

Central Statistics Office
Irish Language Scheme
2007-2010

under Section 11 of the
Official Languages Act 2003

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Chapter 1 Introduction and Background

1.1 Preparation of the Language Scheme

This scheme has been prepared by the Central Statistics Office (CSO) under Section 11 of the Official Languages Act 2003. Section 11 provides for the preparation by public bodies of a statutory scheme detailing the services they will provide:

- through the medium of Irish
- through the medium of English, and
- through the medium of Irish and English

The scheme has been prepared in accordance with the Guidelines under Section 12 of the Act.

The CSO published a notice under Section 13 of the Act, on 15 February 2006, inviting representations in relation to the preparation of the draft scheme from any interested parties. Submissions were received from Irish language organisations and from private individuals. These submissions were taken into account when drafting the scheme.

1.2 The Content of the Language Scheme

This scheme builds on the principles of Quality Customer Service, and on the commitment in the Office's Customer Charter to ensure that customers (i.e. survey respondents and users of statistics), who wish to conduct their business through Irish can do so. It sets out the extent to which services are currently available through Irish, and identifies areas for future enhancement.

1.3 Commencement Date of Scheme

The scheme has been accepted by the Minister for Community, Rural and Gaeltacht Affairs. It commences with effect from 5 November 2007, and will remain in force for a period of three years from this date or until a new scheme has been confirmed by the Minister pursuant to Section 15 of the Act, whichever is earlier.

1.4 Overview of the Central Statistics Office

The CSO collects and compiles statistical information relating to the economic and social life of Ireland. We publish more than 300 statistical releases and reports every year. All the information we publish is made available simultaneously on our website (www.cso.ie).

The functions, authority and responsibilities of the CSO are set out in the Statistics Act, 1993. The Act constitutes the Central Statistics Office as an independent office under the aegis of the Taoiseach and mandates the Office to:

- Collect, compile, extract and disseminate statistical information relating to the economic, social and general activities of the State.
- Decide independently on statistical methodology and standards and on the content, timing and methods of disseminating statistics.
- Protect the confidentiality of the information collected and ensure that it is used only for statistical purposes.
- Maintain close and regular contact with the principal users and suppliers of statistics.
- Co-ordinate the statistics compiled by other public authorities to ensure adherence to statistical standards and classifications.
- Realise the statistical potential of the records maintained by public authorities.

In fulfilling its mandate, the CSO adheres to the highest professional standards of impartiality, integrity and independence. Under the Statistics Act, the CSO has sole responsibility for statistical methodology and for the timing and contents of statistical publications. We seek to apply the best statistical standards and methodology and we rigorously protect the confidentiality of the data provided by survey respondents. We fully subscribe to the Fundamental Principles of Official Statistics adopted by the United Nations.

1.5 Customers and Clients

The work of the CSO impacts on a wide variety of people and, accordingly, the Office has an extensive customer base. There are many and varied uses for our statistics. The community of users includes all sectors of society: government departments and other public bodies, universities and research institutes, the media, businesses, trade unions, other sectoral groups and the general public. There is also an international dimension to our work, providing statistics, which are internationally comparable, particularly at EU level. Our statistics are used by Eurostat, other EU Commission Departments, the European Central Bank, the OECD, the UN, other international organisations, and other national statistical offices.

In monitoring the quality of our service to customers and clients, timeliness is a key criterion. The statistics published by the CSO are time-sensitive. Short-term indicators are widely used in economic policy and can influence trends in financial markets. More generally, timely statistics help both the public and private sectors to make better-informed strategic decisions. The CSO sets targets for the timeliness of its statistical releases and publications and monitors these in a table called the *Timeliness Monitor*. This table is published in the CSO's *Statement of Strategy* and it also forms an important part of the CSO's compliance with the requirements of EU statistical legislation.

1.6 Statistical Programmes of the CSO

The CSO has three main statistical programmes:

- Macro-Economic Statistics
- Demographic and Social Statistics
- Business Statistics

Macro-Economic Statistics

This programme covers National Accounts, Balance of Payments (BOP), External Trade and Environment statistics. Statistical information from this programme is published on our website (www.cso.ie) under the following headings:

- **Economy**
 - Balance of Payments
 - National Accounts
 - External Trade
 - Prices
 - Key Economic Indicators
 - IMF Summary Data – Ireland
- **Environment and Climate**
 - Environment
 - Climate

Demographic and Social Statistics

This programme includes the Census of Population and three major household surveys: the Quarterly National Household Survey (QNHS); the annual EU Survey on Income and Living Conditions (EU-SILC); and the five-yearly Household Budget Survey (HBS).

