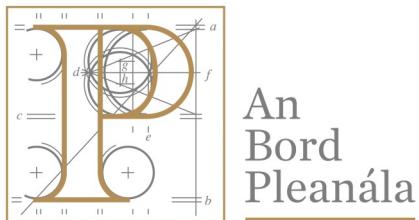


An
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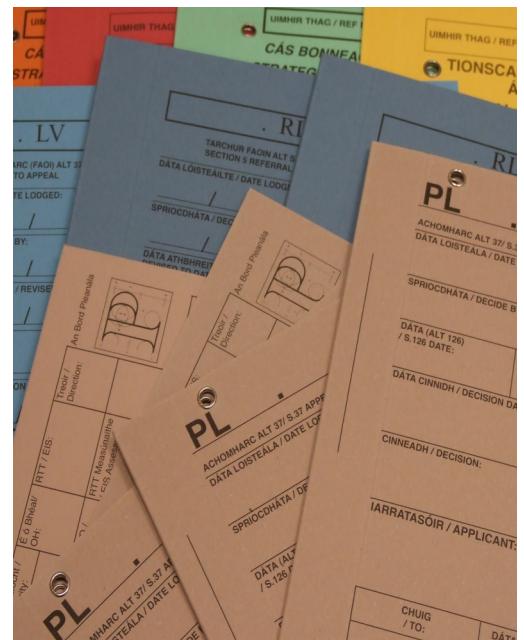
Scéim Teanga An Bhord Pleanála 2015 go dtí 2018
An Bord Pleanála Language Scheme 2015 to 2018





**Scéim Teanga An Bhord Pleanála 2015 go dtí 2018
faoi alt 15 den Acht na dTeangacha Oifigiúla 2003**

**An Bord Pleanála Language Scheme 2015 to 2018
under section 15 of the Official Languages Act 2003**



Clár

Uimhreacha leathanach

Caibidil 1 Réamhrá, Forléargas agus Cur Síos Achomair ar na Seirbhísí 6 – 8

Caibidil 2 Uillmhú na Scéime Teanga Nua **9 - 13**

Caibidil 3 Modhanna Cumarsáide maidir le Seirbhísí **14 - 16**

Caibidil 4 Feabhsú na Seirbhísí a chuirfear ar fáil go dátheangach **17 - 27**

Caibidil 5 Cur i bhfeidhm **28 - 30**

Caibidil 6 Monatóireacht agus Athbhreithniú **31 - 32**

Caibidil 7 Poiblíocht mar gheall ar an Scéim Nua **33 - 34**





Contents

Page numbers

Chapter	Content	Page numbers
Chapter 1	Introduction, Overview and Summary of Services	6 - 8
Chapter 2	Preparation of Language Scheme	9 - 13
Chapter 3	Means of Communication in relation to Services	14 - 16
Chapter 4	Enhancement of Services to be provided bilingually	17 - 27
Chapter 5	Implementation	28 - 30
Chapter 6	Monitoring and Review	31 - 32
Chapter 7	Publicising of New Scheme	33 - 34



Caibidil 1

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

Cuireadh an Bord Pleanála ar bun i 1977 faoin Acht Rialtais Áitiúil (Pleanáil agus Forbairt), 1976, agus tá sé freagrach as cinntí a dhéanamh ar achomhairc agus gnóthaí áirithe eile faoi na hAchtanna um Pleanáil agus Forbairt, 2000 go 2015, agus as cinntí a dhéanamh ar iarratais ar fhorbairt bonneagair straitéisigh, lena n-áirítear mórchásanna bóthair agus iarnróid. Tá sé freagrach chomh maith as déileáil le tograí maidir le talamh a fháil go héigeantach ag údarás áitiúla agus ag comhlachtaí eile faoi achtacháin éagsúla. Lena chois sin, tá feidhmeanna ag an mBord chun achomhairc a chinneadh faoi na hAchtanna mar gheall ar Truailliú Uisce agus ar Rialú Foirgníochta.

Tá de rún againn:

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

Tá roinnt freagrachta maidir leis an nGaeilge ar an mBord Pleanála faoi Alt 135(8) den Acht um Pleanáil agus Forbairt 2000 mar seo a leanas:

- a) Is féidir éisteacht ó bhéal a sheoladh trí mheán na Gaeilge nó trí mheán an Bhéarla.

Chapter 1

An Bord Pleanála – 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 to 2015 and determination of applications for strategic infrastructure development including major road and railway cases. It is also responsible for dealing with proposals for the compulsory acquisition of land by local authorities and others under various enactments. The Board also has functions to determine appeals under 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) 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 sheoladh trí Bhéarla.
- c) Sa chás go mbaineann éisteacht ó bhéal le forbairt lasmuigh den Ghaeltacht, seolfar an éisteacht trí mheán an Bhéarla agus mar sin mura n-aontaíonn na páirtithe san achomharc nó sa tarchur lena mbaineann an éisteacht gur chóir an éisteacht a sheoladh trí Ghaeilge.

