



An Roinn
Ealaíon, Oidhreachta agus Gaeltachta

Department of
Arts, Heritage and the Gaeltacht

Review of Official Languages Act 2003

Department of Arts, Heritage and the Gaeltacht

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Chapter 1

Background to the Review

1.1 Background to Official Languages Act 2003

The primary objective of the Official Languages Act 2003 is to ensure the improved provision of public services through the Irish language. The Act seeks to give legislative effect, insofar as the delivery of public services through Irish is concerned, to Article 8 of the Constitution which states that the Irish language is the national language and the first official language.

The application and interpretation of this constitutional status assumed particular relevance following the 2001 decision of the Supreme Court in *Ó Beoláin v Fahy*. In essence, the Supreme Court found that the citizen has the right to conduct all business with public bodies through Irish. The Official Languages Act provides a framework for improvements in the delivery of public services through Irish over time so that the State's obligations can be met in a coherent manner which is commensurate with available resources.

The Office of An Coimisinéir Teanga was established under the Act in 2004. The primary functions of the Office are to monitor compliance by public bodies with the provisions of the Act and to take appropriate measures to ensure such compliance.

1.2 Review of Act

The Department of Arts, Heritage and the Gaeltacht undertook a review of the Official Languages Act 2003 in accordance with the commitment in the *Programme for Government 2011-2016* which states: “*We will review the Official Languages Act to ensure expenditure on the language is best targeted towards the development of the language and that obligations are imposed appropriately in response to demands from citizens.*”

The Government decision, in its *Public Service Reform Plan* of 2011, to merge the Office of An Coimisinéir Teanga with the Office of the Ombudsman was also considered in the context of the review.

1.3 Terms of Reference

The terms of reference for the review of the Official Languages Act 2003 were as follows:

Having regard to the constitutional position of the Irish language, existing legislation, the policy objectives of the *20-Year Strategy for the Irish language 2010-2030*, and the relevant commitment in the *Programme for Government*, the review will:

- examine the provisions of the Official Languages Act to evaluate the effectiveness of the legislation in ensuring the provision of public services through Irish, in line with the demands of citizens who wish to conduct their official business in that language;
- consider if the provisions of the Act should be amended to ensure that the public services to be provided through Irish are those which are most in demand;

- consider if the objectives of the Act could be met by alternative or amended provisions which would ensure that expenditure arising from the legislation is cost-effective, particularly in the context of the present economic constraints;
- consider if the obligations placed on public bodies under the Act are appropriate, having regard to the foregoing and to the constitutional status of the Irish language;
- consider if the provisions of the Act should be amended to ensure that it better supports the preservation and promotion of Irish:
 - as the community language in Gaeltacht areas; and
 - as the language of choice of others throughout the State;
- consider if the language rights confirmed in the Act continue to be appropriate; and
- review the provisions setting down the role of the Office of An Coimisinéir Teanga.

1.4 Consultation Process

The review included a public consultation process, comprising an online survey and written submissions. In total, there were 1,446 responses to the survey and 262 submissions.

Of the 1,446 survey responses received, 20 survey responses were deemed to be invalid since they consisted solely of responses containing the respondents' names. A further 300 respondents used the survey solely to indicate that they wished to see the Office of An Coimisinéir Teanga remain as an independent office. These 300 responses have been included under submissions received. The effect of this adjustment is to reduce the total number of valid survey responses to 1,126 and to increase the total number of submissions to 562.

The former Coimisinéir Teanga, Mr. Seán Ó Cuirreáin, published a report in July 2011 under section 29 of the Official Languages Act on the review of the legislation.

1.5 Summary of Survey Responses

The aim of the survey was to gather information with regard to respondents' views on the provision of public services in Irish. Among the main findings of the survey were the following:

- There is significant demand for public services in Irish and for the availability of services in Irish commensurate with services provided in English:
 - Almost all respondents (97%) indicated that it was important that public bodies provide services in Irish.
 - Almost all respondents (97%) indicated that it was important for Irish to be used by public bodies on signage, including road and street signage, stationery, advertising and oral announcements.
 - Almost all respondents (98%) indicated that they would prefer official publications to be provided in Irish or bilingually.
- Almost all respondents (99%) indicated that it was important or very important for officials of public bodies based in the Gaeltacht or serving Gaeltacht communities to be fluent in Irish.

- A majority of respondents (53%) were dissatisfied or very dissatisfied with services in Irish that are provided by public bodies in the Gaeltacht at present.
- A majority of respondents (54%) were satisfied with “non-personal” services in Irish (application forms, information leaflets, brochures, publications, communication in writing, etc).
- A significant majority of respondents (59%) were dissatisfied with the standard of “personal” services available in Irish (telephone and reception services, meetings, etc).

The detailed survey results are provided in Appendices 1 and 2. The survey template is provided in Appendix 3.

1.6 Submissions

The template for submissions, which covered the main areas of operation of the Act, provided respondents with an opportunity to express their views on the Act in a more detailed manner than the online survey. The submissions template is provided in Appendix 4.

262 submissions were received during the consultation process. As noted above, a further 300 respondents used the survey solely to make a submission regarding the amalgamation of the Office of An Coimisinéir Teanga with the Ombudsman’s Office. These 300 responses have been included under submissions received. The effect of this adjustment is to reduce the total number of valid survey responses to 1,126 and to increase the total number of submissions to 562.

A summary of the recommendations made in the submissions is provided in Chapter 2. The submissions, received from those who indicated their agreement to their submissions being published, will be made available on the Department of Arts, Heritage and the Gaeltacht's website www.ahg.gov.ie. The submissions will be published in the language in which they were received.

1.7 Language Legislation in other Jurisdictions

In carrying out the review, consideration was given to the legislative regime pertaining to other jurisdictions. Published academic research¹ carried out in this regard is acknowledged. The advice and assistance provided by Fiontar, Dublin City University in regard to this research and also the advice provided by the Language Policy and Planning Research Unit, School of Welsh, Cardiff University is very much appreciated.

¹ From Act to Action: Implementing Language Legislation in Finland, Ireland and Wales. Peadar Ó Flatharta, Siv Sandberg and Colin H. Williams. Published by Fiontar, DCU. 2014.
 Minority Language Promotion, Protection and Regulation. Colin H. Williams. Published by Palgrave Macmillan. 2013.

Chapter 2

Summary of Recommendations Received

Review of Official Languages Act 2003
Summary of Recommendations
Communications and Publications
1. Establish a Central Customer Service Desk to deal with queries from the public and introduce a new national recruitment process to ensure that a high percentage of fluent Irish-speakers are recruited by the public service.
2. Summaries in Irish of the documents' main points should be provided in the documents themselves.
3. Simultaneous press releases to be provided in Irish and English.
4. Define the terms 'publications', 'the public', 'public policy proposals' and 'documents of major public importance'.
5. A national system should be established to standardise certain publications in order to avoid the unnecessary duplication of forms and other documents by similar public bodies.
Regulations - Signage, Stationery, Advertising & Recorded Oral Announcements under section 9(1) of the Act.
1. Insert 'cards or information notices' after the word 'advertisements' in section 9(1).
2. Signs should be in Irish only in the Gaeltacht.
3. Road signs and maps should be clear and legible in Irish
4. No exception should be made for a traffic sign or company logo in the Official Languages Act.
5. The term "logo" should be defined.
6. Trademarks registered before the enactment of the Act should be included under the exclusions listed in section 9(1)(b) of SI 391 of 2008.
7. No exceptions should be made of public bodies, embassies, Coláiste na nGael, etc.
8. The Irish version of the State's placenames should be displayed on tourist maps and brochures.
9. The Traffic Signs Manual should be combined with the Signage Regulations under the Official Languages Act into one document as a common guide for bilingual signage for the public sector. Use colour-coded text to distinguish between the two languages.
10. The names of all new public bodies should be in Irish.
11. Irish should appear first on all road signs, vehicles, clothing, etc.
12. Establish a Placenames Committee in every county.
13. 20% of the advertising by public bodies, in print and the media, including television, should

be through Irish.
14. Labelling of Irish-made goods in English and Irish.
15. The text on the uniforms and State vehicles of State officials (including emergency services) should be bilingual.
16. Business cards for State officials should be bilingual.
Language Schemes
1. The language scheme for public bodies should be in the form of a template.
2. The system must be reviewed to make it visible to the ordinary public that they have a right to access a service through Irish.
3. The system as it currently stands is very cumbersome and labour-intensive and does not allow for consistency of Irish language services across the public sector. An integrated approach is necessary which would identify those services through Irish for which most demand would exist.
4. Basic requirements should be set out for all State bodies with a penalty for non-compliance.
5. A review of the services provided should be carried out every five years and those services most in demand through Irish should be developed.
6. Establish a new system based on statutory regulations.
7. An Coimisinéir Teanga to have responsibility for language schemes.
8. Public bodies should have a continuous language scheme with a review after five years to ensure the public's needs are being fulfilled.
9. A categorisation (A,B,C) of public bodies, according to their range of functions and their relationship with the public and the Irish-language community, is recommended.
10. There should be a statutory obligation for public bodies to inform the public clearly that services are available through Irish.
The Gaeltacht
1. Irish should be available at the reception desk/point of public access.
2. All services should be available to Gaeltacht residents in Irish and Irish should be the working language of all public bodies in the Gaeltacht within 5 years.
3. There should be a basic standard of Irish for bodies functioning in the Gaeltacht.
4. An office serving the Gaeltacht should be based in the Gaeltacht.
5. Every court in the Gaeltacht should have Irish as its working language.
6. Irish to be the default language within the Gaeltacht
7. Irish should be a basic requirement for public sector employees working in the Gaeltacht
8. Prioritise service provision to Gaeltacht/other Irish speaking areas through the provision of centralised Customer Service Desks and standardisation of publications.
The Oireachtas and the Courts
1. Statutory instruments /secondary legislation should be translated simultaneously.
2. The Order of Business and the Iris Oifigiúil should be bilingual to facilitate the use of Irish in the Oireachtas.

3. Cases should be prosecuted in the person's choice of official language.
4. A judge dealing with the Irish-language community should be able to communicate in Irish.
5. The jury (if applicable) should be able to understand Irish.
Public bodies under the Act
1. All public bodies should be included, as well as private companies and sub-contractors that are appointed by public bodies.
2. An Irish-language version of the title and information about the bodies and boards that are to be established under the Public Service Reform Plan should be provided.
3. Internet domain names should be in Irish.
4. The Act should be amended so that all new public bodies established come under the Act immediately.
5. Priority should be given to the extension of the provisions of the Act to include companies in the private sector.
Recruitment, Training, Competency and Capacity
1. Employ people who are capable of effectively communicating with the public in Irish.
2. Irish-language training should be provided for An Garda Síochána.
3. There should be a quota of at least 20% for the recruitment of Irish speakers dealing with the Irish language and Gaeltacht community.
4. Provide free Irish classes for officials who do not have competency in Irish. Officials dealing with Gaelscoileanna should have Irish.
5. There should be a statutory obligation on public bodies to recruit an Irish-language development officer to develop Irish-language services.
The Office of An Coimisinéir Teanga
1. It should be retained as an independent office.
2. The Office of An Coimisinéir Teanga should always be based in the Gaeltacht.
3. The three roles of the Office of An Coimisinéir Teanga – advice, monitoring and investigation – need to be clearly identified so that informal enquiries and requests for advice can be made by public bodies without any possibility that the mere seeking of advice can result in a formal complaint or investigation being commenced. A clear protocol may be necessary to assure named bodies.
4. The office should be abolished.
General
1. All information placed on social media by public bodies should be bilingual.
2. People should have the right to use their personal details in whichever official language they choose.

Chapter 3

Main Provisions of the Official Languages (Amendment) Bill 2014

Having regard to the commitment in the *Programme for Government*, the terms of reference governing the review and the responses to the public consultation process, a number of statutory amendments is being proposed in order to improve the overall operation of the Official Languages Act.

The detailed provisions of the Bill are set out in the scheme of the Official Languages (Amendment) Bill 2014 which is being published separately. A summary of the main provisions of the Bill is detailed below.

3.1 Head of Public Body:

It is proposed to amend section 2 of the Act which provides for the definition of “*head of a public body*”. This amendment would replace the word “*Minister*” with the words “*Secretary General*” and “*Head*”, as appropriate, and would align the definition of the head of a public body with that contained in the Public Service Management Act 1997.

3.2 Publications:

It is proposed to amend section 10 of the Act that requires “*any document setting out public policy proposals*” to be made available in both official languages (English and Irish). The proposed amendment will allow the Minister for Arts, Heritage and the Gaeltacht to prescribe, with the consent of the Minister for Public Expenditure and Reform and any other Minister(s), as appropriate, documents or classes of documents setting out “*public policy proposals*” that are to be made available simultaneously in both official languages. This flexibility will address one of the main concerns that have arisen in regard to the implementation costs associated with the Act, i.e. the cost of translating documents that are not in public demand. The requirement to publish certain specified documents of public interest bilingually will remain (i.e. annual reports, audited accounts and statements of strategy).

3.3 Language Schemes:

It is proposed to include a new provision under section 13 of the Act requiring each language scheme to specify the posts within a public body that require an Irish language competency. This amendment reflects the Government decision of 30 October 2013 to revoke the policy of awarding bonus marks for Irish language proficiency in civil service recruitment and promotion competitions and to replace it with a competency-based system whereby specified posts will have an Irish language proficiency requirement. In addition to the requirement that future workforce plans of Government Departments and Offices will specify posts/areas of work which require functional bilinguals, the Government decision provides for the specification in future language schemes of posts that require functional bilinguals.

It is also proposed to amend section 14 of the Act to provide for an increase from 3 to 7 years for the duration of language schemes. This proposal will considerably lessen the administrative burden in drafting, agreeing and confirming language schemes. Moreover, it will provide public

bodies with an opportunity to identify and organise their priorities for the incremental improvement of services in Irish in a more strategic manner. It is proposed to introduce a new more user-friendly format for the preparation of language schemes to complement this provision. The Office of An Coimisinéir Teanga will continue to monitor compliance by public bodies with commitments in language schemes.

Proposed amendments to section 15 of the Act will ensure that any new scheme agreed prior to the expiry of an existing scheme will take precedence over the existing scheme. Any ambiguity regarding the validity of existing schemes, beyond the number of years in respect of which they have been approved, will also be removed.

3.4 Personal Details:

It is proposed to include a new provision in the Act allowing for the use by persons of the Irish language or English language version, whichever they so wish, of their names and addresses when communicating with public bodies. Since this provision may require amendments to information technology systems by public bodies, it is proposed to enable the implementation of this provision on a phased basis on a date or dates to be prescribed by regulation. The aim of this approach is to allow the Minister for Arts, Heritage and the Gaeltacht to add to the list of bodies to which this provision applies as their business systems are adjusted to accommodate it. On a practical level, public bodies will be informed of this new requirement under the Act on an administrative basis and will be requested to provide a timescale within which they agree to make appropriate adjustments to their systems.

3.5 Provide for the annual report and accounts of the Office of an Coimisinéir Teanga to be laid before the Houses of the Oireachtas simultaneously:

Under section 30 of the Act, the annual report and audited accounts of the Office of An Coimisinéir Teanga are laid before the Houses of the Oireachtas separately. The proposed amendment would bring the Official Languages Act into line with similar provisions in other legislation in respect of the laying of annual reports and audited accounts of public bodies before the Houses of the Oireachtas.

3.6 Placenames Commission:

It is proposed to delete the reference to the Placenames Commission in sections 31 and 32 of the Act. This amendment is necessary in light of the Government's decision to abolish the Placenames Commission under the *Public Service Reform Plan*. The Placenames Commission has been replaced with an expert committee, operating *pro bono*, which has been appointed on an administrative basis.

3.7 Public Bodies:

It is proposed to delete the First Schedule of the Act which lists the public bodies under the Act and to replace it with a generic provision in order to eliminate the necessity to update the Schedule periodically as the status of public bodies changes.