In addition, regular statistics are produced on population and migration, vital statistics, the labour market, consumer prices and producer prices. The programme has expanded in recent years by using the QNHS as a source for a wide range of social statistics; and by drawing on a wide range of sources, particularly administrative data, to produce additional and more integrated analyses of social conditions.

The Census of Population, which takes place every five years, is the CSO's largest "point of contact" with the general public. The most recent Census took place on 23 April 2006. In the Census, every household is contacted directly by the CSO and must complete a Census form giving details for every person present in the household on Census night. The Census form and very detailed public information relating to the Census is made available in both official languages – Irish and English. Further information is given in Chapter 3.

Statistical information from the Demographic and Social Statistics programme is published on our website under the following headings:

- **People and Society**

- Population

- Births, Deaths and Marriages

- Health and Social Conditions

- Education

- Crime and Justice

- Information Society

Business Statistics

The object of this programme is to provide relevant timely information on the structure and performance of Irish business sectors – i.e. services, industry and agriculture. In recent years, the importance of the services sector has grown and the range of statistics published reflects this. More comprehensive quarterly and structural statistics on earnings are also being compiled.

Statistical information from this programme is published on our website under the following headings:

- **Labour Market and Earnings**

- Labour Market

- Earnings

- **Business Sectors**

- Agriculture and Fishing

- Industry

- Construction

- Information Technology

- Services

- Tourism and Travel

- Transport

1.7 Extent to which services are already available through Irish

The primary objective of the Act is to ensure better availability and a higher standard of public services through Irish. We recognise this in the commitments to customer service set out in our Customer Charter. We aim to provide a service through Irish to customers where such a service is requested. All our paper-based survey forms are available in Irish including the Census of Population. All CSO corporate publications e.g. Statement of Strategy, Annual Progress Report, Customer Charter and the Customer Service Action Plan are available in English and Irish. Our website also provides information in the Irish language, this includes detailed information in respect of Census 2006, the CSO's most important point of contact with the general public.

Where possible, staff members give interviews to the Irish language media.

Chapter 2 Provision of the Office's Services/Activities

This chapter sets out the official language regime operated by the Office in relation to the general provision of services.

There is an ever- increasing demand for statistics. The CSO is committed to satisfying this demand in a manner that gives value for money, provides good customer service and safeguards the confidentiality of statistical data. Our focus is on producing high quality statistics through ensuring that our statistical outputs are relevant, reliable and timely. We publish our statistics in accordance with pre-published calendars which conform to best international practice and standards.

The Office's principal means of communication with the general public are:

- Statistical Releases and Publications – The CSO publishes over 300 releases and publications each year. These include major publications such as the Statistical Yearbook and Measuring Ireland's Progress. In addition, there are numerous monthly, quarterly and annual releases. In total, the CSO publishes over 80 different titles.
- CSO website –www.cso.ie– All our releases and publications are made available free on the website, at the same time as the information is published on paper. The website also includes the Database Direct service, in which users can select and download statistical tables. In addition, the website contains a wide range of corporate information.
- Information Section – This section is the first point of contact for many inquiries to the CSO.

- Press Releases – For some releases and publications, the CSO also issues a press release, setting out the major features of the results.
- Press Conferences – For high-profile statistics, such as the national income estimates and the quarterly national household survey, the CSO convenes press conferences at which senior officials give more detailed briefings on the results to the media and interested commentators.
- Other public information leaflets and brochures describing specific CSO surveys and statistical activities.

At present, documents published in Irish and English, or in English only, include:

- **English and Irish**
- Statement of Strategy
- Annual Report
- Customer Charter
- Customer Service Action Plan
- All Statistical Survey Forms
- Comment Cards
- CSO Guide to Publications
- Census 2006 public information on www.cso.ie
- **English Only**
- Statistical Yearbook
- Press Releases
- Statistical Releases and Publications

We are committed to maintaining this level of service throughout the period covered by this scheme.

A number of planned enhancements to the above services are included in Chapter 3.

First Point of Contact with the Public

We are aware of the importance of switchboard operators and reception staff as our first point of contact with the public. Currently we greet our customers in the English language only but during the timespan of this scheme we will commit to training our Reception and Telephone staff so as to ensure that by the end of the current scheme that standard Quality Customer Service (QCS) practice applies in this area, see section 3.3.2 for details.