Caithfidh an Bord chomh maith, faoi Alt 120(1) den Acht 2000, daoine a cheapadh ina bhfostaithe agus aird aige ar an ngá atá ann a chinntí go mbeidh inniúlacht sa Ghaeilge ag líon leordhóthanach den fhoireann le go mbeifear in ann seirbhís a chur ar fáil trí Ghaeilge agus trí Bhéarla araoon.

Chomh maith leis sin, foráltear faoi Alt 10 (2)(m) den Acht 2000 go dtabharfar san áireamh i bplean forbartha aidhmeanna maidir le cosaint oidhreachta teanga agus chultúr na Gaeltachta lena n-áirítear an Ghaeilge a chur chun cinn mar theanga an phobail nuair atá ceantar Gaeltachta sa cheantar lena mbaineann an pleán forbartha. Caithfidh an Bord aird a thabhairt ar phlean forbartha an údaráis phleanála agus cinntí á ndéanamh.

- 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.

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.

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 an deis a thugann ullmhúchán na scéime teanga seo dó chun scrúdú a dhéanamh ar na seirbhísí a chuirtear ar fáil agus chun leathnú a dhéanamh ar na seirbhísí a bheidh ar fáil trí Ghaeilge as seo amach.

Faoi láthair tá an Bord Pleanála i mbun feabhas a chur ar a gcórais Theicneolaíochta Faisnéise agus Cumarsáide (an tionscadal Plean-IT). De thoradh an uasghrádaithe seo beidh sé níos éasca eolas a theiceáil agus beidh deis ann iarratais, achomhairc nó aighneachtaí a dhéanamh go leictreonach tríd shuíomh greasáin an Bhoird. Mar chuid den tionscadal seo tá an Bord chun machnamh a dhéanamh úsáid a bhaint as cainéil chumarsáide, mar shampla na meáin shóisialta, le haghaidh eolas a scaipeadh maidir le feidhmeanna agus gníomhachtaí an Bhoird. Tá sé tugtha faoi deara ag an mBord de thoradh an tionscadail seo go gcaithfidh dearadh agus feidhmiú na sonraí mar a bhaineann siad leis na hidirbhealaí custaiméara cloí le forálacha na Scéime seo.

Is é an leagan Gaeilge bunleagan na Scéime seo.

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.

An Bord Pleanála is currently involved in an upgrade of its Information and Communication Technology systems (the Plean-IT project). This upgrade will include enhanced functionality to view information and provide the opportunity to make applications, appeals or observations remotely and electronically via a new website. As part of this overall project, the organisation will also consider the use of 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 focussed on improving 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 Ullmhú na Scéime Teanga Nua

D'ullmhaigh an Bord Pleanála an dara Scéim dá chuid faoi Alt 15 d'Acht na dTeangacha Oifigiúla 2003.

D'iarr an tAire Ealaíon, Oidhreachta agus Gaeltachta ar an mBord Pleanála faoi Alt 15 den Acht 2003 athbhreithniú a dhéanamh ar an dara Scéim agus Scéim nua a ullmhú.

Foráiltear in Alt 11 an Achta go ndéanfaidh comhlacthaí poiblí, d'fhoínn 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.

Chapter 2

2.1 Preparation of New Language Scheme

An Bord Pleanála prepared its second Scheme under Section 15 of the Official Languages Act 2003.

The Minister of Arts, Heritage and the Gaeltacht requested the An Bord Pleanála in accordance with section 15 of the 2003 Act to review its Second 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.



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

D'fhoilsigh an Bord Pleanála fógra faoi Alt 13 an Acharta, ag lorg aighneachtaí ó aon pháirtithe leasmhara maidir le hullmhú na dréachtscéime nua. Cuireadh fógra faoi seo ar ár suíomh gréasáin chomh maith. Tá na haighneachtaí le fáil ag www.bleanala.ie.

D'ullmhaigh Bord an Bhoird Pleanála an Tríu Scéim nua seo agus cheadaigh siad é tar éis measúnú a dhéanamh ar na haighneachtaí ábhartha a tháinig ó pháirtithe. Mar chuid de na haighneachtaí seo fuarthas moltaí ón Roinn Ealaíon, Oidhreachta agus Gaeltachta, ón Oifig an Choimisiúnára Teanga agus sa Bhord féin ón gCoiste Bainistíochta, ón gCoiste Páirtneireachta agus ó Choiste na Gaeilge freisin. Ina theannta sin cheadaigh an tAire Stáit don Ghaeltacht, Joe McHugh T.D. an Scéim.

2.2 Ábhar agus Cuspóirí na Scéime Teanga

Glacann an Bord leis go bhféadfaindh daoine den phobal a gcuid tuairimí agus a gcuid riachtanas a chur in iúl níos fearr sa teanga is rogha leo, gur beart deachleachtais atá ann cur ar chumas an phobail an teanga is rogha leo a úsáid, agus mura gcuirtear an ceart maidir le rogha teanga ar fáil d'fhéadfadh an pobal a bheith faoi mhíbhuntáiste.