It is also proposed to amend the reference in the First Schedule to "*An Implementation Body established under the British-Irish Agreement Act 1999*" to limit the inclusion of the North South implementation bodies to their activities insofar as they relate to the jurisdiction of this State.

Following consideration of the role and functions of these bodies across both jurisdictions, this course of action is considered to be appropriate. Further consultation in this regard will take place at the appropriate time with the North South Ministerial Council.

3.8 Amalgamation of the Office of An Coimisinéir Teanga with the Office of the Ombudsman:

Following further consideration of the proposed amalgamation of the Office of An Coimisinéir Teanga with the Office of the Ombudsman, and having regard to the results of the public consultation process which indicated strong support for maintaining the Office of An Coimisinéir Teanga as a fully independent entity, the Government has decided not to proceed with the proposed amalgamation.

CHAPTER 4

Proposed Policy Initiatives

In addition to the legislative amendments being proposed, the Minister of State at the Department of Arts, Heritage and the Gaeltacht is proposing a number of policy initiatives which could be progressed with relevant stakeholders. It is considered that the advancement of these policy proposals, which were received as part of the public consultation process, would have a positive impact on the status and use of the Irish language. These include the following:

- Introduction of further proactive measures to increase the cohort of functional bilinguals in the civil service. See Chapter 5.
- The establishment of a shared translation service to meet the needs of Government Departments and Offices. See Chapter 5.
- The establishment of a central customer service desk to ensure enhanced delivery of Irish language services to the public. See Chapter 5.
- Ensuring that the Irish language is used to optimal effect on road traffic signs.
- Ensuring that Irish is used in the names of new public bodies being established.

The feasibility of implementing a number of other proposals by means of regulations will also be considered further in consultation with relevant stakeholders. These proposals include:

- Definition of the term “logo”.
- A percentage of advertising by public bodies to be in Irish.
- The Irish version of the State’s placenames to be displayed on tourist maps and brochures.
- Bilingual labelling of Irish-made goods.
- Bilingual text to be used on business cards used by officials of public bodies, on uniforms worn by officials of public bodies and on vehicles used by public bodies.
- The Irish language version of the domain names of website addresses to be used by all public bodies.

The preparation of new guidelines to reflect the amended legislation will be progressed through the Inter-Departmental Committee on the *20-Year Strategy for the Irish Language*.

Chapter 5

Strengthening Irish Language Capacity and Competency in the Public Service

A fundamental difficulty experienced by public bodies in the provision of Irish language services is the lack of staff with sufficient competence in this regard. This has resulted in many public bodies encountering difficulties in implementing all of the statutory commitments in their language schemes within the agreed timeframe. In addition, the difficulty experienced by public bodies in making a commitment to further improvements in services through Irish, as envisaged under the legislation, poses a challenge to the process of agreeing second and subsequent schemes.

The *20-Year Strategy for the Irish Language 2010-2030* contains a number of proposals that are relevant in this regard. These include the following:

- Language awareness and language training programmes need to be developed and strengthened so that a higher proportion of public service staff are truly functional in Irish and can deliver services in Irish to customers who seek them.
- The Department of Public Expenditure and Reform and the Public Appointments Service will devise appropriate arrangements to increase the cohort of public servants who are functional bilinguals. These arrangements will be put in place over time, recognising the present constraints on public sector recruitment and they will be supported by the development, within the existing overall national qualifications framework, of an independent, standards-based accreditation system for Irish language competency within the public service.
- A National Diploma in Bilingualism and Language Practice will be designed and offered so as to support the delivery of quality services to the public in both Irish and English.
- The Official Languages Act has adopted the “language scheme” as a core instrument by which bilingual services are to be provided. Future language schemes will specify the posts within an organisation that require an Irish language competency requirement.

As a first step towards progressing these objectives, a service level agreement was put in place between the Department of Public Expenditure and Reform and the Department of Arts, Heritage and the Gaeltacht in February 2013. As a result of this agreement, responsibility for facilitating the training and proficiency assessment of staff in the use of the Irish language in the civil service now rests with the Department of Arts, Heritage and the Gaeltacht.

In October 2013, the Government approved the introduction of a new approach to support Irish language proficiency in the civil service. This decision was taken in the context of replacing the policy of awarding bonus marks for Irish language proficiency in civil service recruitment and

promotion competitions which was not meeting the Government's objectives for Irish language proficiency in the civil service.

Under the new policy initiative, measures are being introduced to increase the cohort of functional bilinguals in the civil service in order to reflect a more competency-based approach to recruitment and, where appropriate, promotion competitions. Consequently, bonus marks for Irish language proficiency in civil service recruitment and promotion competitions no longer apply.

In order to give effect to the Government decision, the Department of Public Expenditure and Reform has amended the Workforce Planning framework for Departments in order to enable them to identify the posts/areas of work requiring functional bilinguals and to include these in their workforce action plans. Having regard to the implementation of the Gaeltacht Act 2012, Departments are requested to pay particular attention to posts that are located in or serving Gaeltacht areas. This process will be central to ensuring that future recruitment and inter-Departmental promotion competitions make sufficient provision for appointments to posts requiring functional bilinguals.

In the case of Departmental recruitment and promotion competitions, an assessment will be made of the requirement for functional bilinguals and, where necessary and appropriate, a sub-panel of functional bilinguals will be put in place. The Department of Arts, Heritage and the Gaeltacht will actively engage with the Department of Public Expenditure and Reform and other key stakeholders in relation to the wider policy proposals arising from this initiative.

The recommendations that a central customer service desk be established to deal with Irish language queries, and the establishment of a shared translation service for Government Departments and Offices, will be examined in this context.

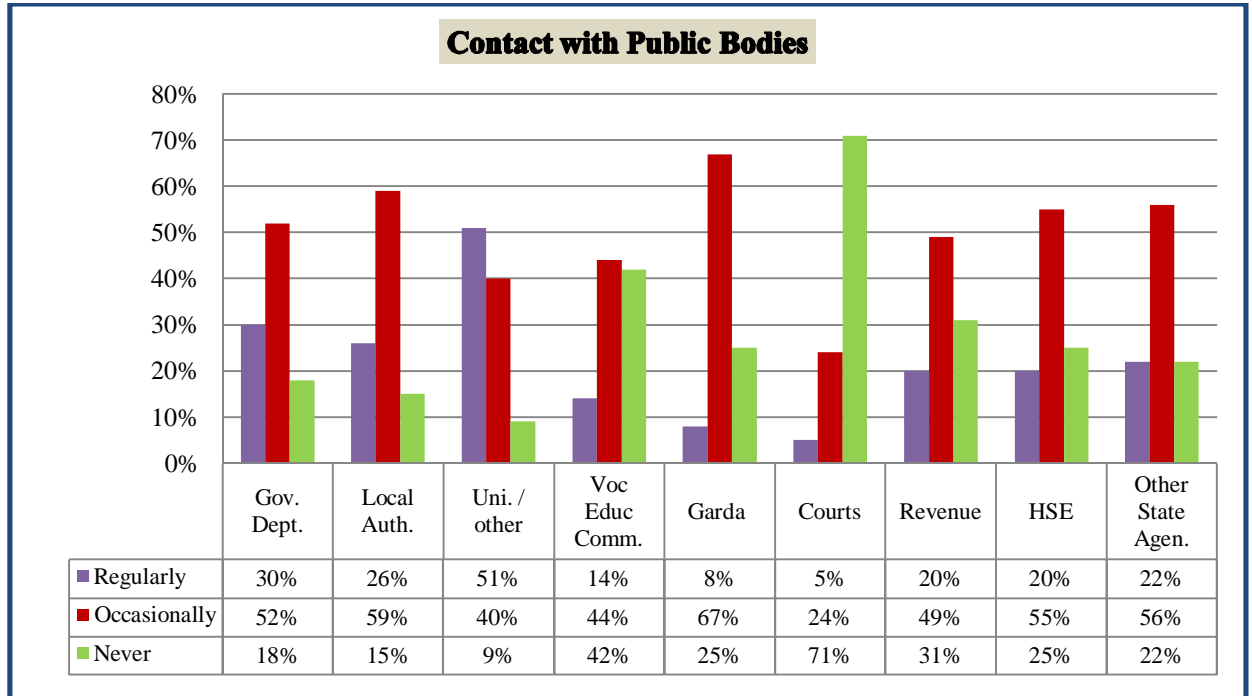
Appendix 1

Main Findings of Survey

1. Contact with public Bodies

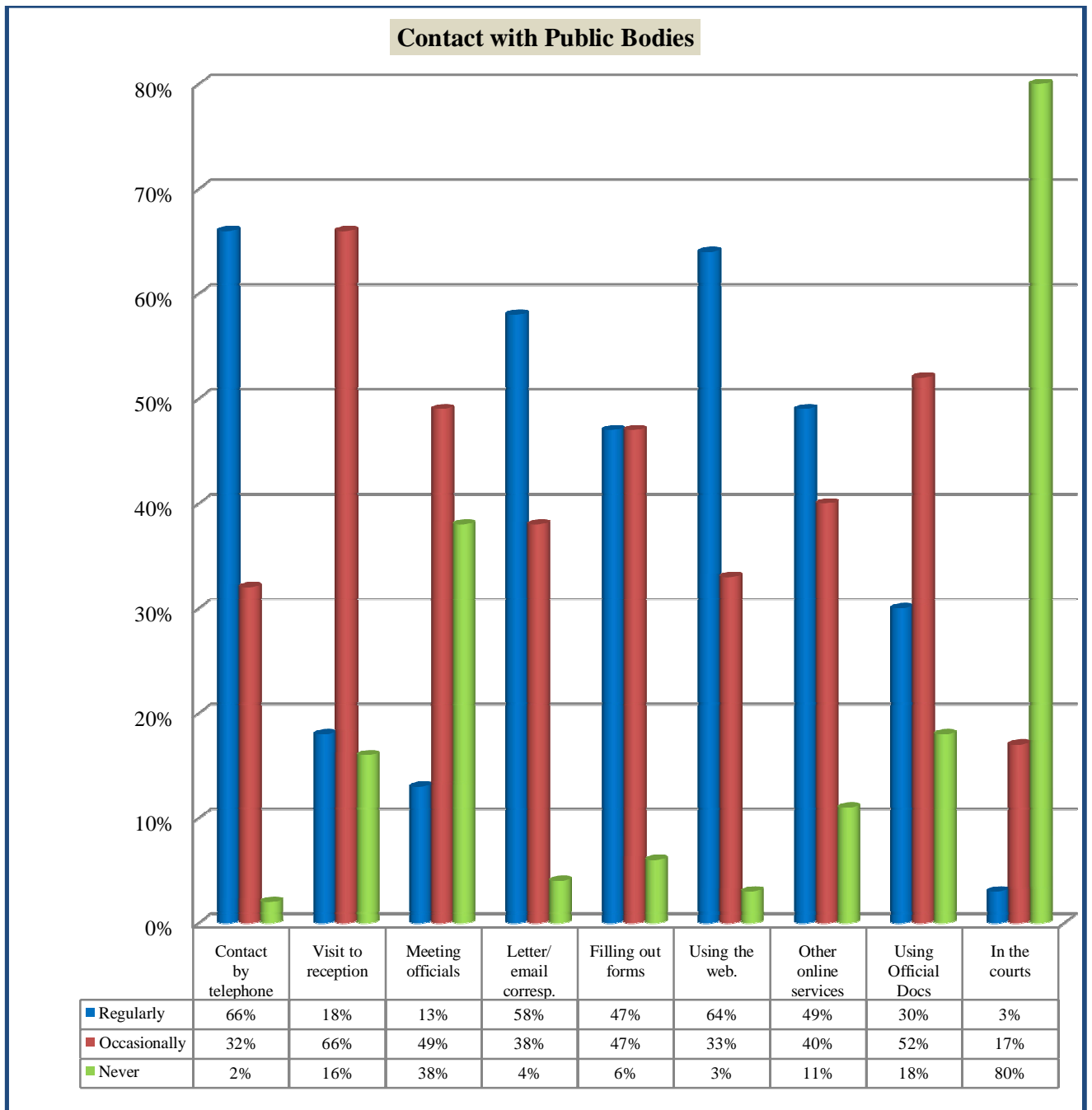
❖ Respondents were in **regular** contact with various public bodies as follows:

- Government Departments and offices - **30%**
- Local authorities - **26%**
- Universities/other third-level institutions - **51%**
- Vocational Education Committees - **14%**
- An Garda Síochána - **8%**
- The Courts Service - **5%**
- The Revenue Commissioners - **20%**
- The Health Service Executive - **20%**
- Other State agencies, boards and companies - **22%**



❖ The following were the most common methods **regularly** used by respondents when contacting public bodies seeking a service (in either Irish or English):

- Contact by telephone - **66%**
- Letter/email correspondence - **58%**
- Using the website - **64%**

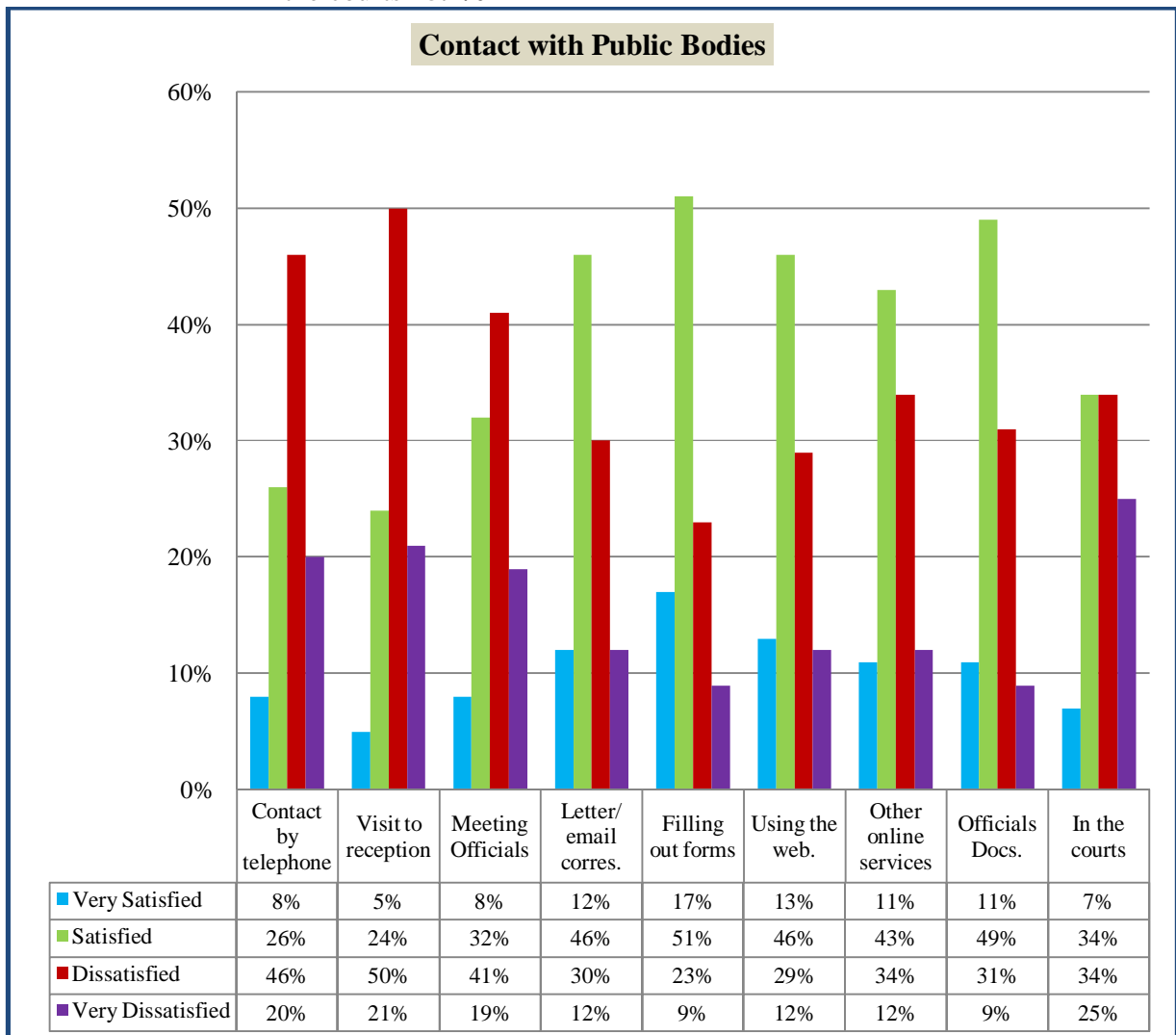


❖ Respondents were **satisfied** or **very satisfied** that services in Irish were available to the same standard as in English in the following areas:

