shuiteáil ar ríomhairí pearsanta na foirne uile a sainaitníodh mar fhoireann a bhfuil inniúlacht sa Ghaeilge acu.

**Spríoc: Leanúnach**

5.1.6 Spreagfar baill agus fostaithe atá ag foghlaim Gaeilge chun í a úsáid a mhéad is féidir gach easpa muiníne a bheith ag cur isteach orthu. Chuige sin, déanfaidh grúpa inmheánach a ndéanfar a n-ainmneacha a phoibliú go himmheánach iarracht a ngnó a dhéanamh lena chéile trí Ghaeilge.

**Spríoc: Leanúnach**

5.1.7 Spreagfar baill foirne chun comhrá a dhéanamh i nGaeilge san ionad oibre chomh minic agus is féidir.

**Spríoc: Leanúnach**

## 5.2 Comórtais Foirne

Bronnfar marcanna breise i ngach comórtas inmheánach as cumas sa Ghaeilge a léiriú.

**Spríoc: Leanúnach**

5.1.3 A number of staff will be continuously identified as having sufficient competency in the Irish language that they could undertake appropriate third level courses in Irish, for the purpose of providing a better quality customer service. Such staff will be facilitated in undertaking the course.

**Target: Ongoing**

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 continue to 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 business with each other through Irish.

**Target: Ongoing**

5.1.7 Staff will be encouraged to converse in Irish in the workplace as often as possible.

**Target: Ongoing**

## 5.2 Staffing Competitions

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

**Target: Ongoing**



### 5.3 Earcú

5.3.1 Foráilfear i ngach comórtas earcaíochta go mbronnfar marcanna breise as cumas sa Ghaeilge a léiriú.

**Spríoc: Leanúnach**

5.3.2 Féadfar agallaimh d'aon phost a dhéanamh i nGaeilge nó go dátheangach ach iarratas a bheith faighte ón agalláí má tá painéal d'agallóirí oiriúnacha nó saoráidí ateangaireachta sásúla ar fáil.

**Spríoc: Leanúnach**

5.3.3 Beidh modúl ar an Scéim Ghaeilge i gcúrsaí ionductaithe.

**Spríoc: Leanúnach**

### 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: Ongoing**

5.3.2 Interviews for any post may be conducted in Irish or bilingually on request from the interviewee subject to a panel of suitable interviewers or satisfactory interpretation facilities being available.

**Target: Ongoing**

5.3.3 Induction courses will contain a module on the Language Scheme.

**Target: Ongoing**



## Caibidil 6

### Monatóireacht agus Athbhreithniú

Coinneoidh an Coiste Bainistíochta comhdhéanta d'ardbhainistíocht na heagraíochta oibriú na Scéime faoi athbhreithniú. Ina theannta sin, leanfaidh an Coiste Gaeilge atá ann cheana de bhealaí a scrúdú trína bhféadfadh an eagraíocht infhaighteacht níos fearr agus caighdeán níos airde seirbhísí poiblí Gaeilge a sholáthar. Lorgófar aiseolas ar oibriú na Scéime ón gCoiste Comhpháirtíochta freisin.

Tá bainisteoirí líne freagrach as oibriú na Scéime ó lá go lá mar aon le monatóireacht leanúnach a dhéanamh ar leibhéal an éilimh sna réimsí éagsúla.

Mar chuid den phróiseas monatóireachta, tabharfaidh an Bhainistíocht, tar éis dul i gcomhairle le Coiste na Gaeilge, tuarascáil bhliantúil don Bhord ar dhul chun cinn na mbeart éagsúil i gcomparáid leis an gclár ama atá leagtha amach sa Scéim. Tar éis thosach feidhme na Scéime, déanfar aon ghearáin a bhaineann leis na gealltanais a rinneadh sa Scéim a phróiseáil de réir na ngnásanna atá leagtha amach i bPlean Gníomhaíochta an Bhoird Phleanála do Chustaiméirí an Bhoird.

## Chapter 6

### Monitoring and Review

The Management Committee comprising senior management in the organisation will keep the operation of the Scheme under review. Additionally, the existing Irish Language Committee will continue to investigate ways to ensure better availability and a higher standard of public services to be provided by the organisation through Irish. Feedback on the operation of the Scheme will also 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 line managers.

As part of the monitoring process, Management will, following consultation with the Irish Language Committee, 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, any complaints concerning the commitments made in the Scheme will be processed in accordance with the procedures set out in An Bord Pleanála's Customer Action Plan.



## Caibidil 7

### An Scéim Nua a Phoibliú

Tabharfar fógra don phobal i gcoitinne faoi ábhar na Scéime nua mar aon le gealltanais agus forálacha na scéime tríd an scéim a fhoilsiú ar an suíomh Gréasáin agus a thaispeáint in oifig fáilte an Bhoird Phleanála.

Cuirfear baill foirne agus baill an Bhoird ar an eolas faoin scéim nua agus meabhrófar dóibh na gealltanais atá leagtha amach ann.

Ina theannta sin, tapóidh an Bord Pleanála gach deis ina idirghníomhaíochtaí laethúla le custaiméirí chun na seirbhísí a sholáthraíonn sé trí Ghaeilge a chur chun cinn agus a phoibliú, lena n-áirítear trí:

- Custaiméirí a chur ar an eolas go díreach ar bhonn réamhghníomhach faoin rogha déileáil leis an mBord Pleanála trí Ghaeilge, mar shampla, trí fhógraí a thaispeáint san áit fáiltithe a léiríonn na seirbhísí Gaeilge atá ar fáil agus freisin trí iad seo a liostáil go feiceálach ar [www.pleanala.ie](http://www.pleanala.ie):
- Fo-nótaí a áireamh ar threoirínthe roghnaithe, bileoga agus foirmeacha iarratais a mhíníonn go bhfuil na cáipéisí seo ar fáil i nGaeilge freisin (i gcásanna nach dtáirgtear ábhar clóite dátheangach faoi chlúdach amháin); agus
- Nótaí a sholáthar i bhfoilseacháin agus i bhfógraí go soláthraíonn an Bord Pleanála seirbhísí trí Ghaeilge agus, dá réir sin, go bhfáiltíonn sé roimh chustaiméirí ar mian leo déileáil leis i nGaeilge, de réir na ngealltanais ina Scéim aontaithe.

## Chapter 7

### Publicising of New Scheme

- The contents of the new Scheme along with the commitments and the provisions of the scheme will be notified to the general public by means of publication of the scheme on the website and display in An Bord Pleanála's reception.

Staff and Board members will be informed of the new scheme and reminded of the commitments as set out therein.

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

- Directly informing customers on a proactive basis of the option of dealing with An Bord Pleanála through Irish, for example, by the display of notices at reception areas indicating the Irish language services that are available and also by prominently listing these on [www.pleanala.ie](http://www.pleanala.ie):
- Including footnotes on selected guidelines, leaflets and application forms explaining that these documents are also available in Irish (in cases where bilingual printed material is not produced under a single cover); and
- Including notes in publications and advertisements that An Bord Pleanála provides services through Irish and, accordingly, welcomes customers who wish to deal with it in Irish, according to the commitments in its agreed Scheme.



Cuireadh cóip den Scéim cheadaithe seo ar aghaidh chuig Oifig Choimisinéir na dTeangacha Oifigiúla.

A copy of this approved Scheme has been forwarded to Oifig Choimisinéir na dTeangacha Oifigiúla.