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. This notice was also made available on our website. Any submissions received are available at www.bleanala.ie

This new Third Scheme was prepared and approved by the Board of An Bord Pleanála following consideration of all relevant submissions received. These included the views of the Department of Arts, Heritage and the Gaeltacht, the Office of An Coimisinéir Teanga and the Management, Partnership and Irish Language Committees of An Bord Pleanála. The Scheme has also been approved by the Minister of State with responsibility for Gaeltacht Affairs, Mr. Joe McHugh, T.D.

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.





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 himeachta roinnt blianta.

Is é príomhchuspóir Acht na dTeangacha Oifigiúla 2003 agus na Scéime seo teacht agus caighdeán níos fearr a chinntí i gcás seirbhíse poiblí trí Ghaeilge.

Tugadh gealltanais shuntasacha i gcéad dá scéim an Bhoird Pleanála go gcuirfí feabhas ar leibhéal na seirbhísí trí Ghaeilge. Tá an tríú scéim seo bunaithe ar an tuiscint gur comhlíonadh na

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 two schemes to improve the level of services through Irish. This third scheme is based on the understanding that all of these



gealltanais ar fad sna Scéimeanna a ghabh roimpi.

Is é cuspóir na tríú Scéime seo ná go leanfar ar aghaidh leis an obair chun na gealltanais sa chéad scéim a chomhlíonadh agus go gcuirfear leis an dul chun cinn a baineadh amach i gcaitheamh thréimhse na chéad Scéime agus leis an bpolasáí teanga atá i bhfeidhm ag an mBord Pleanála le roinnt blianta. Déantar soláthar do na bearta seo a leanas leis an bpolasáí sin:

- Ta 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 aighneacht, is i nGaeilge nó go dátheangach a eiseofar cinneadh an Bhoird.
- Sa chás go mbaineann éisteacht ó bhéal le forbairt a bheartaítear laistigh den Ghaeltacht, seolfar an éisteacht ó bhéal trí Ghaeilge, mura n-aontaíonn na páirtithe san achomharc gur i mBéarla a ba cheart an éisteacht a sheoladh.
- Is i nGaeilge a fhreagófar gach mír chomhfhereagrais a thiocfaidh isteach i nGaeilge, ag cloí le forálacha alt 9 (2) d'Acht na dTeangacha Oifigiúla 2003
- 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.
- 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.
- 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.

commitments in the earlier Schemes were implemented.

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





- 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.
- Réiteofar an bealach do bhaill foirne chun freastal a dhéanamh ar chúrsaí Gaeilge sa Ghaeltacht i rith an tsamhraidh.
- Staff will be encouraged and facilitated in attending external Irish language courses through the reimbursement of fees and the granting of study leave.
- Staff will be facilitated to attend Irish language courses in the Gaeltacht during the summer months.

Tá i gceist go neartóidh an Scéim nua na gealltanais a tugadh maidir le Comhionannas i gcás na dTeangacha Oifigiúla sa Phlean Gníomhaíochta Custaiméirí.

2.3 Dáta Tosach Feidhme na Scéime

Tá an Scéim seo dearbhaithe ag an Aire Ealaón, Oidhreachta agus Gaeltachta. Beidh an Scéim i bhfeidhm le héifeacht ón 5 Deireadh Fómhair, 2015 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, cibé dáta 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 Arts, Heritage and Gaeltacht Affairs. The Scheme will commence with effect from 5th October, 2015 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 maidir le Seirbhísí

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

- (i) Cinntí agus comhfhereagras a eisítear maidir le hachomhairc, le tarchuir agus le hiarratais.
- (ii) Foilseachán Chorparáideacha san áireamh Ráiteas Straitéis, Tuarascáil Bhliantúil, Cait Chustaiméirí/Plean Gníomhaíochta Custaiméirí agust Scéim Teanga a fhoilsiú.
- (iii) Suíomh gréasáin.
- (iv) Bileoga agus Treoirlínte Eolais Ginearálta.
- (v) Na Meáin Chumarsáide náisiúnta agus áitiúla.

(i) Cinntí agus Comhfhereagras

Sa chás gur forbairt 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 aighneacht, tá sé mar pholasaí ag an mBord ordú a eisiúint go dátheangach. Ina theannta sin, eisíonn an Bord ordú dátheangach i gcásanna a bhaineann le forbairtí suntasacha atá lonnaithe sa Ghaeltacht cé nach mbeadh aon aighneacht faighte trí Ghaeilge.

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 publications 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 Board 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) Foilseacháin Chorparáideacha

Foilsítear na príomhcháipéisí corporáideacha agus cuirtear iad ar fáil go dátheangach. Nuair a eisítear ráiteas na meán mar gheall ar fhoilsiú eisítear an ráiteas go dátheangach. Trí Bhéarla a reáchtáiltear seoladh do na meáin, ach má iarrtar orainn, cuirfimid duine ar fáil agallamh a dhéanamh leis na meáin chumarsáide Ghaeilge teilifíse agus raidió trí Ghaeilge, más féidir é sin a dhéanamh.