- Letter/email correspondence - **58%**
- Filling out forms - **68%**
- Using the website - **59%**
- Using other online services - **54%**
- Using official documents - **60%**

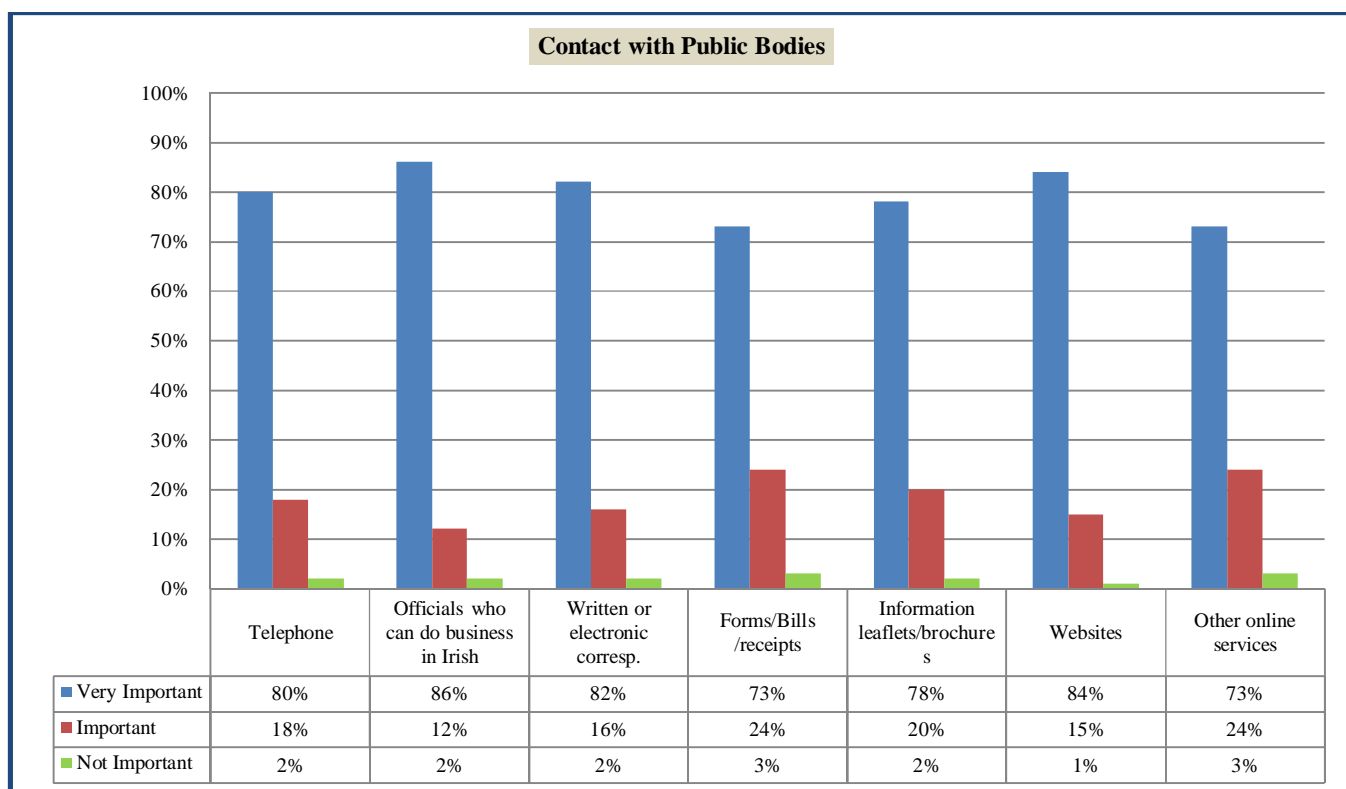
❖ Respondents were **dissatisfied** or **very dissatisfied** with the standard of services available in Irish in the following areas:

- Contact by telephone - **66%**
- Visit to reception office - **71%**
- Meeting with officials - **60%**
- In the courts - **59%**



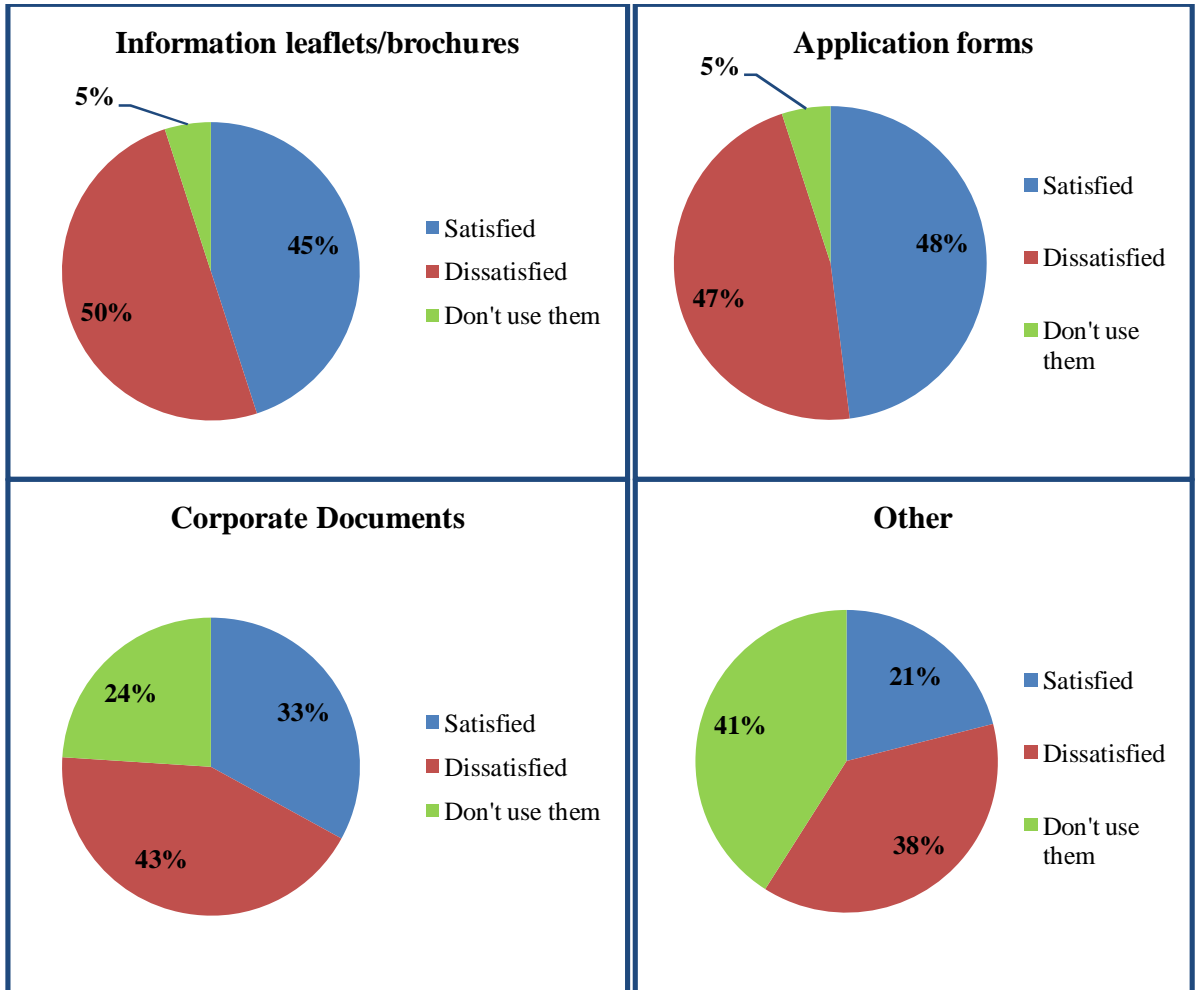
❖ Between **97% and 99%** of respondents were of the opinion that it was **important** or **very important** that the following services be provided in Irish by public bodies:

- Telephone /reception service - **98%**
- Officials who can do business through Irish - **98%**
- Written or electronic correspondence - **98%**
- Forms/bills/receipts - **97%**
- Information leaflets/brochures - **98%**
- Websites - **99%**
- Other online services, e.g. payments, registration - **97%**

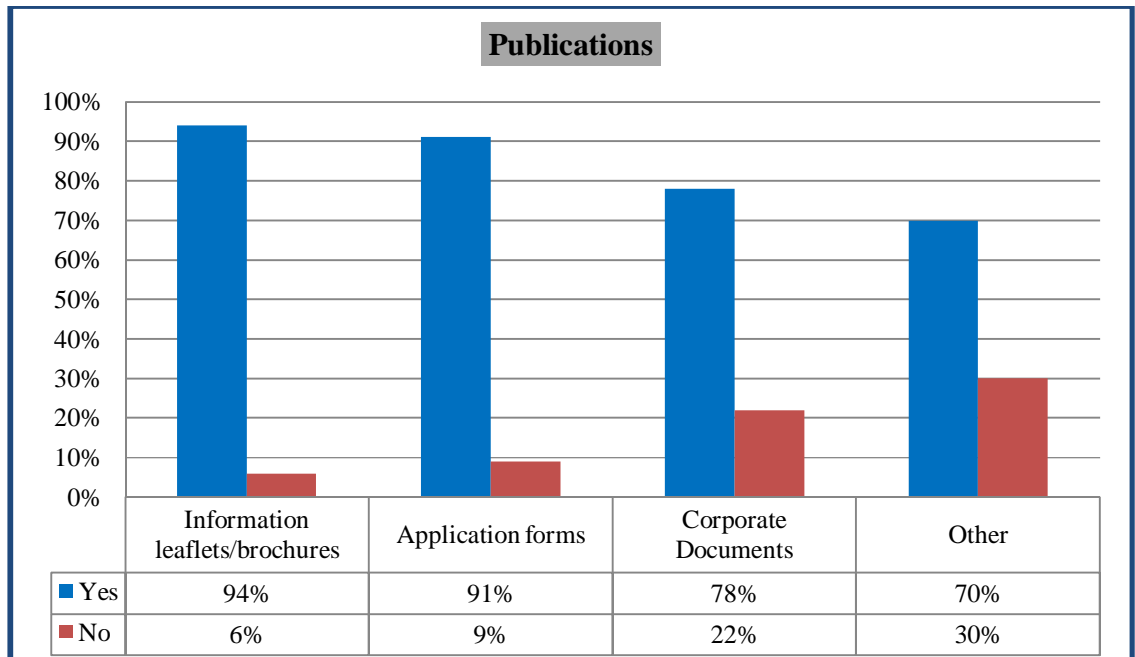


Publications

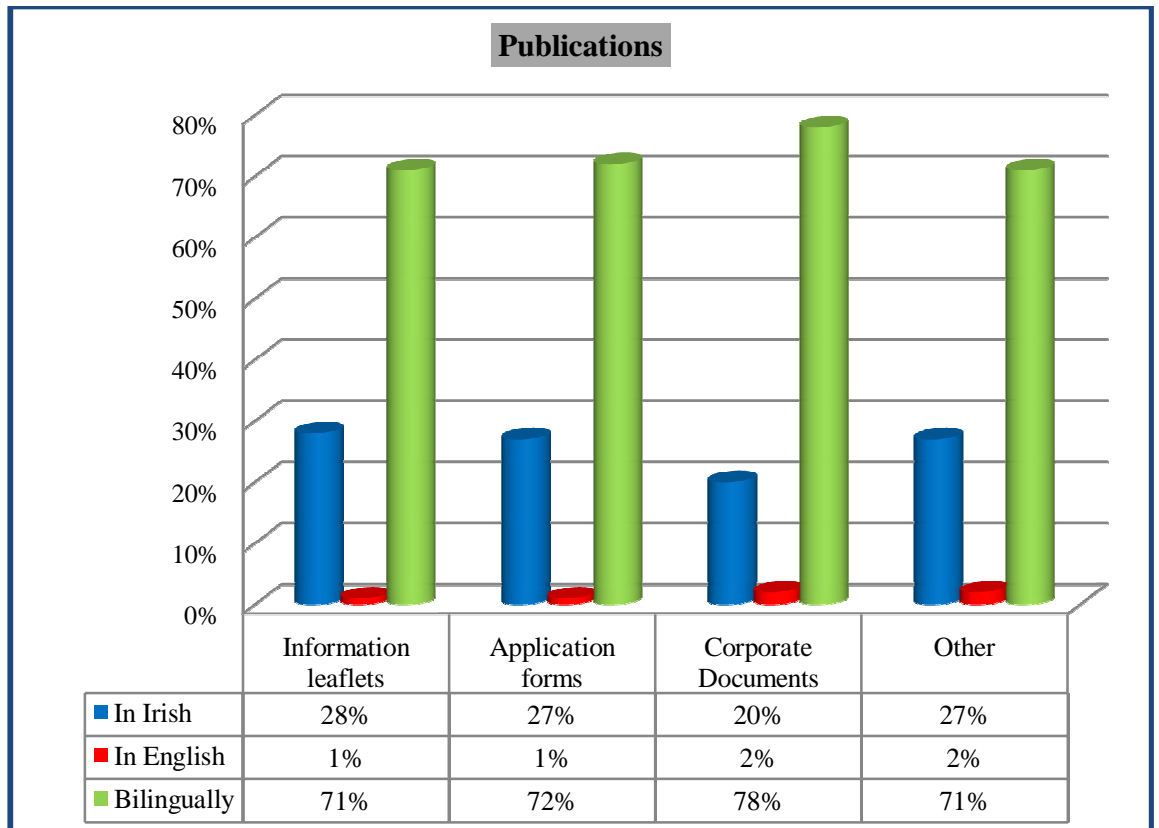
- ❖ **50%** of respondents were **dissatisfied** with the way public bodies provided information leaflets and brochures in Irish or bilingually while **48% of respondents** were satisfied with the way application forms were provided.



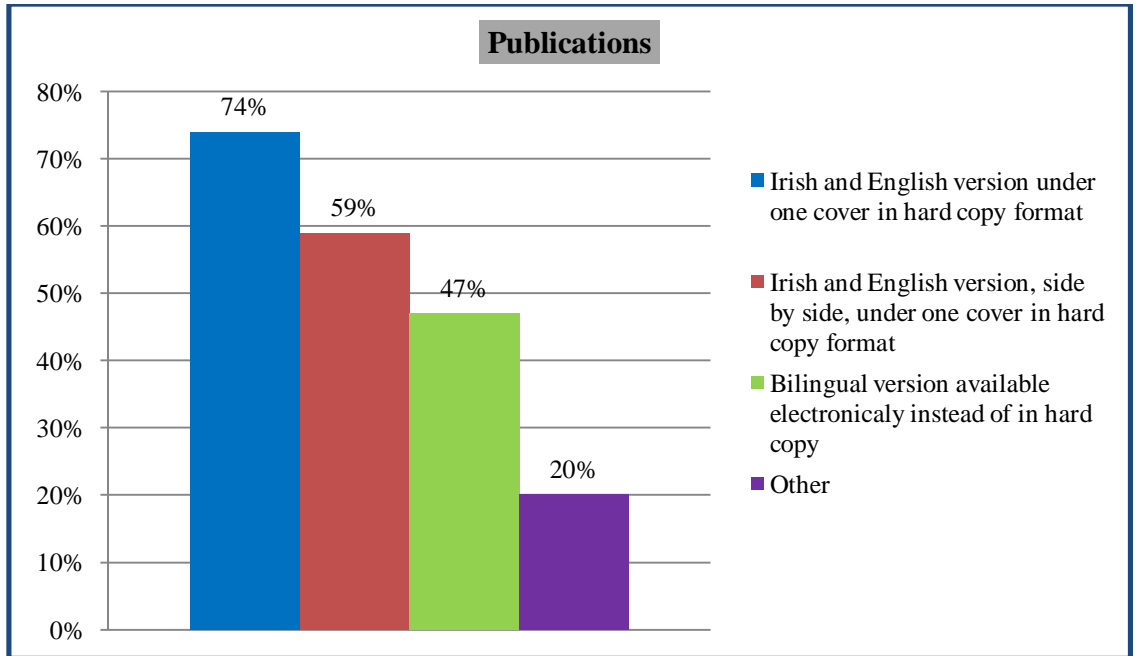
- ❖ Between **91% and 94%** of respondents indicated that they would use the **Irish or a bilingual version** of official publications, such as information leaflets/brochures and application forms, if they were available to the same standard as the English versions.