Chapter 3 Enhancement of Services to be Provided through Irish

Section 11(1)(b) requires that each public body sets out the measures that it proposes to take to ensure that any services that are not provided through the medium of the Irish language will be so provided. The Office is committed to a progressive improvement of the Irish language service offered to our customers. This commitment will result in identifiable actions to be taken over the lifetime of this scheme and in future schemes. At the end of the three year period of this scheme we will ensure that the following measures are in place.

3.1 Oifigeach Gaeilge

An Oifigeach Gaeilge will be appointed and the person's name and telephone number will be widely publicised. The Oifigeach Gaeilge will co-ordinate compliance with the Official Languages Act and the implementation of the scheme in the CSO. S/he will liaise with Heads of Divisions to monitor the extent of the demand for services through Irish and will draft a report for inclusion in the Annual Report.

3.2 Information Leaflets and Press Releases

The CSO will ensure that by the end of the scheme 10% of press releases and all its public information leaflets and brochures, describing specific CSO surveys and statistical activities, are made available in the Irish language. The Principal Statistics leaflet will be made available in Irish, as will the Census 2006 volume on the Irish language.

3.3 Contact with the CSO

3.3.1 Correspondence and e-mail

As already required in Section 9(2) of the Official Languages Act, all correspondence received in the Irish language will receive a response in Irish. This will be without any additional delay to the customer and will be in line with our Customer Charter commitments. Standard email services, such as disclaimer notices, will be in both languages. Emails received in Irish will receive a response in Irish.

3.3.2 Telephone and Reception

Currently we greet our customers in the English language only but during the timespan of this scheme we will commit to training our Reception and Telephone staff so as to ensure that by the end of the current scheme that standard Quality Customer Service (QCS) practice applies in this area, which is that:

- Reception/switchboard staff are able to give the name of the Office in Irish.
- They are at least familiar with the basic greetings in Irish.
- Suitable arrangements are in place so that they can put members of the public in touch, without delay, with the area or Officer responsible for offering the service required through Irish, where available.

3.4 Survey forms

All survey forms issued by the CSO will be available in separate Irish and English versions. Field staff will have forms in both languages when they are calling to both homes and business respondents. Respondents will be made aware of the availability of survey forms in Irish by the Field Staff.

The CSO also collects information using electronic methods, including computer-assisted personal interviewing in some household surveys, e-forms return of business data via a secure connection, and customised questionnaires for individual companies. The development of Irish-language functionality for these IT-based collection channels is not included in the current scheme. The implications for IT systems are addressed below in Section 3.8.

3.5 Census of Population

The Census 2006 volume on Irish will be made available at time of publication in the Irish language. In addition, the on-line system for producing tabular results from Census 2006 will be bilingual.

While Census 2011 is outside the timeframe of the current scheme we will ensure that proficiency in Irish is one of the selection criteria used for the appointment of enumerators in Gaeltacht areas. In addition, we will require all enumerators to offer a choice of the English or Irish versions of the Census form to householders.

3.6 Field Staff

In general, field staff who call to individual households and business premises will not be able to provide a direct service through Irish. We will, however, put arrangements in place to ensure that a service, through Irish, is made available to all respondents if they request it.

3.7 Signage

All signage, both internal and external, will be in compliance with the provisions of the regulations under Section 9 (1) of the Official Languages Act. The Customer Charter will also be displayed prominently in both languages.

3.8 Website and IT Systems

The CSO will use its website as a vehicle to provide a service through Irish. The complete static content of our website will be available bi-lingually by the end of the scheme. All major corporate publications as set out in Chapter 2 will be made available on our website in both Irish and English.

The Database Direct service provides online access to thousands of data series. This is the CSO's main electronic publication system for statistical data series and tables. It enables users to extract customised tables in a number of formats. Census tables are made available using a similar system.

This Database Direct service is currently being upgraded as part of a major IT project. The CSO plans to make this service available in both Irish and English, rather than in English only, on a phased basis from 2008. In addition, the online system for producing tabular results from Census 2006 will be bi-lingual (i.e. in Irish and English).

No other new computer systems are currently being planned for the duration of this scheme. Over the course of the scheme, the CSO will incorporate into its IT governance procedures the necessary steps to evaluate the Irish language functionality needed by existing and new IT systems. This will include an evaluation of existing systems and the preparation of plans to meet any needs identified in them. (See also reference to Business Register system in next section).