(iii) Suíomh Idirlín

Gheofar ar shuíomh gréasáin an Bhoird cáipéis eolais agus treoirlíne i nGaeilge agus i mBéarla araon.

Foilsítear cur síos ar an bhforbairt a bhaineann le cásanna nua agus le cásanna ar cinneadh orthu ar an suíomh idirlín gach seachtain. Is é atá de pholasáí againn faoi láthair cur síos ar an bhforbairt a fhoilsiú ar an suíomh gréasáin sa teanga ina ndearnadh an t-iarratas.

(iv) Bileoga Eolais

Foilsítear bileoga eolais agus treoirlínte an Bhoird go dátheangach agus cuirtear iad ar shuíomh gréasáin an Bhoird go dátheangach.

(ii) Corporate Publications

Corporate Publications are produced and made available bilingually. 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 to Irish language television and radio news programmes, where possible.

(iii) Website

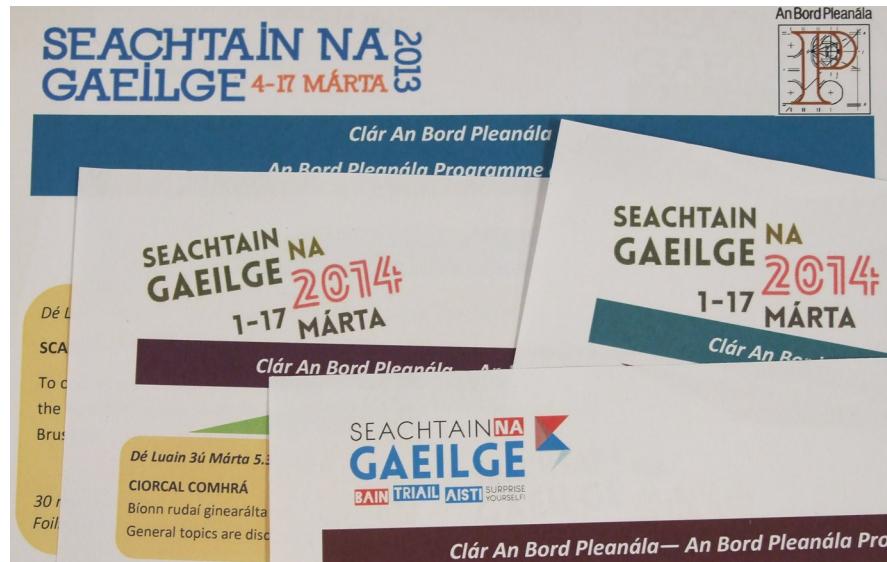
An Bord Pleanála's website contains Irish and English versions of information documents and guidelines published by the organisation.

Development descriptions of new and decided cases are posted on the website every week. Current policy is that the development descriptions are placed on the website in the language in which the applications were made.

(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) Na Meáin Chumarsáide go Náisiúnta agus go hÁitiúil

Eisítear cinntí maidir le forbairí móra 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.

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



Caibidil 4

Feabhsú na Seirbhísí a Chuirfear ar fáil go Dátheangach.

Tá gach rún ag an mBord teacht a bheith ag an bpobal ar a seirbhísí trí Ghaeilge. Chomh maith leis na bearta a liostaítear ar na leathanaigh seo, i gcónaí bíonn sé mar aidhm ag an mBord Pleanála seirbhís den scoth i nGaeilge a thabhairt go forásach don chustaiméir.

4.1 Foilsíú Cáipéisí

Leanfar de gach eolas, nótaí comhairle agus nótaí treorach, turascálacha bliantúla agus araile le bheith ar fáil go dátheangach, agus is ar shuíomh gréasáin an Bhoird Phleanála a dhéanfar é sin go príomha. Nuair a dhéantar doiciméid i gcóip chrua, cuirfear ar fáil go dátheangach iad in aon cháipéis amháin agus beidh an stádas céanna ag an dá theanga iontu.

Sprioc: Leanúnach

4.2 Cumarsáid i Scríbhinn

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

Sprioc: Leanúnach

4.2.2 Tabharfar freagra ar gach comhfhareagras sa teanga chéanna leis an teanga sa bhunchumarsáid. Nuair a bhíonn gá le breis comhfhareagras, déanfar sin sa teanga chéanna.

Sprioc: Leanúnach

Chapter 4

Enhancement of Services to be Provided Bilingually.

An Bord Pleanála is committed to providing access to its services to the public 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 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.

Target: Ongoing

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 communication. When further correspondence is required, it will continue in the same language.

Target: Ongoing



4.2.3 Ní tharraingeoidh comhfhereagras a dhéanamh leis an mBord Pleanála i nGaeilge aon mhoill mhíchuí. Beidh de chuspóir ann i gcónaí go dtugtar freagra ar gach mír chomhfhereagrais taobh istigh de na spriothréimhsí a leagtar amach sa Phlean Gníomhaíochta Custaiméirí.