- ❖ Between **98%** and **99%** of respondents indicated that they would like to see information leaflets/brochures, application forms and corporate documents (e.g. annual reports, audited accounts, county development plans, public policy proposals and strategy statements) available in Irish or bilingually.



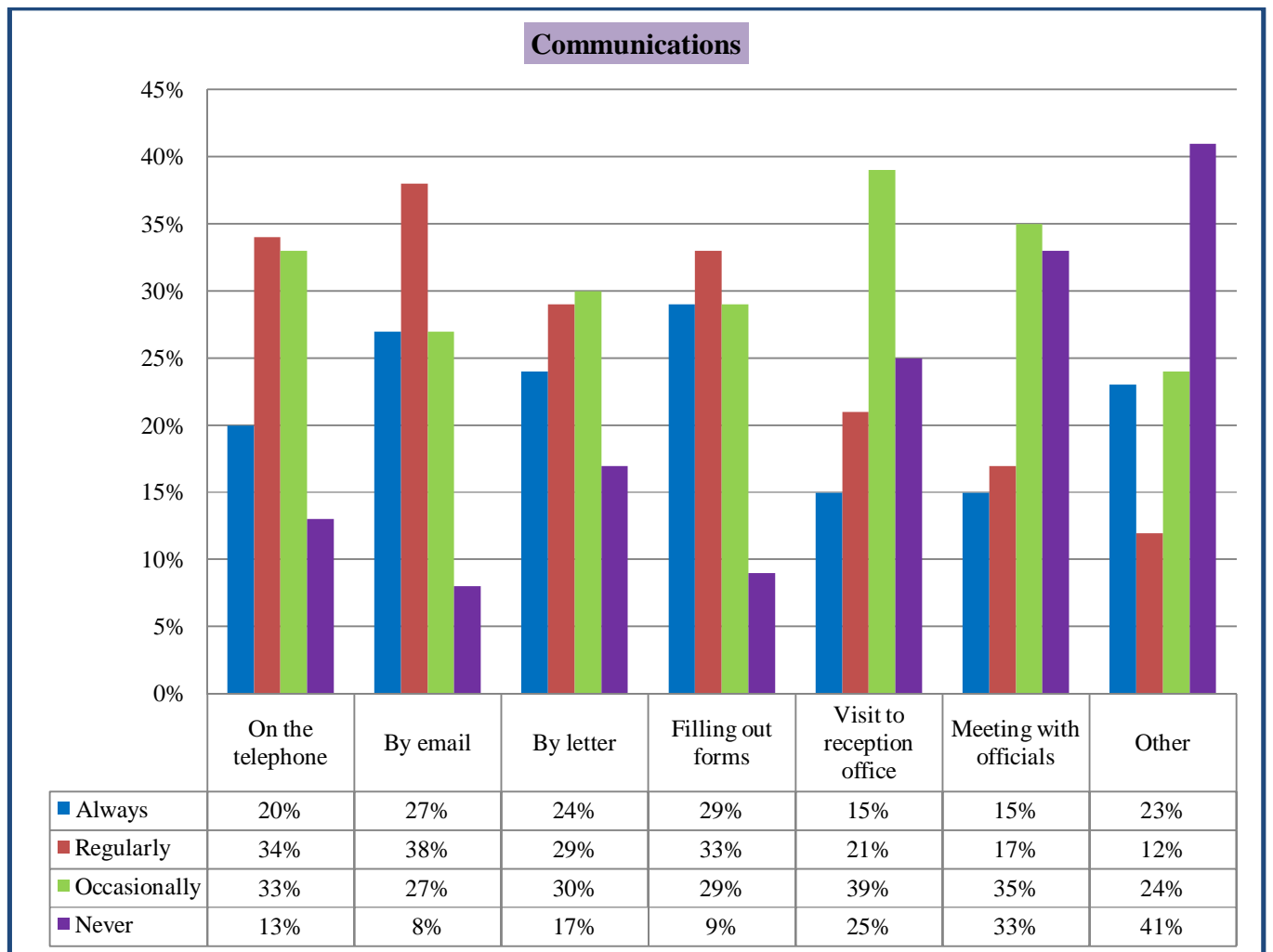
- ❖ **74%** of respondents indicated that they would **prefer** the Irish and English version of official publications be made available under one cover in hard copy format.



2. Communications

❖ Respondents **always or regularly** communicate with public bodies as follows:

- On the telephone - **54%**
- By email - **65%**
- By letter - **53%**
- Filling out forms - **62%**

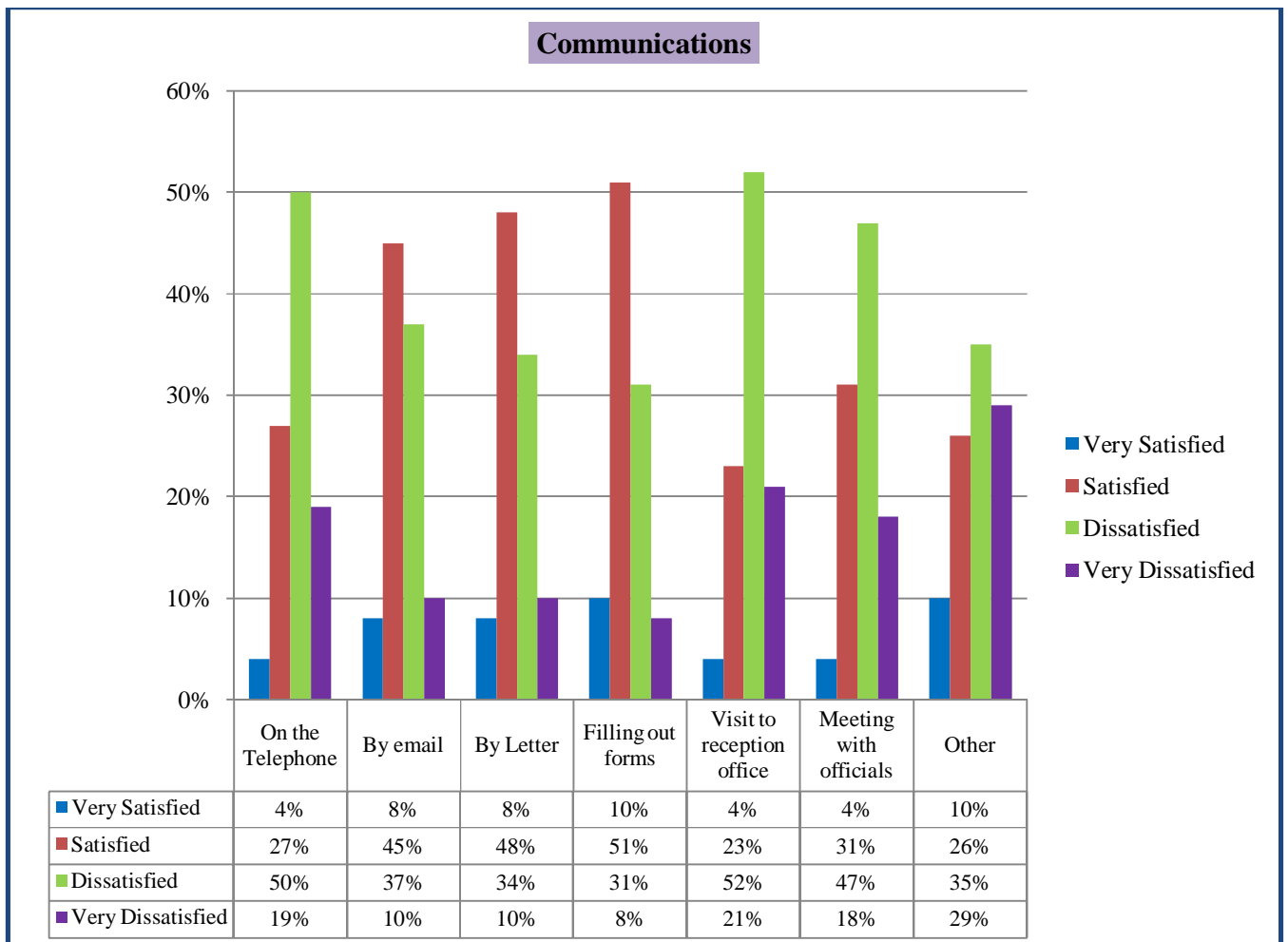


❖ Respondents were **satisfied** or **very satisfied** with the standard of service in Irish provided by public bodies in the following areas:

- By email - **53%**
- By letter - **56%**
- Filling out forms - **61%**

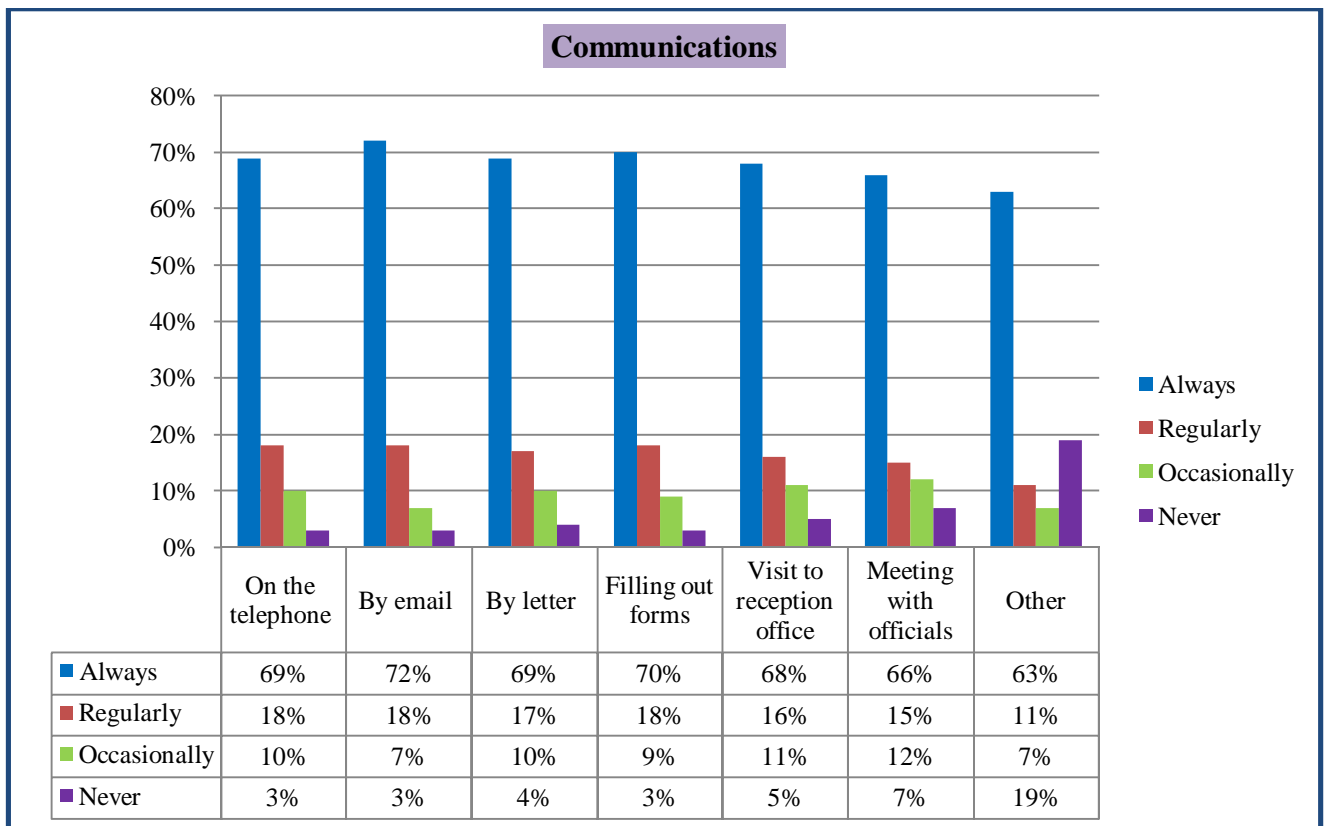
❖ Respondents were **dissatisfied** or **very dissatisfied** with the standard of service in Irish provided by public bodies in the following areas:

- On the telephone - **69%**
- Visit to reception office - **73%**
- Meeting with officials - **65%**
- Other - **64%**



❖ Respondents indicated that if the same level of service were provided in Irish as in English, they would **prefer to always or regularly** communicate with public bodies through Irish as follows:

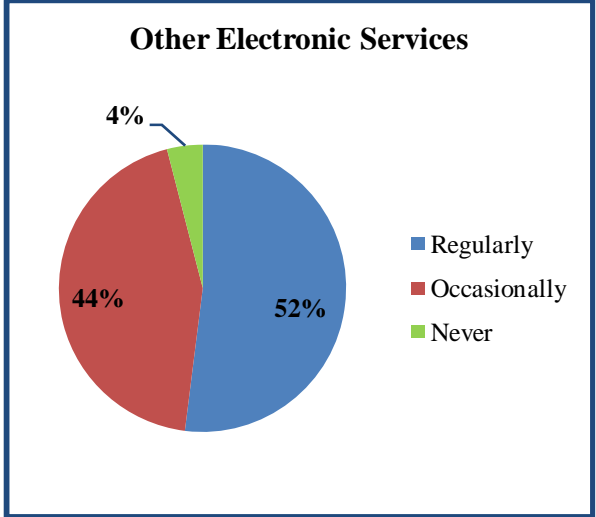
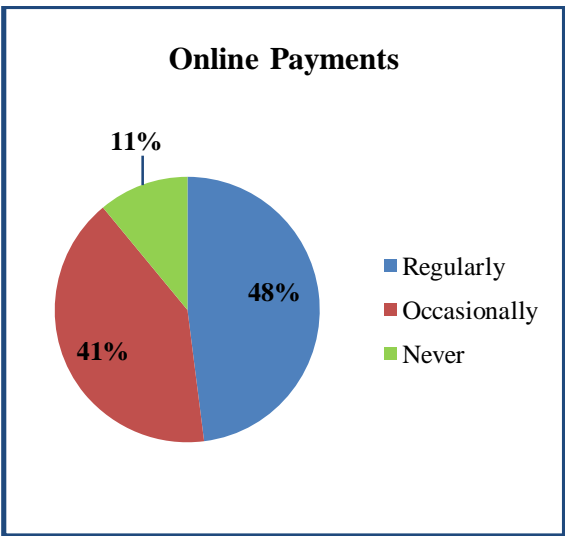
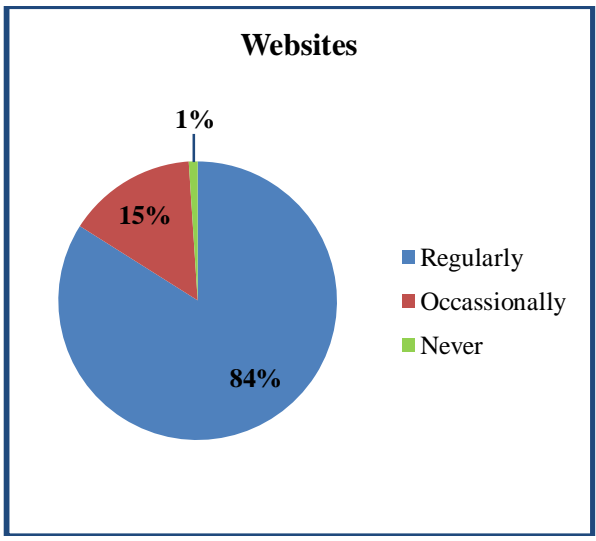
- On the telephone - **87%**
- By email - **90%**
- By letter - **86%**
- Filling out forms - **88%**
- Visit to reception office - **84%**
- Meeting with officials - **81%**
- Other - **74%**