3.9 Gaeltacht Placenames

The official placenames of Gaeltacht areas (as declared by the Placenames (Ceantair Ghaeltachta) Order 2004) will be used by the Office for official purposes. In addition, the CSO will review the placenames used in publications and releases to ensure that they also reflect the Order. This will mainly involve statistics relating to small areas. In the local area results to be published from Census 2006, the relevant Gaeltacht placenames will be used.

The provisions relating to Gaeltacht placenames are also relevant to the CSO Business Register, which lists over 220,000 business addresses and is used by CSO survey sections. The Business Register computer system has many interdependencies with other departments, IT and administrative systems. The adaptation of the register to incorporate Gaeltacht placenames and to identify Irish-language preference will be a complex large-scale IT project. During the course of 2007 and 2008, the CSO will evaluate the full extent of IT system re-design needed to provide the relevant Irish language functionality and the system will be made compatible in conjunction with the next suitable planned maintenance or upgrade work.

It will not be possible to give any firm undertaking of when this additional functionality will be introduced until the CSO has fully examined the extent of the work involved and the potential financial implications.

3.10 Training and Development

- Our telephonists and reception staff will be offered training to enable them to greet phone and personal callers bilingually.
- Training Development Unit will seek volunteers to provide Irish language services across the Office, these staff members will receive training to ensure that they can provide the service required. They will then be identified by an asterisk on the phone lists as being available to provide a service in Irish.
- Training Development Unit will offer opportunities for Language Training to our permanent field staff conducting household surveys.
- Support will be provided for Irish language courses e.g. Gaeleagras courses.
- The refund of fees scheme will be used as a mechanism for encouraging Irish language training and to develop the number of staff who can provide a service through Irish. Under this scheme, staff will be encouraged to attend refresher courses and conversation classes.
- Irish language awareness and the Offices's responsibilities under the Official Languages Act will be explained to new staff as part of our Induction Course and also as part of our Customer Service Training Course.
- The CSO's support for Club na Gaeilge (see 3.12) complements our Irish language training activities.

3.11 Coiste Forbartha na Gaeilge

Coiste Forbartha na Gaeilge was established under the CSO Partnership Committee to develop awareness and use of the Irish language within the Office. The Coiste will continue to receive support in the development of its goals.

3.12 Club na Gaeilge

Club na Gaeilge is a social group who meet weekly to converse in Irish, they also organise social outings for people who enjoy speaking Irish together. The Office will continue to provide funding for this group which provides a social forum for Irish speakers.

3.13 Seachtain na Gaeilge

The Office will support activities organised during Seachtain na Gaeilge and will promote the event within the Office.

3.14 Spellchecker Software

Spell checker software and electronic dictionaries will be made available to all staff.

3.15 Translation Services

We envisage that translation services will be extensively used throughout the Office as every section will be required to produce all survey forms in both Irish and English. A list of translation service providers will be made available to Managers.

3.16 Recruitment

All advertisements placed in the national newspapers and on the CSO website for the purpose of recruiting new staff will be in Irish and in English.

Chapter 4 Monitoring and Revision

The Senior Management Committee of the CSO, chaired by the Director General, will keep the operation of the scheme under review. The Oifigeach Gaeilge, reporting to the Customer Services Officer, will monitor the implementation of the scheme. The day to day operation of the Scheme together with ongoing monitoring of the level of demand in the various sections will be the responsibility of the line managers.

Each Head of Division will be required to monitor and report on the demand for services requested in Irish. Progress on the implementation of the scheme will be included in our Annual Report.

Chapter 5 Publicising of Agreed Scheme

The contents of this scheme along with its commitments and provisions will be made available to the general public by means of:

- The scheme itself and subsequent updates will be published on the CSO website and reported upon in the Annual Reports.
- Press Release.
- Circulation to appropriate agencies and public bodies.

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

An Phríomh-Oifig Staidrimh
Scéim na Gaeilge
2007-2010

faoi Mhír 11
d'Acht na dTeangacha Oifigiúla 2003

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Caibidil 1 Réamhrá agus Cúlra

1.1 Ullmhú na Scéime Teanga

D’ullmhaigh an Phríomh-Oifig Staidrimh (CSO) an scéim seo faoi Mhír 11 d’Acht na dTeangacha Oifigiúla 2003. Déanann Mír 11 foráil don ullmhú a chaithfidh comhlachtaí poiblí a dhéanamh chun scéim reachtúil a chur le chéile maidir leis na seirbhísí a sholáthróidh siad:

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

Ullmhaíodh an scéim de réir na dTreoirí faoi Mhír 12 den Acht.