Sprioc: Leanúnach

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

Sprioc: Leanúnach

4.2.5 Is i nGaeilge a dhéanfar an comhfhereagras a eascraíonn ó chruinníú 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 réachtáladh an cruinníú nó an comhrá teileafóin.

Sprioc: Leanúnach

4.2.6 Is i nGaeilge a bheidh comhfhereagras a gcuireann an Bord Pleanála túis leis le duine nó le heagraíocht i gceantar Gaeltachta nó is féidir é a bheith dátheangach má iarrtar sin nó má mheastar gur gá é sin a dhéanamh.

Sprioc: Leanúnach

4.2.3 Corresponding with An Bord Pleanála 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 Action Plan.

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 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 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.

Target: Ongoing



- 4.2.7 Sa ghnáthsheirbhís a chuirtear ar fáil, eisítear comhfhareagras caighdeánacha i mBéarla nó i nGaeilge mar is iomchuí.

Sprioc: Leanúnach

4.3 Foirmeacha Achromhairc / Iarratais

- 4.3.1 Beidh gach foirm iarratais agus foirm achomhairc, gach treoir agus gach ábhar mínithe le fáil sna dá theanga oifigiúla ar shuíomh gréasáin an Bhoird. Nuair a chuirfear ar fáil iad i gcóip crua beidh siad ar fáil i gcáipéis amháin.

Sprioc: Leanúnach

- 4.3.2 I gcásanna eisceachtúla nuair nach praiticiúil sin thusa 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.

Sprioc: Leanúnach

- 4.3.3 Déanfaidh an Bord Pleanála gach dícheall a chinntí go mbíonn an Ghaeilge a úsáidtear ar foirmeacha, i dtreoracha etc. le tuiscint go héasca agus beifear airdeallach maidir le cruinneas ó thaobh litriú agus ghrámadach an chaighdeáin.

Sprioc: Leanúnach

- 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.

Target: Ongoing

4.3 Application/Appeal Forms

- 4.3.1 All planning application or appeal forms, guides and associated explanatory 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 Preaseisiúintí agus Ráitis

- 4.4.1 Go dátheangach agus ag an am céanna a eiseofar gach preaseisiúint agus gach ráiteas.

Sprioc: Leanúnach

- 4.4.2 Cinnteoidh an Bord Pleanála go mbíonn urlabhraí le Gaeilge, le húdarás leordhóthanach, ar fáil d'fhone agallaimh a dhéanamh leis na meáin, más féidir é sin a dhéanamh.

Sprioc: Leanúnach

- 4.4.3 Luafar ainm(neacha) fostáí(-ithe) maidir le breis eolais ar phreaseisiúintí/ráitis a bheidh ar fáil chun an t-eolas sin a chur ar fáil i nGaeilge nuair a fhaigheann an Bord iarratas faoi seo.

Sprioc: Leanúnach

4.5 Foilseacháin/Áis don Phobal

- 4.5.1 Beidh gach foilseachán Corparáideach le fáil go dátheangach taobh istigh de chlúdach amháin, ag teacht leis an sárchleachtas.

Sprioc: Leanúnach

- 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 dhátheangach níos airde ná an táille a ghearrtar i gcás leagan aonteangach den cháipéis.

Sprioc: Leanúnach

4.4 Press Releases and Statements

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

Target: Ongoing

4.5 Publications/Public Access

- 4.5.1 All Corporate publications will be bilingual and 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 a bilingual document will not be greater than that made for a single language version of the document.

Target: Ongoing



4.6 Suíomh Idirlín, Seirbhísí Ar Líne agus TE

4.6.1 Coimeádfar go dátheangach suíomh gréasáin an Bhoird agus cothrom le dáta, mar a chéile ó thaobh feidhme de agus beidh sé inmhálataithe go hiomlán idir an dá theanga oifigiúla. Leantar ar aghaidh go mbeidh gach uile treoirlíne, nó eolas eile le fáil ar an leagan Gaeilge den suíomh gréasáin ag an am céanna leis an leagan Béarla.

Sprioc: Leanúnach

4.6.2 De bharr na seirbhísí digiteacha nua beidh an Bord Pleanála in ann gach seirbhís agus gach eolas a chur ar fáil go dátheangach. Tá ríomhchórais an Bhoird, idir chórais nua agus seanchórais, comhoiriúnach leis an nGaeilge agus beidh feasta.

Sprioc: Leanúnach

4.6.3 Beidh aon áis prioritála nua in ann doiciméid Ghaeilge a phriontál go foirfe.

Sprioc: Leanúnach

4.6.4 Leanfaidh an Bord Pleanála den teicneolaíocht a úsáid go gníomhach chun an tstí ina gcuirtear seirbhísí dátheangacha ar fáil a fheabhsú.

Sprioc: Leanúnach

4.6 Website, Online and IT Services

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.

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.