3. Electronic Services

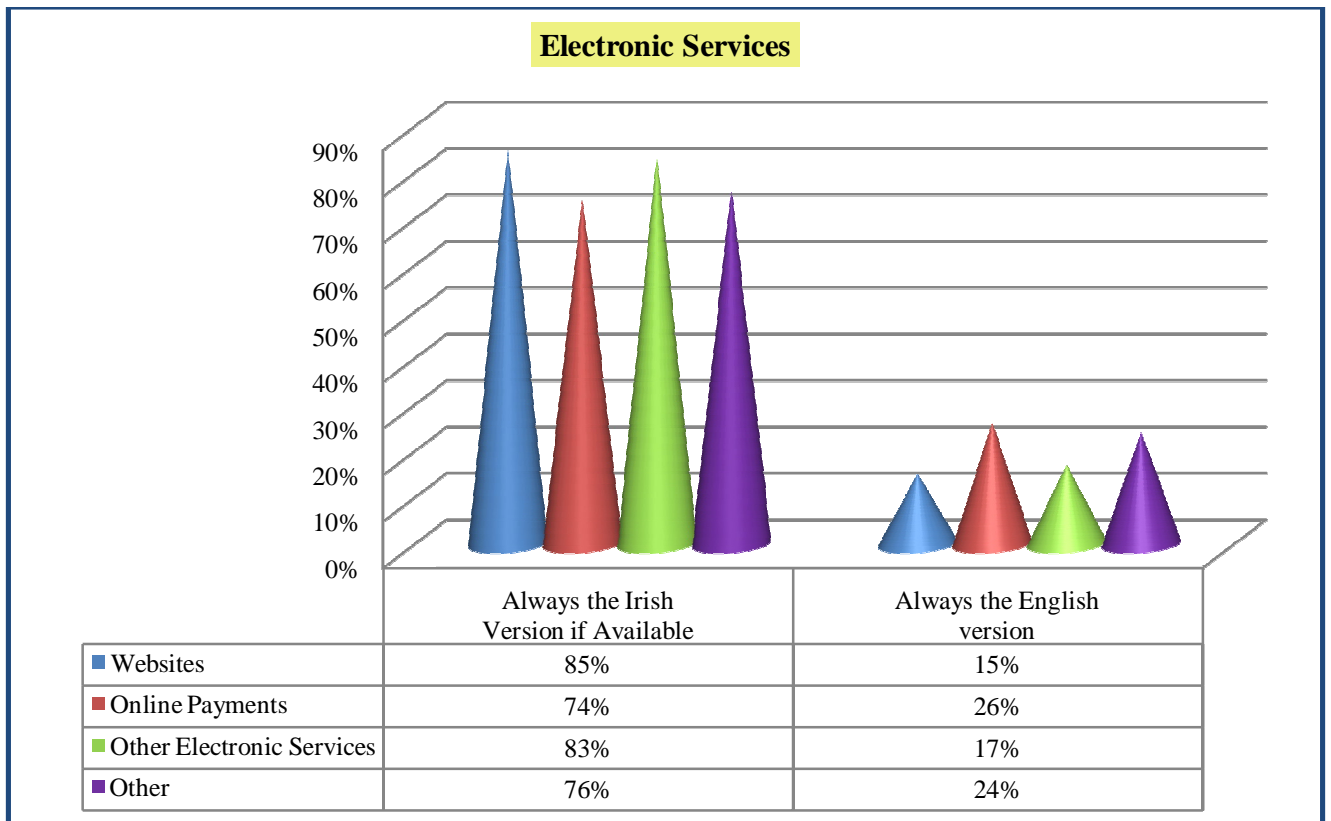
❖ Respondents indicated that they **regularly** use electronic services provided by public bodies as follows:

- Websites - **84%**
- Other electronic services, e.g. applications, registration, questionnaires, surveys - **52%**

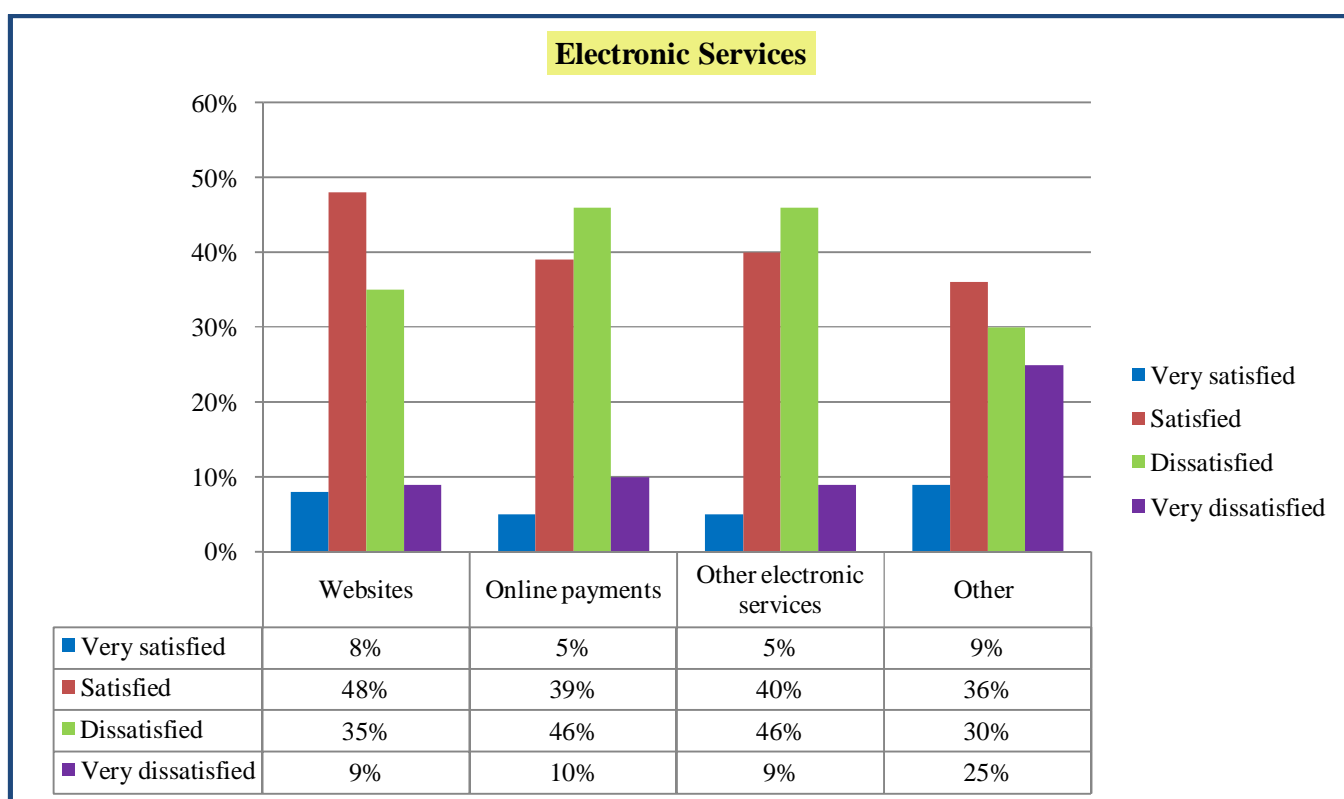


❖ Respondents indicated that they **always** use the Irish version of electronic services if available as follows:

- Websites - **85%**
- Online payments - **74%**
- Other electronic services, e.g. applications, registration, questionnaires, surveys - **83%**
- Other - **76%**

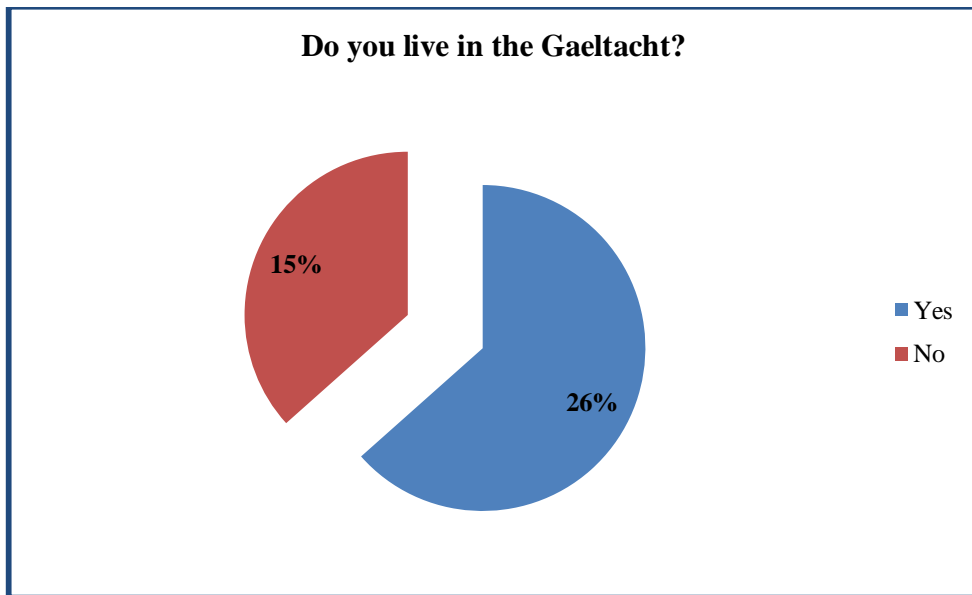


- ❖ **56%** of respondents indicated that they were **satisfied** or **very satisfied** with the availability and operation of electronic services provided by public bodies on websites.
- ❖ Between **55%** and **56%** were **dissatisfied** or **very dissatisfied** with the availability and operation of electronic services provided by public bodies in the following areas:
 - Online payments - **56%**
 - Other electronic services, e.g. applications, registration, questionnaires, surveys - **55%**
 - Other - **56%**

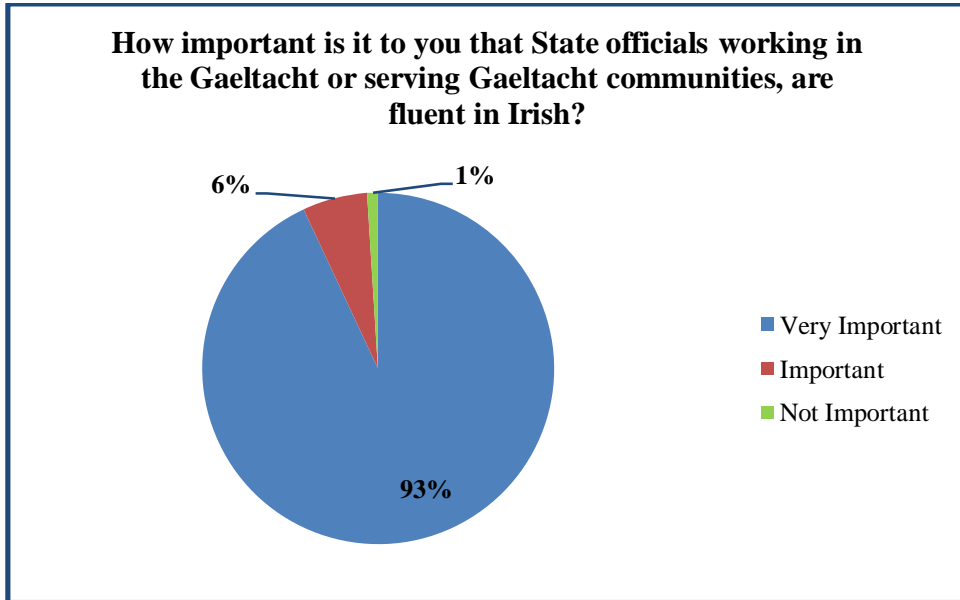


4. The Gaeltacht

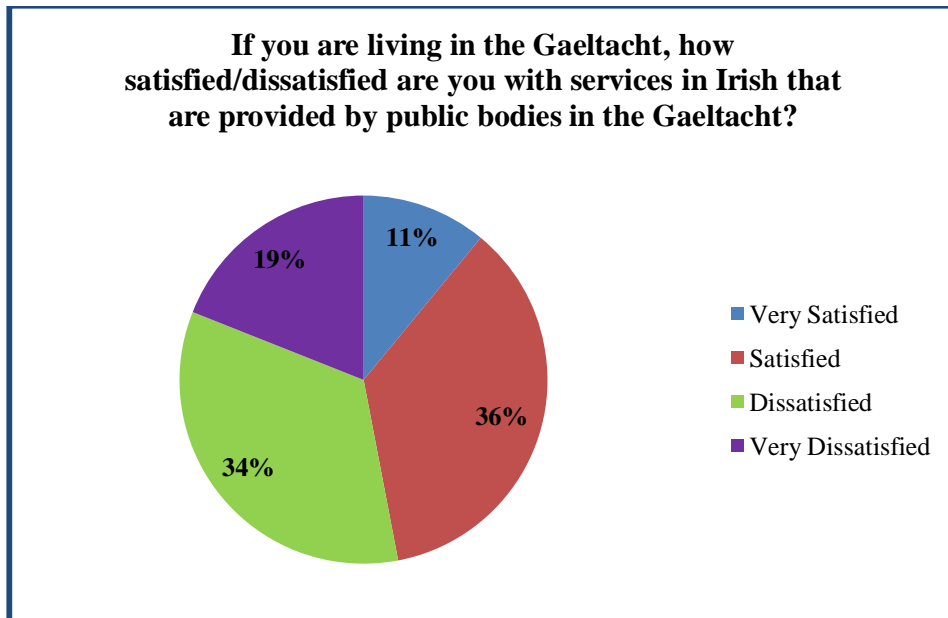
- ❖ **26%** of respondents to this particular question indicated that they were living in the Gaeltacht. **It should be noted that the number of respondents (274) who indicated that they were living in the Gaeltacht did not correspond to the number of respondents (340) to this question.**



- ❖ **99%** of respondents indicated that it was **important or very important** that State officials, working in the Gaeltacht or serving Gaeltacht communities, are fluent in Irish.



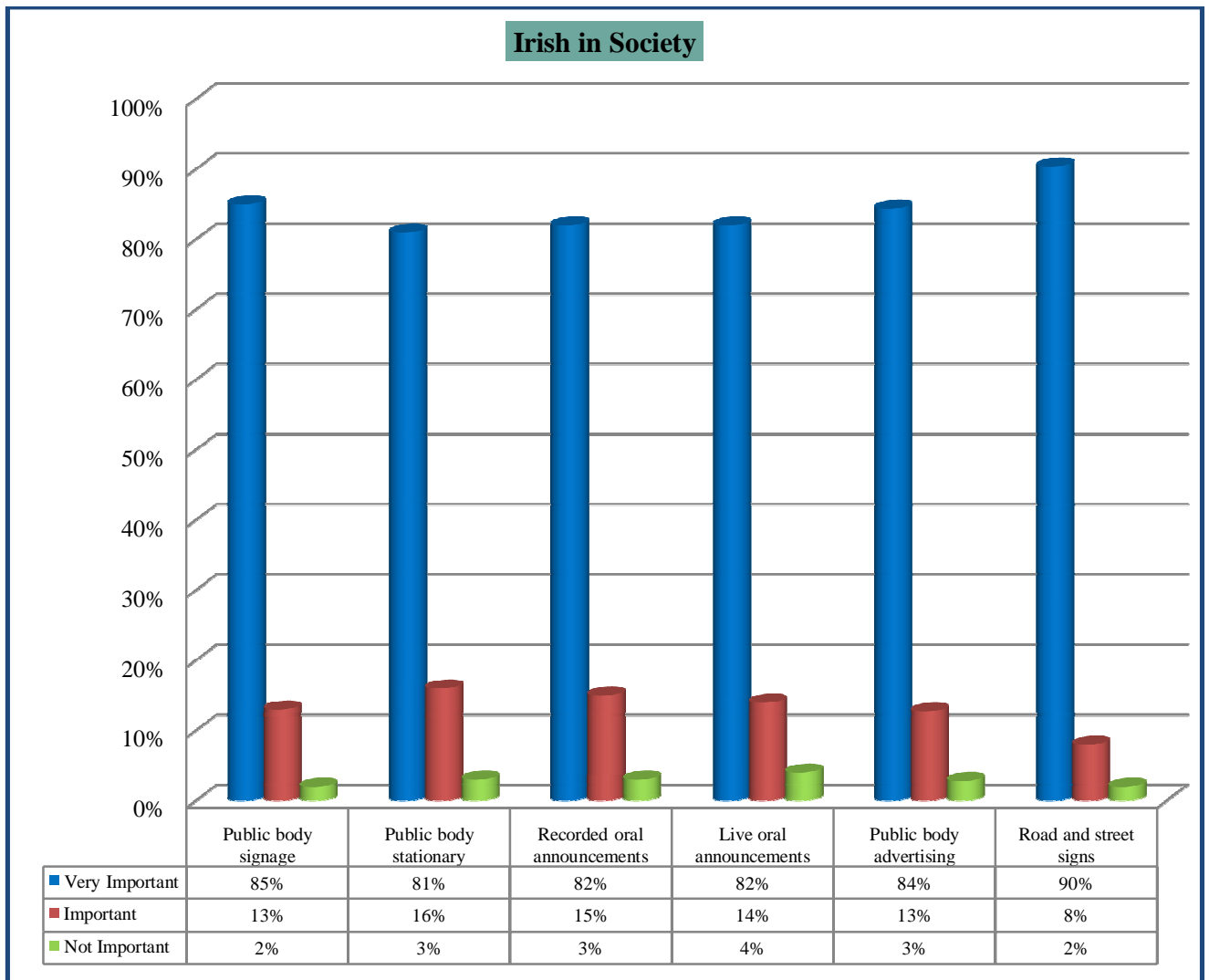
- ❖ **53%** of respondents indicated that they were **dissatisfied or very dissatisfied** with services in Irish that are provided by public bodies in the Gaeltacht.



5. Irish in Society

❖ Between **97%** and **98%** of respondents indicated that it was **important or very important** that both Irish and English are used with regard to the following:

- Public body signage - **98%**
- Public body stationery - **97%**
- Recorded oral announcements by public bodies - **97%**
- Live oral announcements by public bodies - **97%**
- Public body advertising - **97%**
- Road and street signs - **98%**

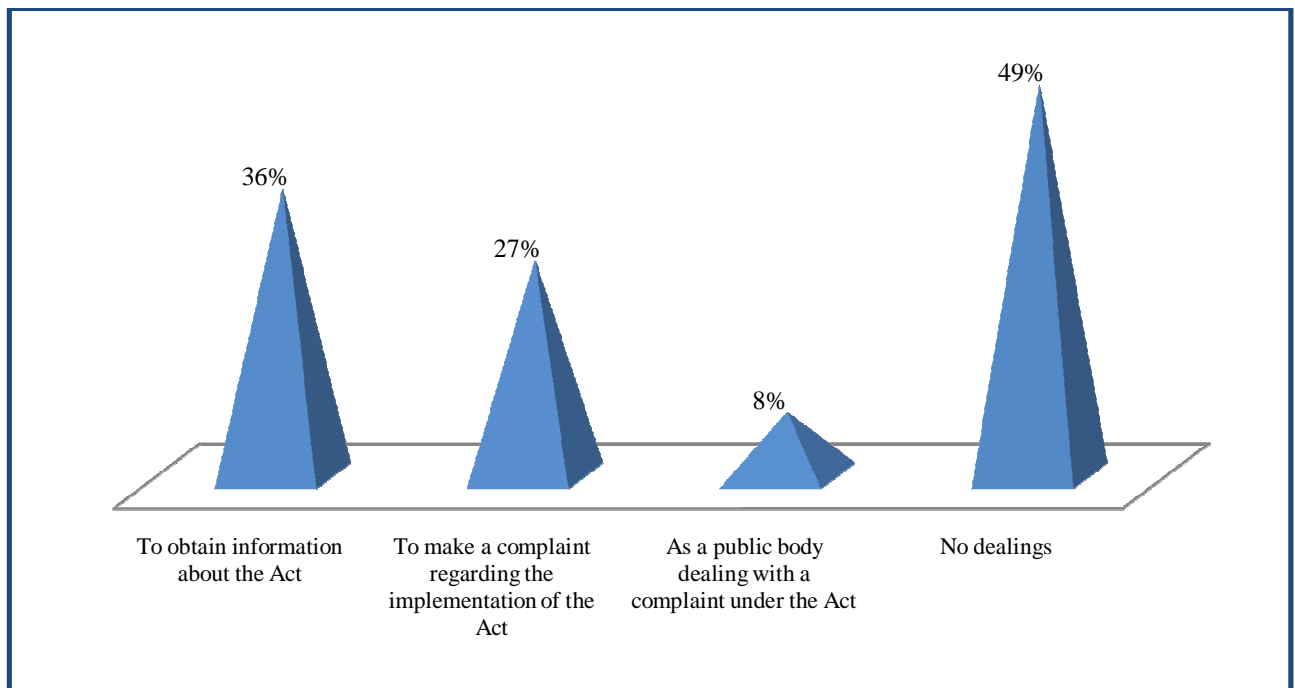


6. An Coimisinéir Teanga

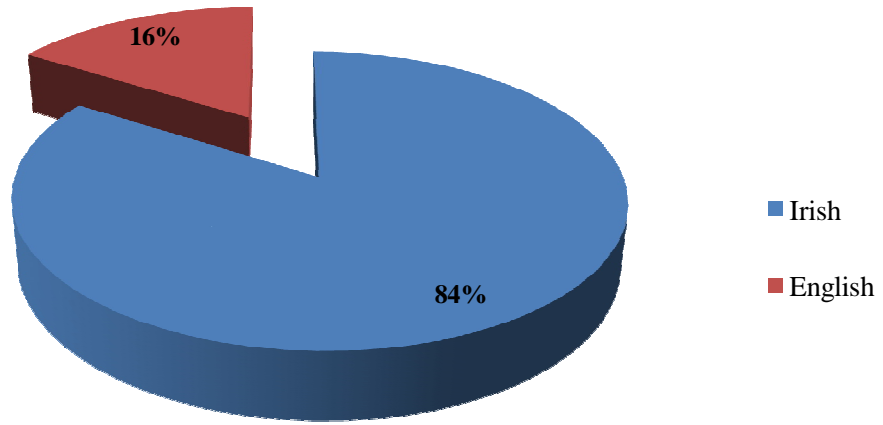
- ❖ Respondents indicated that they had dealt with the office of An Coimisinéara Teanga as follows:
 - To obtain information about the Act - **36%**
 - To make a complaint regarding the implementation of the Act - **27%**
 - As a public body dealing with a complaint under the Act - **8%**

This was a multiple answer question.

- ❖ **49%** of respondents indicated that they had no dealings with the Office.



Number of respondents who completed the survey in Irish or English



Appendix 2

Survey Results: Detailed Tables

Teagmháil le comhlachtaí poiblí / Contact with public bodies

Ceist 1 / Question 1

Gaeilge	Cé hiad na comhlachtaí poiblí is mó a dhéanann tú teagmháil leo?	Go rialta / Regularly	Ó am go ham / Occasionally	Riamh / Never	Líon a d'fhreagair /Response Count
Béarla	Which public bodies do you have most contact with?				
	a) Ranna agus oifigí Rialtais	301	479	121	901
	a) Government Departments and offices	18	79	67	164
		319	558	188	1065
		30.0%	52.4%	17.7%	100.0%
	b) Údaráis áitiúla	257	532	103	892
	b) Local authorities	17	94	55	166
		274	626	158	1058
		25.9%	59.2%	14.9%	100.0%
	c) Ollscoileanna/institiúidí tríú leibhéal eile	431	381	77	889
	c) Universities/other third-level institutions	110	35	21	166
		541	416	98	1055
		51.3%	39.4%	9.3%	100.0%
	d) Coistí gairmoideachais	136	399	317	852
	d) Vocational education committees	9	42	109	160
		145	441	426	1012
		14.3%	43.6%	42.1%	100.0%
	e) An Garda Síochána	77	614	180	871
	e) An Garda Síochána	6	82	76	164
		83	696	256	1035
		8.0%	67.2%	24.7%	100.0%

f) An tSeirbhís Chúirteanna	53	213	573	839
f) The Courts Service	1	30	128	159
	54	243	701	998
	5.4%	24.3%	70.2%	100.0%
g) Na Coimisinéirí Ioncaim	189	441	242	872
g) The Revenue Commissioners	16	61	85	162
	205	502	327	1034
	19.8%	48.5%	31.6%	100.0%
h) Feidhmeannacht na Seirbhíse Sláinte	181	499	188	868
h) The Health Service Executive	20	73	71	164
	201	572	259	1032
	19.5%	55.4%	25.1%	100.0%
i) Gníomhaireachtaí, boird agus cuideachtaí Stáit eile	209	492	166	867
i) Other State agencies, boards and companies	15	77	62	154
	224	569	228	1021
	21.9%	55.7%	22.3%	100.0%

Teagmháil le comhlachtaí poiblí / Contact with public bodies

Ceist 2 / Question 2

		Go rialta / Regularly	Ó am go ham / Occasionally	Riamh / Never	Líon a d'fhreagair / Response Count
Gaeilge	Céard iad na bealaí is coitianta a dhéanann tú teagmháil le comhlachtaí poiblí agus tú ag lorg seirbhíse (bíodh sin i nGaeilge nó i mBéarla)?				
Béarla	What methods do you most commonly use when contacting public bodies seeking a service (in either Irish or English)?				
	a) Teagmháil teileafóin	616	294	9	919
	a) Contact by telephone	97	58	13	168
		713	352	22	1087
		65.6%	32.4%	2.0%	100.0%
	b) Cuairt chuig oifig fáiltithe	161	588	122	871
	b) Visit to reception office	27	96	40	163
		188	684	162	1034
		18.2%	66.2%	15.7%	100.0%
	c) Cruinniú le hoifigigh	117	447	293	857
	c) Meeting with officials	14	48	100	162
		131	495	393	1019
		12.9%	48.6%	38.6%	100.0%
	d) Cumarsáid le litreacha/ríomhphoist	559	328	18	905
	d) Letter/email correspondence	64	83	21	168
		623	411	39	1073
		58.1%	38.3%	3.6%	100.0%
	e) Trí fhoirmeacha a líonadh	443	405	46	894
	e) Filling out forms	56	96	12	164
		499	501	58	1058
		47.2%	47.4%	5.5%	100.0%

f) Trí úsáid a bhaint as an suíomh gréasáin	580	292	23	895
f) Using the website	101	54	12	167
	681	346	35	1062
	64.1%	32.6%	3.3%	100.0%
g) Trí úsáid a bhaint as seirbhísí eile ar líne	437	358	82	877
g) Using other online services	71	59	35	165
	508	417	117	1042
	48.8%	40.0%	11.2%	100.0%
h) Trí úsáid a bhaint as cáipéisí oifigiúla	279	457	135	871
h) Using official documents	28	79	56	163
	307	536	191	1034
	29.7%	51.8%	18.5%	100.0%
i) Sna cúirteanna	32	149	645	826
i) In the courts	2	14	144	160
	34	163	789	986
	3.4%	16.5%	80.0%	100.0%

Teagmháil le comhlachtaí poiblí / Contact with public bodies

Ceist 3 / Question 3

Gaeilge	Ó do chuid taithí, an raibh tú sásta go raibh seirbhísí trí Ghaeilge ar chomhchaighdeán le seirbhísí trí Bhéarla ar fáil duit agus tú i mbun teagmhála le comhlachtaí poiblí?	An-Sásta/ Very Satisfied	Sásta go leor / Satisfied	Míshásta /Dissatisfied	An- mhíshásta / Very dissatisfied	Líon a d'fhreagair /Response Count
Béarla	From your experience, when you contacted public bodies, were you satisfied that services in Irish were available to the same standard as in English?					
	a) Teagmháil teileafóin	68	233	430	176	907
	a) Contact by telephone	13	45	60	38	156
		81	278	490	214	1063
		7.6%	26.2%	46.1%	20.1%	100.0%
	b) Cuairt chuig oifig fáiltithe	45	192	418	175	830
	b) Visit to reception office	9	43	67	34	153
		54	235	485	209	983
		5.5%	23.9%	49.3%	21.3%	100.0%
	c) Cruinniú le hoifigigh	63	252	316	142	773
	c) Meeting with officials	8	46	56	33	143
		71	298	372	175	916
		7.8%	32.5%	40.6%	19.1%	100.0%
	d) Cumarsáid le litreacha/ríomhphoist	111	416	267	98	892
	d) Letter/email correspondence	16	65	49	20	150
		127	481	316	118	1042
		12.2%	46.2%	30.3%	11.3%	100.0%
	e) Trí fhoirmeacha a líonadh	144	451	198	85	878
	e) Filling out forms	26	78	37	12	153

	170	529	235	97	1031
	16.5%	51.3%	22.8%	9.4%	100.0%
f) Trí úsáid a bhaint as an suíomh gréasáin	120	389	261	106	876
f) Using the website	20	82	34	16	152
	140	471	295	122	1028
	13.6%	45.8%	28.7%	11.9%	100.0%
g) Trí úsáid a bhaint as seirbhísí eile ar líne	91	348	286	102	827
g) Using other online services	16	70	44	15	145
	107	418	330	117	972
	11.0%	43.0%	34.0%	12.0%	100.0%
h) Trí úsáid a bhaint as cáipéisí oifigiúla	77	398	254	77	806
h) Using official documents	25	67	39	13	144
	102	465	293	90	950
	10.7%	48.9%	30.8%	9.5%	100.0%
i) Sna cúirteanna	38	197	206	150	591
i) In the courts	11	46	42	28	127
	49	243	248	178	718
	6.8%	33.8%	34.5%	24.8%	100.0%

Teagmháil le comhlachtaí poiblí / Contact with public bodies

Ceist 4 / Question 4

Gaeilge	Céard iad na seirbhísí is tábhachtaí a mheasann tú gur chóir a bheith ar fáil i nGaeilge ó chomhlachtaí poiblí?	An-tábhachtach/ Very Important	Tábhachtach/ Important	Gan mórán tábhachta/ Not important	Líon a d'fhreagair /Response Count
Béarla	In your opinion, what are the most important services that public bodies should provide in Irish?				
	a) Seirbhís teileafóin/fáiltithe	774	136	4	914
	a) Telephone/reception service	91	53	21	165
		865	189	25	1079
		80.2%	17.5%	2.3%	100.0%
	b) Oifigigh a bhfuil ar a gcumas gnó a dhéanamh i nGaeilge	832	79	4	915
	b) Officials who can do business through Irish	101	48	17	166
		933	127	21	1081
		86.3%	11.7%	1.9%	100.0%
	c) Comhfhreagras i scríbhinn nó go leictreonach	791	116	8	915
	c) Written or electronic correspondence	96	50	19	165
		887	166	27	1080
		82.1%	15.4%	2.5%	100.0%
	d) Foirmeacha/billí/admhálacha	710	185	11	906
	d) Forms/bills/receipts	72	64	27	163
		782	249	38	1069
		73.2%	23.3%	3.6%	100.0%
	e) Bileoga eolais/bróisiúir	744	163	5	912
	e) Information leaflets/brochures	99	52	15	166
		843	215	20	1078
		78.2%	19.9%	1.9%	100.0%

f) Suíomhanna gréasáin	794	113	4	911
f) Websites	114	41	11	166
	908	154	15	1077
	84.3%	14.3%	1.4%	100.0%
g) Seirbhísí eile ar líne m.sh. íocaíochtaí, clárú	694	189	15	898
g) Other online services, e.g. payments, registration	73	67	22	162
	767	256	37	1060
	72.4%	24.2%	3.5%	100.0%
h) Cáipéisí oifigiúla	574	180	39	793
h) Official documents	85	45	26	156
	659	225	65	949
	69.4%	23.7%	6.8%	100.0%
(i) Tuarascálacha bliantúla	447	305	127	879
(i) Annual reports	64	63	30	157
	511	368	157	1036
	49.3%	35.5%	15.2%	100.0%
(ii) Ráitis airgeadais/cuntais iniúchta	434	307	131	872
(ii) Financial statements/audited accounts	60	56	40	156
	494	363	171	1028
	48.1%	35.3%	16.6%	100.0%
(iii) Pleananna forbartha contae	530	283	62	875
(iii) County development plans	61	71	25	157
	591	354	87	1032
	57.3%	34.3%	8.4%	100.0%
(iv) Tograí beartais phoiblí	552	275	47	874