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.

Target: Ongoing



4.6.5 Leathnófar rannóg na dteangacha oifigiúla ar an Inlín mar thaca agus mar acmhainn don fhoireann.

Sprioc: Leanúnach

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

Target: Ongoing

4.7 Cumarsáid Ghutháin

4.7.1 Is iad fálteoirí agus oibreoirí lasc-chláir céad phointí teagmhála an Bhoird leis an bpobal. Beidh sé mar pholasaí ag an mBord Pleanála a chinntí i gcónaí go mbíonn prionsabail deachleachtais i dtaca le seirbhís do chustaiméirí i bhfeidhm sa réimse seo, mar atá siad thíosluaithe:

- Ainm an Bhoird Pleanála a thabhairt i nGaeilge ag an bhfálteoir/oibrí lasc-chláir.
- An fálteoir a bheith in ann beannú i nGaeilge shimplí.
- Tá socruithe cuí i bhfeidhm le gur féidir leis an bhfálteoir baill den phobal a chur i dteagmháil gan mhoill le pé oifigeach atá freagrach as an tseirbhís a iarradh a thairiscint trí Ghaeilge, ach é/í a bheith ar fáil.

Sprioc: Leanúnach

4.7 Telephone Communication

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:

- 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.

Target: Ongoing





4.7.2 Leanfaidh an Bord ag cinntíú go mbeidh deis ag aon duine gur mian leis nó léi gnó a dhéanamh trí Ghaeilge, sin a dhéanamh, go háirithe i gcás na rannóga a bhíonn ag déileáil leis an bpobal go rialta. Sa chás nach bhfuil Gaeilgeoir ar fáil chun plé leis an nglao, míneoidh an té a fhreagraíonn an glao an cás agus tógfar ainm an té a dhéanann an glao, an uimhir theileafón agus mionsonraí an fhiorsúcháin agus cinnteofar go nglaofaidh Gaeilgeoir ar ais i rith an lae sin. Nuair nach féidir sin e.g. sa chás gur mall sa lá a thagann an glao, glaofar ar ais taobh istigh de lá oibre amháin.

Sprioc: Leanúnach

4.7.3 Sa chás nach bhfuil Gaeilgeoir ar fáil chun plé le fiosrúchán saincheiste, tabharfar de rogha

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 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



don té atá ag glaoch go nglaofar ar ais i nGaeilge nó gur féidir leanúint ar aghaidh leis an nglao i mBéarla.

Sprioc: Leanúnach

- 4.7.4 Tá eolaí de Ghaeilgeoirí chun plé le glaonna i nGaeilge le fáil san eolaí teileafóin inmheánach mar threoir do bhaill foirne nuair is mian leo glaonna a aistriú go dtí Gaeilgeoir. Tá béim leagtha go soiléir ar ainmneacha na mball foirne riarracháin seo.

Sprioc: Leanúnach

- 4.7.5 Beidh teachtaireacht taifeadta dátheangach ar aon chóras freagartha gutháin don phobal agus beidh rogha ag an té atá ag glaoch teachtaireacht a fhágáil i nGaeilge nó i mBéarla.

Sprioc: Leanúnach

4.8 Seirbhísí Fáilte/Cuntair

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

Sprioc: Leanúnach

- 4.8.2 Caitear le gach cuairteoir ar bhonn cúirtéise agus comhionannais agus de réir phrionsabail dea-chleachtais seirbhíse don chustaiméir agus is amhlaidh a bheidh i gcónaí.

of being called back in Irish or continuing the call in English.

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.

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.

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

- 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.



gheofar amach cad í rogha teanga an chuairteora. 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 chuairteoir an uair a bheidh teacht ar Ghaeilgeoir atá in ann an tseirbhís a chur ar fáil agus tabharfar de rogha don chuairteoir (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.

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.

Sprioc: Leanúnach

- 4.8.3 Is i nGaeilge a bheidh aon chomhfhareagras a eascraíonn ó ghnó ag an ionad fáilte nuair is í an Ghaeilge rogha teanga an chuairteora.

Sprioc: Leanúnach

- 4.8.4 Ní tharlóidh aon mhoill mhíchuí de bharr seirbhís trí Ghaeilge a iarraidh ag an ionad fáilte.

Sprioc: Leanúnach

- 4.8.5 Glacfaidh an fhoireann gan stró le mionsonraí cuairteora i nGaeilge agus ní tharlóidh aon iarracht féachaint le tabhairt ar an gcuairteoir na sonraí a athrú go Béarla.