(iv) Public policy proposals	68	63	26	157
	620	338	73	1031
	60.1%	32.8%	7.1%	100.0%
(v) Ráitis straitéise	546	269	55	870
(v) Strategy statements	61	72	25	158
	607	341	80	1028
	59.0%	33.2%	7.8%	100.0%
(vi) Eile (liostáil)	257	129	94	480
(vi) Other (please list)	45	30	26	101
	302	159	120	581
	52.0%	27.4%	20.7%	100.0%

Foilseacháin/ Publications

Ceist 5 / Question 5

Gaeilge	An bhfuil tú sásta leis an mbealach a gcuirtear na foilseacháin seo a leanas ar fáil i nGaeilge nó go dátheangach ó chomhlachtaí poiblí?	Sásta/ Satisfied	Míshásta/ Dissatisfied	Ní bhainim úsáid astu / I don't use them	Líon a d'fhreagair /Response Count
Béarla	Are you satisfied/dissatisfied with the way public bodies provide the following publications in Irish or bilingually?				
	a) Bileoga eolais/bróisiúir	392	477	36	905
	a) Information leaflets/brochures	86	54	23	163
		478	531	59	1068
		44.8%	49.7%	5.5%	100.0%
	b) Foirmeacha Iarratais	425	451	25	901
	b) Application forms	88	51	24	163
		513	502	49	1064
		48.2%	47.2%	4.6%	100.0%
	c) Cáipéisí corparáideacha, m.sh. tuarascálacha bliantúla, cuntais iniúchta, pleananna forbartha contae, tograí beartais phoiblí, ráitis straitéise	289	398	193	880
	c) Corporate documents, e.g. annual reports, audited accounts, county development plans, public policy proposals, strategy statements	53	50	58	161
		342	448	251	1041
		32.9%	43.0%	24.1%	100.0%
	d) Eile (liostáil)	81	148	148	377
	d) Other (please list)	14	24	40	78
		95	172	188	455
		20.9%	37.8%	41.3%	100.0%

Foilseacháin/ Publications

Ceist 6 / Question 6

Gaeilge	An mbainfeá úsáid as leagan Gaeilge nó dátheangach d'fhoilseacháin oifigiúla ach iad a bheith ar fáil ar chomhchaighdeán leis an leagan Béarla?	Bhainfinn/ Yes	Ní Bhainfinn/ No	Líon a d'fhreagair /Response Count
Béarla	Would you use the Irish or bilingual versions of official publications if they were available to the same standard as the English versions?			
	a) Bileoga eolais/bróisiúir	886	24	910
	a) Information leaflets/brochures	127	36	163
		1013	60	1073
		94.4%	5.6%	100.0%
	b) Foirmeacha Iarratais	866	44	910
	b) Application forms	114	48	162
		980	92	1072
		91.4%	8.6%	100.0%
	c) Cáipéisí corparáideacha, m.sh. tuarascálacha bliantúla, cuntais iniúchta, pleananna forbartha contae, tograí beartais phoiblí, ráitis straitéise	736	153	889
	c) Corporate documents, e.g. annual reports, audited accounts, county development plans, public policy proposals, strategy statements	84	79	163
		820	232	1052
		77.9%	22.1%	100.0%
	d) Eile (liostáil)	290	95	385
	d) Other (please list)	38	44	82
		328	139	467
		70.2%	29.8%	100.0%

Foilseacháin/ Publications

Ceist 7 / Question 7

Gaeilge	Ar mhian leat na foilseacháin oifigiúla seo a bheith ar fáil i nGaeilge nó go dátheangach?	I nGaeilge /In Irish	I mBéarla/ In English	Go dátheangach /Bilingually	Líon a d'fhreagair /Response Count
Béarla	Would you like to see the following publications available in Irish or bilingually?				
	a) Bileoga eolais/bróisiúir	257	6	641	904
	a) Information leaflets/brochures	38	0	121	159
		295	6	762	1063
		27.8%	0.6%	71.7%	100.0%
	b) Foirmeacha Iarratais	254	7	643	904
	b) Application forms	36	0	122	158
		290	7	765	1062
		27.3%	0.7%	72.0%	100.0%
	c) Cáipéisí corparáideacha, m.sh. tuarascálacha bliantúla, cuntais iniúchta, pleananna forbartha contae, tograí beartais phoiblí, ráitis straitéise	181	27	679	887
	c) Corporate documents, e.g. annual reports, audited accounts, county development plans, public policy proposals, strategy statements	28	0	127	155
		209	27	806	1042
		20.1%	2.6%	77.4%	100.0%
	d) Eile (liostáil)	109	10	259	378
	d) Other (please list)	13	0	58	71
		122	10	317	449
		27.2%	2.2%	70.6%	100.0%

Foilseacháin/ Publications

Ceist 8 / Question 8

Gaeilge	Ar fearr leat foilseacháin oifigiúla a bheith ar fáil ar na bealaí seo a leanas?		Líon a d'fhreagair /Response Count
Béarla	Do you prefer official publications to be available as follows?	B'fhearr/ Yes	
	a) An leagan Gaeilge agus Béarla faoi aon chlúdach amháin i bhfoirm chrua	30.30%	271
	a) The Irish and English version under one cover in hard copy format	44.00%	70
		74.3%	341
	b) An leagan Gaeilge agus Béarla taobh le taobh faoi aon chlúdach amháin i bhfoirm chrua	28.70%	257
	b) The Irish and English version, side by side, under one cover in hard copy format	30.20%	48
		58.9%	305
	c) Leagan dátheangach ar fáil go leictreonach seachas i bhfoirm chrua	29.20%	261
	c) A bilingual version available electronically instead of in hard copy	18.20%	29
		47.4%	290
	d) Eile (liostáil)	11.70%	105
	d) Other (please list)	7.50%	12
		19.2%	117

Cumarsáid / Communication

Ceist 9 / Question 9

		I gcónaí/ Always	Go Rialta / Regularly	Ó am go ham /Occasionally	Riamh /Never	Líon a d'fhreagair /Response Count
Gaeilge	An gnáth leat do chuid cumarsáide a dhéanamh i nGaeilge le comhlachtaí poiblí?					
Béarla	How do you usually communicate with public bodies in Irish?					
	a. Ar an teileafón	208	324	296	73	901
	a. On the telephone	7	35	48	68	158
		215	359	344	141	1059
		20.3%	33.9%	32.5%	13.3%	100.0%
	b. Le ríomhphost	268	357	234	38	897
	b. By email	10	45	51	51	157
		278	402	285	89	1054
		26.4%	38.1%	27.0%	8.4%	100.0%
	c. Le litir	248	274	274	97	893
	c. By letter	7	28	47	76	158
		255	302	321	173	1051
		24.3%	28.7%	30.5%	16.5%	100.0%
	d. Trí fhoirmeacha a líonadh	295	311	250	40	896
	d. Filling out forms	10	39	53	56	158
		305	350	303	96	1054
		28.9%	33.2%	28.7%	9.1%	100.0%
	e. Trí chuairt chuig oifig fáiltithe	146	200	342	175	863
	e. Visit to reception office	3	13	54	86	156
		149	213	396	261	1019
		14.6%	20.9%	38.9%	25.6%	100.0%

f. Trí chruinniú le hoifigigh	147	165	313	226	851
f. Meeting with officials	4	8	38	105	155
	151	173	351	331	1006
	15.0%	17.2%	34.9%	32.9%	100.0%
g. Eile (liostáil)	90	46	84	122	342
g. Other	3	3	13	48	67
	93	49	97	170	409
	22.7%	12.0%	23.7%	41.6%	100.0%

Cumarsáid / Communication

Ceist 10 / Question 10

Gaeilge	An bhfuil tú sásta/míshásta leis an leibhéal seirbhíse trí Ghaeilge atá ar fáil duit ó chomhlachtaí poiblí sna réimsí seo?	An-sásta / Very satisfied	Sásta go leor /Satisfied	Míshásta/ Dissatisfied	An- mhíshásta/ Very dissatisfied	Líon a d'fhreagair /Response Count
Béarla	Are you satisfied with the standard of service in Irish provided by public bodies in the following areas?					
	a. Ar an teileafón	35	239	450	162	886
	a. On the telephone	10	40	68	25	143
		45	279	518	187	1029
		4.4%	27.1%	50.3%	18.2%	100.0%
	b. Le ríomhphost	69	395	325	89	878
	b. By email	12	67	51	16	146
		81	462	376	105	1024
		7.9%	45.1%	36.7%	10.3%	100.0%
	c. Le litir	72	410	298	83	863
	c. By letter	13	71	48	13	145
		85	481	346	96	1008
		8.4%	47.7%	34.3%	9.5%	100.0%
	d. Trí fhoirmeacha a líonadh	90	449	267	70	876
	d. Filling out forms	15	64	50	15	144
		105	513	317	85	1020
		10.3%	50.3%	31.1%	8.3%	100.0%
	e. Trí chuairt chuig oifig fáiltithe	26	193	432	165	816
	e. Visit to reception office	9	31	70	31	141
		35	224	502	196	957
		3.7%	23.4%	52.5%	20.5%	100.0%

f. Trí chruinniú le hoifigigh	31	242	372	141	786
f. Meeting with officials	9	37	65	25	136
	40	279	437	166	922
	4.3%	30.3%	47.4%	18.0%	100.0%
g. Eile (liostáil)	28	83	108	93	312
g. Other	9	16	23	14	62
	37	99	131	107	374
	9.9%	26.5%	35.0%	28.6%	100.0%

Cumarsáid / Communication

Ceist 11 / Question 11

		I gcónaí / Always	Go rialta /Regularly	O am go ham/ Occasionally	Riamh /Never	Líon a d'fhreagair /Response Count
Gaeilge	Dá mbeadh an leibhéal céanna seirbhíse ar fáil duit i nGaeilge agus atá i mBéarla, arbh fhearr leat do chuid cumarsáide a dhéanamh i nGaeilge le comhlachtaí poiblí?					
Béarla	If the same level of service were provided in Irish as in English, would you prefer to communicate with public bodies through Irish?					
	a. Ar an teileafón	683	154	51	10	898
	a. On the telephone	46	37	50	25	158
		729	191	101	35	1056
		69.0%	18.1%	9.6%	3.3%	100.0%
	b. Le ríomhphost	698	146	45	4	893
	b. By email	50	46	34	28	158
		748	192	79	32	1051
		71.2%	18.3%	7.5%	3.0%	100.0%
	c. Le litir	669	138	71	9	887
	c. By letter	49	44	36	29	158
		718	182	107	38	1045
		68.7%	17.4%	10.2%	3.6%	100.0%
	d. Trí fhoirmeacha a líonadh	673	150	57	10	890
	d. Filling out forms	52	39	36	28	155
		725	189	93	38	1045
		69.4%	18.1%	8.9%	3.6%	100.0%
	e. Trí chuairt chuig oifig fáiltithe	648	134	66	28	876
	e. Visit to reception office	47	34	47	29	157
		695	168	113	57	1033

	67.3%	16.3%	10.9%	5.5%	100.0%
f. Trí chruinniú le hoifigigh	633	120	73	36	862
f. Meeting with officials	44	28	47	38	157
	677	148	120	74	1019
	66.4%	14.5%	11.8%	7.3%	100.0%
g. Eile (liostáil)	257	41	15	55	368
g. Other	16	8	15	27	66
	273	49	30	82	434
	62.9%	11.3%	6.9%	18.9%	100.0%

Seirbhísí Leictreonacha / Electronic Services

Ceist 12 / Question 12

Gaeilge	Céard iad na seirbhísí leictreonacha de chuid chomhlachtaí poiblí is mó a úsáideann tú?	Go rialta / Regularly	Ó am go ham/ Occasionally	Riamh/ Never	Líon a d'fhreagair /Response Count
Béarla	What electronic services provided by public bodies do you use most often?				
	a) Suíomhanna gréasáin	742	133	8	883
	a) Websites	131	22	6	159
		873	155	14	1042
		83.8%	14.9%	1.3%	100.0%
	b) Íocaíochtaí ar líne	420	361	86	867
	b) Online payments	68	58	32	158
		488	419	118	1025
		47.6%	40.9%	11.5%	100.0%
	c) Seirbhísí leictreonacha eile, m.sh. Iarratais, clárú, ceistneoirí, suirbhéanna	465	373	28	866
	c) Other electronic services, e.g. applications, registration, questionnaires, surveys	63	73	16	152
		528	446	44	1018
		51.9%	43.8%	4.3%	100.0%
	d) Eile	125	81	88	294
	d) Other	14	13	26	53
		139	94	114	347
		40.1%	27.1%	32.9%	100.0%

Seirbhísí Leictreonacha / Electronic Services

Ceist 13 / Question 13

Gaeilge Má bhaineann tú úsáid as seirbhísí leictreonacha de chuid chomhlachtaí poiblí, an gnáth leat an leagan Gaeilge nó an leagan Béarla a úsáid?

Béarla If you use electronic services provided by public bodies, do you usually use the Irish or the English version?

Leagan Gaeilge i ngach cás gur ann dá leithid/
Always the Irish version if available

Leagan Béarla i gcónaí /
Always the English version

Líon a d'fhreagair /
Response Count

a) Suíomhanna gréasáin

804 80 884

a) Websites

76 77 153

880 157 1037

84.9% 15.1% 100.0%

b) Íocaíochtaí ar líne

678 157 835

b) Online payments

50 104 154

728 261 989

73.6% 26.4% 100.0%

c) Seirbhísí leictreonacha eile, m.sh. Iarratais, clárú, ceistneoirí, suirbhéanna

776 89 865

c) Other electronic services, e.g. applications, registration, questionnaires, surveys

63 89 152

839 178 1017

82.5% 17.5% 100.0%

d) Eile

253 55 308

d) Other

26 34 60

279 89 368

75.8% 24.2% 100.0%

Seirbhísí Leictreonacha / Electronic Services

Ceist 14 / Question 14

Gaeilge	Cé chomh sásta is atá tú le hinfhaighteacht agus le feidhmiú seirbhísí leictreonacha i nGaeilge ó chomhlachtaí poiblí?	An-sásta / Very satisfied	Sásta go leor /Satisfied	Mishásta/ Dissatisfied	An- mhíshásta/ Very dissatisfied	Líon a d'fhreagair /Response Count
Béarla	How satisfied are you with the availability and operation of electronic services provided by public bodies in Irish?					
a) Suíomhanna gréasáin		70	420	311	83	884
a) Websites		13	77	48	11	149
		8.0%	48.1%	34.8%	9.1%	100.0%
b) Íocaíochtaí ar líne		45	325	372	87	829
b) Online payments		9	51	73	12	145
		5.5%	38.6%	45.7%	10.2%	100.0%
c) Seirbhísí leictreonacha eile, m.sh. Iarratais, clárú, ceistneoirí, suirbhéanna		43	348	390	83	864
c) Other electronic services, e.g. applications, registration, questionnaires, surveys		8	56	70	11	145
		5.1%	40.0%	45.6%	9.3%	100.0%
d) Eile		24	100	89	74	287
d) Other		6	22	13	14	55
		8.8%	35.7%	29.8%	25.7%	100.0%

An Gaeltacht / The Gaeltacht

Ceist 15 / Question 15

Gaeilge

/Béarla An bhfuil cónaí ort sa Gaeltacht? / Do you live in the Gaeltacht ?

Líon a
d'fhreagair
(Gaeilge)

Tá

29.70% 269

Níl

70.30% 637

100.0% 906

Response
Count
(Béarla)

Yes

3.10% 5

No

96.90% 156

100.0% 161

Ceist 16 / Question 16

Gaeilge
/Béarla

Cé chomh tábhachtach is atá sé duit go mbeadh Gaeilge ar a dtoil ag oifigh Stáit a oibríonn sa Gaeltacht nó a fhreastalaíonn ar phobal na Gaeltachta? / How important is it to you that State officials, working in the Gaeltacht or serving Gaeltacht communities, are fluent in Irish?

An-
tábhachtach/
Very
important

Tábhachtach/
Important

Gan mórán
tábhachtachta
/Not important

Líon a
d'fhreagair
/Response
Count

Cé chomh tábhachtach is atá sé duit go mbeadh Gaeilge ar a dtoil ag oifigh Stáit a oibríonn sa Gaeltacht nó a fhreastalaíonn ar phobal na Gaeltachta?

855

46

5

906

94.4%

5.1%

0.6%

100.0%

How important is it to you that State officials, working in the Gaeltacht or serving Gaeltacht communities, are fluent in Irish?

131	18	10	159
82.4%	11.3%	6.3%	100.0%

Ceist 17 / Question 17

Gaeilge /Béarla	Má tá cónaí ort sa Ghaeltacht, cé chomh sásta/míshásta agus atá tú le seirbhísí trí Ghaeilge ó chomhlachtaí poiblí sa Ghaeltacht? / If you are living in the Gaeltacht, how satisfied/dissatisfied are you with services in Irish that are provided by public bodies in the Gaeltacht?	An-sásta / Very satisfied	Sásta go leor /Satisfied	Mishásta/ Dissatisfied	An-mhíshásta/ Very dissatisfied	Líon a d'fhreagair /Response Count
	Má tá cónaí ort sa Ghaeltacht, cé chomh sásta/míshásta agus atá tú le seirbhísí trí Ghaeilge ó chomhlachtaí poiblí sa Ghaeltacht?	30	116	111	62	319
	If you are living in the Gaeltacht, how satisfied/dissatisfied are you with services in Irish that are provided by public bodies in the Gaeltacht	7	7	6	1	21
		37	123	117	63	340
		10.9%	36.2%	34.4%	18.5%	100.0%

An Ghaeilge sa tSochaí / Irish in Society

Ceist 18 / Question 18

Gaeilge	Béarla	An-tábhachtach/ Very Important	Tábhachtach/ Important	Gan mórán tábhachta/ Not important	Líon a d'fhreagair /Response Count
Cé chomh tábhachtach is atá sé duit go mbainfí úsáid as Gaeilge agus Béarla araon maidir leis na nithe seo a leanas?					
How important is it to you that both Irish and English are used with regard to the following?					
	a) Comharthaíocht na gcomhlachtaí poiblí	782	105	10	897
	a) Public body signage	112	35	14	161
		894	140	24	1058
		84.5%	13.2%	2.3%	100.0%
	b) Stáiseanóireacht na gcomhlachtaí poiblí	752	129	14	895
	b) Public body stationery	101	42	18	161
		853	171	32	1056
		80.8%	16.2%	3.0%	100.0%
	c) Fógraí taifeadta béil ag comhlachtaí poiblí	766	116	15	897
	c) Recorded oral announcements by public bodies	102	40	18	160
		868	156	33	1057
		82.1%	14.8%	3.1%	100.0%
	d) Fógraí beo béil ag comhlachtaí poiblí	764	113	17	894
	d) Live oral announcements by public bodies	104	36	20	160
		868	149	37	1054
		82.4%	14.1%	3.5%	100.0%
	e) Fógraíocht ag comhlachtaí poiblí	790	95	13	898
	e) Public body advertising	104	40	17	161
		894	135	30	1059
		84.4%	12.7%	2.8%	100.0%

f) Comharthaí bóthair & sráide	813	52	13	878
f) Road and street signs	124	22	13	159
	937	74	26	1037
	90.4%	7.1%	2.5%	100.0%

Oifig an Choimisinéara Teanga / The Office of An Coimisinéir Teanga

Ceist 19 / Question 19

Gaeilge Ar dhéileáil tú riamh le hOifig an Choimisinéara Teanga?

Béarla Have you ever dealt with the Office of An Coimisinéir Teanga?

	Dhéileáil / I have dealt	Líon a d'fhreagair / Response Count	Líon iomlán a d'fhreagair ceist 19 / Total response count for Question 19
a) Le heolas a fháil faoin Acht a) To obtain information about the Act	351 23	374 36.2%	1034
b) Le gearán a dhéanamh maidir le feidhmiú an Achta b) To make a complaint regarding the implementation of the Act	263 15	278 26.9%	1034
c) Mar chomhlacht poiblí ag déileáil le gearán faoin Acht c) As a public body dealing with a complaint under the Act	81 5	86 8.3%	1034
d) Níor dhéileáil d) No dealings	391 118	509 49.2%	1034

Appendix 3

SURVEY OF IRISH LANGUAGE SERVICES BY PUBLIC BODIES

Respondent's Details

Name	
Position (if applicable)	
Organisation (if applicable)	
Postal Address	
Telephone	
Email address	
Date	

Is this response the personal opinion of the respondent or is the response given on behalf of the above organisation?

Personal [] On behalf of the above organisation []

Please note that the Department of Arts, Heritage and the Gaeltacht may provide information on this submission to any person who makes an application under the Freedom of Information Acts 1997 and 2003.

REVIEW OF THE OFFICIAL LANGUAGES ACT 2003

SURVEY OF IRISH LANGUAGE SERVICES BY PUBLIC BODIES

Guidelines:

There are 20 questions in this survey. All questions are mandatory apart from questions 17 and 20.

It takes 10-15 minutes on average to complete this survey.

Put an **X** in the relevant box(es) in each case, except where asked to put the responses in order of preference.

Contact with public bodies

(including Government Departments and offices, local authorities, universities, other third-level institutions, vocational education committees, An Garda Síochána, the Courts Service, the Revenue Commissioners, the Health Service Executive, other State agencies, boards & companies)

1. Which public bodies do you have most contact with?

	Regularly	Occasionally	Never
a) Government Departments and offices			
b) Local authorities			
c) Universities/other third-level institutions			
d) Vocational education committees			
e) An Garda Síochána			
f) The Courts Service			
g) The Revenue Commissioners			
h) The Health Service Executive			
i) Other State agencies, boards and companies			

2. What methods do you most commonly use when contacting public bodies seeking a service (in either Irish or English)?

	Regularly	Occasionally	Never
a) Contact by telephone			
b) Visit to reception office			
c) Meeting with officials			
d) Letter/email correspondence			
e) Filling out forms			
f) Using the website			
g) Using other online services			
h) Using official documents			
i) In the courts			

3. From your experience, when you contacted public bodies, were you satisfied that services in Irish were available to the same standard as in English?

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
a) Contact by telephone				
b) Visit to reception office				
c) Meeting with officials				
d) Letter/email correspondence				
e) Filling out forms				
f) Using the website				

g) Using other online services				
h) Using official documents				
i) In the courts				

4. In your opinion, what are the most important services that public bodies should provide in Irish?

	Very important	Important	Not important
a) Telephone/reception service			
b) Officials who can do business through Irish			
c) Written or electronic correspondence			
d) Forms/bills/receipts			
e) Information leaflets/brochures			
f) Websites			
g) Other online services, e.g. payments, registration			
h) Official documents			
i. Annual reports			
ii. Financial statements/audited accounts			
iii. County development plans			
iv. Public policy proposals			
v. Strategy statements			
vi. Other (please list)			

Publications

5. Are you satisfied with the way public bodies provide the following publications in Irish or bilingually?

	Satisfied	Dissatisfied	I don't use them
a) Information leaflets/brochures			
b) Application forms			
c) Corporate documents, e.g. annual reports, audited accounts, county development plans, public policy proposals, strategy statements			
d) Other (please list)			

6. Would you use the Irish or bilingual versions of official publications if they were available to the same standard as the English versions?

	Yes	No
a) Information leaflets/brochures		
b) Application forms		
c) Corporate documents, e.g. annual reports, audited accounts, county development plans, public policy proposals, strategy statements		
d) Other (please list)		

7. Would you like to see the following publications available in Irish or bilingually?

	In Irish	Bilingually
a) Information leaflets/brochures		
b) Application forms		
c) Corporate documents, e.g. annual reports, audited accounts, county development plans, public policy proposals, strategy statements		
d) Other (please list)		

8. Do you prefer official publications to be available as follows?

	Yes	No
a) The Irish and English version under one cover in hard copy format		
b) The Irish and English version, side by side, under one cover in hard copy format		
c) A bilingual version available electronically instead of in hard copy format		
d) Other (please list)		

Communication

9. How do you usually communicate with public bodies in Irish?

	Always	Regularly	Occasionally	Never
a. On the telephone				
b. By email				
c. By letter				
d. Filling out forms				
e. Visit to reception office				
f. Meeting with officials				
g. Other (please list)				

10. Are you satisfied with the standard of service in Irish provided by public bodies in the following areas?

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
a) On the telephone				
b) By email				
c) By letter				
d) Filling out forms				
e) Visit to reception office				
f) Meeting with officials				
g) Other (please list)				

11. If the same level of service were provided in Irish as in English, would you prefer to communicate with public bodies through Irish?

	Always	Regularly	Occasionally	Never
a) On the telephone				
b) By email				
c) By letter				
d) Filling out forms				
e) Visit to reception office				
f) Meeting with officials				
g) Other (please list)				

Electronic Services

12. What electronic services provided by public bodies do you use most often?

	Regularly	Occasionally	Never
a) Websites			
b) Online payments			
c) Other electronic services, e.g. applications, registration, questionnaires, surveys			
d) Other (please list)			

13. If you use electronic services provided by public bodies, do you usually use the Irish or the English version?

	Always the Irish version if available	Always the English version
a) Websites		
b) Online payments		
c) Other electronic services, e.g. applications, registration, questionnaires, surveys		
d) Other (please list)		

14. How satisfied are you with the availability and operation of electronic services provided by public bodies in Irish?

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
a) Websites				
b) Online payments				
c) Other electronic services, e.g. applications, registration, questionnaires, surveys				
d) Other (please list)				

The Gaeltacht

15. Do you live in the Gaeltacht?

a) Yes	
b) No	

16. How important is it to you that State officials, working in the Gaeltacht or serving Gaeltacht communities, are fluent in Irish?

a) Very important	
b) Important	
c) Not important	

17. If you are living in the Gaeltacht, how satisfied/dissatisfied are you with services in Irish that are provided by public bodies in the Gaeltacht?

a) Very satisfied	
b) Satisfied	
c) Dissatisfied	
d) Very dissatisfied	

Irish in society

18. How important is it to you that both Irish and English are used with regard to the following?

	Very important	Important	Not important
a) Public body signage			
b) Public body stationery			
c) Recorded oral announcements by public bodies			
d) Live oral announcements by public bodies			
e) Public body advertising			
f) Road and street signs			

The Office of An Coimisinéir Teanga

19. Have you ever dealt with the Office of An Coimisinéir Teanga?

a) To obtain information about the Act	
b) To make a complaint regarding the implementation of the Act	
c) As a public body dealing with a complaint under the Act	
d) No dealings	

General Opinions

20. I would use more State services through Irish if...

Please give your own views here.

Appendix 4

DEPARTMENT OF ARTS, HERITAGE AND THE GAELTACHT

REVIEW OF THE OFFICIAL LANGUAGES ACT 2003

Template for submissions

The Official Languages Act ("the Act") ratifies the obligations of State organisations to provide certain services through Irish and it sets out the structures for developing those services over time. This template contains various themes that encompass the main operational areas of the Act and you are invited to give your views on them.

You are asked to return the completed template to maire.uichurraoin@ahg.gov.ie or to Máire Uí Churraoin, Department of Arts, Heritage and the Gaeltacht, Na Forbacha, Co. Galway **by 5.30 p.m. on 31 January 2012.**

The cover sheet below must accompany your submission.

Respondent's Details

Name	
Position (if applicable)	
Organisation (if applicable)	
Postal Address	
Telephone	
Email address	
Date	

Is this response the personal opinion of the respondent or is the response given on behalf of the above organisation?

Personal [] On behalf of the above organisation []

Are you willing to have this response published on the Department's website www.ahg.gov.ie?

Yes [] No []

Please note that the Department of Arts, Heritage and the Gaeltacht may provide information on this submission to any person who makes an application under the Freedom of Information Acts 1997 and 2003.

Themes to be considered

Communication under section 9 of the Act (Letters, emails & mail shots)

Current obligations under the Act:

- To respond to communication in the language in which it was received;
- To issue information in writing or electronically in Irish or bilingually.

1. *In your opinion, are these obligations adequate, are they excessive or do they need to be amended?*

Publications under section 10 of the Act

Current obligations under the Act:

- To publish certain documents simultaneously in Irish and in English (e.g. annual reports, audited accounts, public policy proposals, strategy statements etc.)

2. *In your opinion, are these obligations adequate, are they excessive or do they need to be amended?*

Signage, stationery & recorded oral announcements under Regulations of the Act (S.I. No. 391 of 2008)

Current obligations under the Act:

- To comply with the Regulations in regard to the use of Irish and English on signs, stationery and in recorded oral announcements.

3. *In your opinion, are these obligations adequate, are they excessive or do they need to be amended?*

Language Schemes under the Act

The language schemes form the core of the Language Act. The language schemes set out the system through which public bodies develop their services in Irish over a period of time. It is through the language schemes that the use of Irish is dealt with on websites, leaflets, brochures, forms, through telephone services, through other interpersonal services, through online services etc.

4.(a) *In your opinion, is the system of language schemes satisfactory, excessive or does it need to be amended?*

4.(b) *Would you recommend an alternative system which would be more efficient and more effective?*

Services from public bodies in the Gaeltacht

In order for the State to support the status and use of Irish in the Gaeltacht, it is vital that Gaeltacht communities can carry out their official business with the State through Irish.

5.(a) *Are you satisfied with the services being provided by public bodies in Irish in the Gaeltacht?*

5.(b) *Would you recommend any amendments that would enhance the effectiveness and efficiency of public bodies in this area?*

Other provisions of the Act

Other provisions of the Act ratify rights with regard to the use of Irish in the Oireachtas, in the courts and in the State's placenames system.

6. *In your opinion, are these provisions adequate, are they excessive or do they need to be amended?*

Public bodies under the Act

The Act requires public bodies, which are listed under the Act, to provide services through Irish. The full list of public bodies featured under the Act can be found at www.ahq.gov.ie.

The following public bodies are listed under the Act – Government Departments and offices, local authorities, universities, other third-level institutions, vocational education committees, An Garda Síochána, the Courts Service, the Revenue Commissioners, the Health Service Executive, other State agencies, boards & companies.

7. ***In your opinion, is this list of public bodies under the Act appropriate or is an amendment necessary in this area?***

The Office of An Coimisinéir Teanga

The Office of An Coimisinéir Teanga was established under the Act. The main role of the Office is to monitor the implementation of the Act.

8. ***In your opinion, are the powers and functions of that Office adequate or excessive and do they need to be amended?***

In general

9. ***Are there other amendments to the Act that you would recommend in order to ensure that the legislation is suitable and appropriate to its function?***

10. ***What services through Irish do you personally require from public bodies or what services do you think should be given priority?***

11. What do you think are the obstacles or difficulties associated with providing the same standard of services in Irish by public bodies?

12. What amendments would you recommend to the Act in order to develop State services through Irish in an efficient and cost-effective manner?