Sprioc: Leanúnach

Target: Ongoing

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

Target: Ongoing

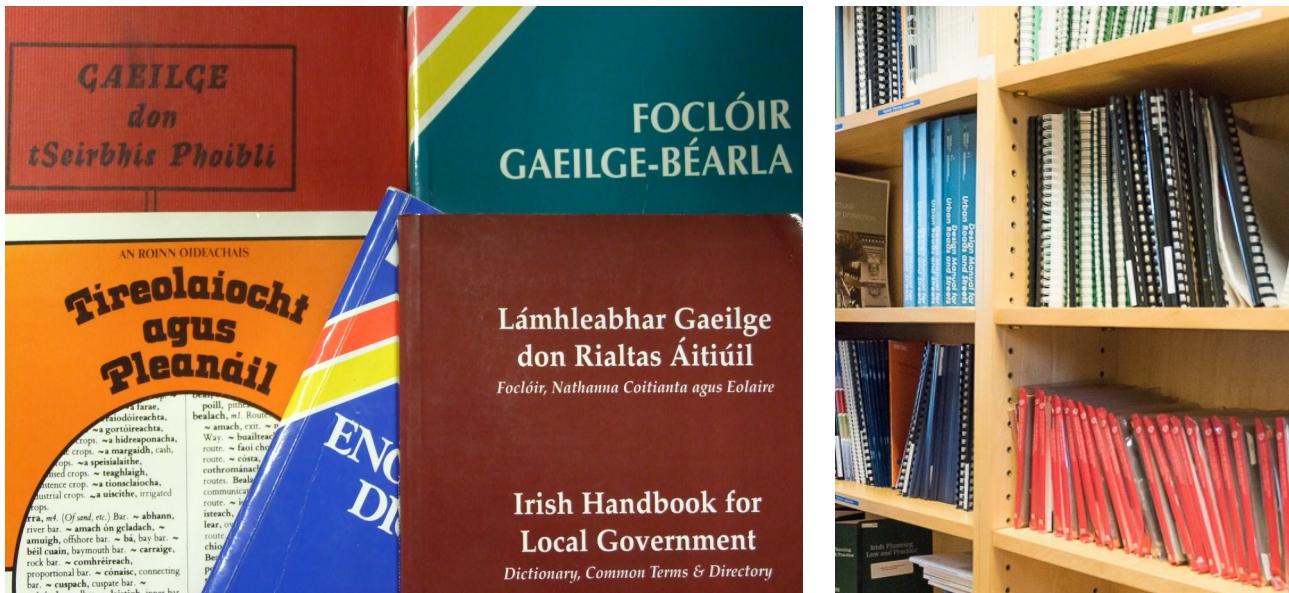
- 4.8.4 Seeking service in Irish at reception will not cause any undue delay.

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.

Target: Ongoing





4.9 Cruinniú le Geallsealbhóirí

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

Sprioc: Leanúnach

4.10 Comhairliú

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

Sprioc: Leanúnach

4.11 Cló Corparáide agus Comharthaí

4.11.1 Tá cló corparáide dátheangach ina iomláine glactha ag an mBord.

Sprioc: Leanúnach

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 Beidh gach comhartha tógtha ag an mBord nó curtha ar son an Bhoird ag cloí le forálacha Acht na dTeangacha Oifigiúla 2003 (Alt 9).

Sprioc: Leanúnach

4.11.3 Aon fhógra poiblí a éilíonn an Bord ar an iarratasóir nó ar údarás pleánala i gceantar Gaeltachta a fhoilsiú/a chrochadh nó a bhaineann le forbairt nó le togra i gceantar Gaeltachta, is i nGaeilge nó sa dá theanga a bheidh sé.

Sprioc: Leanúnach

4.11.2 All signage erected by An Bord Pleanála or on its behalf shall comply with the provisions of the Official Languages Act 2003 (Section 9).

Target: Ongoing

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.

Target: Ongoing

4.12 Leabharlann

Cinnteoidh foireann leabharlann inmheánach an Bhoird go mbíonn lín leabhar agus ábhar eile i nGaeilge ar fáil mar acmhainn don fhoireann d'fhoilltear líofacht sa Ghaeilge a chothú.

Sprioc: Leanúnach

4.13 Polasaithe agus Tionscnaimh Nua

Beidh polasaithe agus tionscnaimh nua ag teacht leis an Scéim.

Sprioc: Leanúnach

4.12 Library

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

Target: Ongoing

4.13 New Policies and Initiatives

New policies and initiatives will be consistent with the Scheme.

Target: Ongoing



Caibidil 5

Cur i bhfeidhm

Luaitear in Acht na dTeangacha Oifigiúla 2003 go ndéanfaidh comhlacht poiblí, le linn dréachtscéim a ullmhú, 'a chinntí u go bhuil 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 Pleanála dúthrachtach seirbhísí feidhmiúla ar dhea-chaighdeán a chur ar fáil dá chuid custaiméirí ar mian leo déileáil leis an mBord trí Ghaeilge. Tá sé de chuspóir ag an mBord Pleanála leanúint ar aghaidh le líon ball foirne a fhostú a bhfuil ábaltacht acu sa Ghaeilge le haghaidh seirbhís dhea-chaighdeán i nGaeilge a chur ar fáil dá chuid custaiméirí. Tá agus beidh bearta oiliúna agus bearta tacaíochta eile ar fáil i gcónaí don fhoireann, chun inniúlacht sa Ghaeilge a thacú agus a mhéadú, agus chun gnáthúsáid na Gaeilge a mhéadú san eagraíocht.

5.1 Oiliúint

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

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

Sprioc: Leanúnach

- 5.1.3 Sonrófar lón áirithe ball foirne a bhfuil dóthain cumas Gaeilge iontu chun go dtabharfaidís faoi chúrsaí oriúnacha 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.

Sprioc: Leanúnach

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

Sprioc: Leanúnach

- 5.1.5 Leanfar leis an bpróiseas bogearraí foclóra Gaeilge a shuiteáil ar ríomhairí pearsanta gach ball foirne a shonraítéar mar bhaill atá inniúil sa Ghaeilge.

Sprioc: Leanúnach

- 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 misnígh. Chuige sin, déanfaidh grúpa inmheánach, a bhfoilseofar a gcuid ainmneacha go himheánach, iarracht a gcuid gnó a dhéanamh trí Ghaeilge lena chéile.

Sprioc: Leanúnach

- 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 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 Tabharfar spreagadh don fhoireann chun dul i mbun comhrá i nGaeilge san ionad oibre a mhinice is féidir.

Sprioc: Leanúnach

5.2 Socrúcháin Foirne

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

Sprioc: Leanúnach

5.3 Earcaíocht

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

Sprioc: Leanúnach

- 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 má bhíonn painéal agallóirí oriúnacha nó córas aistriúcháin oriúnach ar fáil.

Sprioc: Leanúnach

- 5.3.3 Beidh modúl maidir le Scéim na Gaeilge mar chuid de na cúrsaí túsoiliúna.

Sprioc: Leanúnach

- 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 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



An Coiste Gaeilge The Irish Language Committee

Coinneoidh an Coiste Bainistíochta, ar a bhfuil ardbhainisteoirí na heagraíochta, súil ar oibriú na Scéime. Chomh maith leis sin, beidh Coiste na Gaeilge ag lorg slite i gcónaí chun teacht níos fearr a thabhairt ar sheirbhís phoiblí trí Ghaeilge agus chun an tseirbhís sin a chur ar chaighdeán níos airde. Lorgófar tuairim an Choiste Pháirtnéireachta ar oibriú na Scéime chomh maith.

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

Chapter 6

Monitor 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.



Mar chuid den phróiseas monatóireachta, déanfaidh Bainistíocht, i gcomhar leis an gCoiste Gaeilge, 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, déanfar aon ghearán maidir leis na gealltanais atá tugtha sa Scéim a phróiseáil de réir na nósanna imeachta atá leagtha amach i bPlean Gníomhaíochta an Bhoird Phleanála maidir le Custaiméirí.

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

Poiblíocht mar gheall ar an Scéim nua

Cuirfear ábhar na Scéime maille le gealltanais agus forálacha eile na Scéime in iúl don phobal i gcoitinne agus le haghaidh sin foilseofar í ar an suíomh gréasáin agus beidh sí ar taispeáint i bhfáiltiu an Bhoird Pleanála.

Cuirfear gach fostáí agus gach ball an Bhoird ar eolas faoin Scéim nua agus cuirfear gealltanais an Bhoird mar atá leagtha amach sa scéim i gcuimhne dóibh freisin.

Ina theannta sin, déanfaidh an Bord gach iarracht na seirbhísí a chuireann sí ar fáil trí Ghaeilge a chur chun cinn agus a fhogairt, lena n-áirítear:

- A chur in iúl go díreach, ar bhonn gníomhach do chustaiméirí go bhfuil rogha acu plé leis an mBord Pleanála i nGaeilge, mar shampla, trí fhógraí a chrochadh sna hofigí fáilte agus chomh maith leis sin trí fhógraí mar gheall air sin a chur go soiléir ag www.leanala.ie.
- Fonótaí a chur ar fhoirmeacha iarratais/bileoga eolais ag cur in iúl go bhfuil na doiciméid seo ar fail i nGaeilge chomh maith (sa chás nach mbíonn an t-ábhar dátheangach ar fáil faoi aon chlúdach amháin); agus
- Directly informing customers on a pro-active 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.leanala.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

Chapter 7

Publicising of 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.

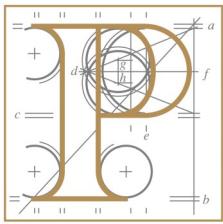
In addition, An Bord Pleanála will take every opportunity in its day-to-day interactions with customers to promote and publicise the services it provides through Irish, including by:

- Nótaí a chur i bhfoilseacháin agus i bhfógraí ag cur in iúl go gcuireann an Bord seirbhísí ar fail i nGaeilge, agus dá bhrí sin, go gcuirtear fáilte roimh chustaiméirí ar mian leo plé linn i nGaeilge, de réir na ngealltanais atá sa scéim seo.
- 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.

Tá cóip den Scéim seo curtha ar aghaidh chuig Oifig Choimisinéir na dTeangacha Oifigiúla.

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





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