D’fhoilsigh an CSO fógra faoi Mhír 13 den Acht, ar an 15 Feabhra 2006, ag lorg aighneachtaí ó aon pháirtí leasmhar maidir le hullmhú na dréachtscéime. Fuarthas aighneachtaí ó eagraíochtaí Gaeilge agus ó dhaoine aonair. Cuireadh na haighneachtaí seo san áireamh agus an scéim á dréachtadh.

1.2 Ábhar na Scéime Teanga

Tá an Scéim seo bunaithe ar phrionsabail um Dhearbhú Cáilíochta den Scoth, agus ar an tiomantas do Chairt Chustaiméirí na hOifige le cinntiú go bhfuil custaiméirí (.i. freagróirí suirbhéanna agus úsáideoirí staitisticí), in ann a ngnó a dhéanamh trí Ghaeilge más mian leo é. Leagann sí amach na seirbhísí atá ar fáil trí Ghaeilge faoi láthair, agus sainaitníonn sí na réimsí a bhfuil gá acu le feabhas amach anseo.

1.3 Dáta Tosaithe na Scéime

Tá an scéim seo faofa ag an Aire Gnóthaí Pobail, Tuaithe agus Gaeltachta. Tosaíonn sí le héifeacht ó 5 Samhain 2007 agus beidh sí i bhfeidhm ar feadh tréimhse trí bliana ón dáta seo nó go dtí go ndeimhneoidh an tAire scéim nua faoi réir Mhír 15 den Acht, pé ceann is túisce.

1.4 Forbhreathnú ar an bPríomh-Oifig Staidrimh

Bailíonn agus tiomsaíonn an CSO eolas staidrimh a bhaineann le saol eacnamaíochta agus sóisialta na hÉireann. Foilsímid níos mó ná 300 eisiúint agus tuarascáil staidrimh gach bliain. Tá an t-eolas ar fad a fhoilsímid ar fáil go comhuaineach ar ár suíomh idirlín (www.cso.ie).

Leagtar amach feidhmeanna, údarás agus dualgais an CSO san Acht Staidrimh, 1993. Déanann an tAcht oifig neamhspleách faoi choimirce an Taoisigh den Phríomh-Oifig Staidrimh agus cuireann sé ina luí ar an Oifig na nithe seo leanas a dhéanamh:

- Eolas staidrimh maidir le gníomhaíochtaí eacnamaíochta, sóisialta agus ginearálta an Stáit a bhailiú, a thiomsú, a bhaint amach agus a scaipeadh.
- Cinntí neamhspleácha a dhéanamh maidir le modheolaíocht agus caighdeáin staidrimh agus ábhar, uainiú agus modhanna chun na staitisticí seo a scaipeadh.
- Rúndacht an eolais a bhailítear a chosaint agus a chinntiú gur chun críocha staidrimh amháin a úsáidtear é.
- Dlúth-theagmháil rialta a choimeád le príomhúsáideoirí agus soláthróirí na staitisticí.
- Na staitisticí a thiomsaíonn údaráis phoiblí eile a chomhordú agus a dheimhniú chun go gcloífear le caighdeáin agus le haicmí staidrimh.
- Gealladh staidrimh na gcuntas a choimeádann údaráis phoiblí a chur i gcrích.

Agus a bhfuil ina luí uirthi déanta aici, cloíonn an CSO leis na caighdeáin is airde maidir le neamhchlaontacht, ionracas agus neamhspleáchas. Faoin Acht Staidrimh , tá lánfhreagracht ag an CSO as modheolaíocht staidrimh agus as uainiú agus ábhar na bhfoilsíúcháin staidrimh. Tugaimid faoi na caighdeáin agus na modheolaíochtaí staidrimh is fearr agus déanaimid na sonraí a sholáthraíonn na freagróirí suirbhé a choimeád faoi rún daingean. Cloímid go huile is go hiomlán le Bun-Phrionsabail an Staidrimh Oifigiúil mar atá ag na Náisiúin Aontaithe.

1.5 Custaiméirí agus Cliaint

Bíonn tionchar nach beag ag obair an CSO ar réimse leathan daoine agus, mar sin, tá mórchuid custaiméirí ag an Oifig. Is iomaí úsáid atá ann dár gcuid staitisticí. Áirítear i bpobal na n-úsáideoirí, eárnálacha uile na sochaí: ranna rialtais agus comhlachtaí poiblí eile, ollscoileanna agus institiúidí taighde, na meáin, gnólachtaí, ceardchumann, grúpaí eárnála eile agus an pobal i gcoitinne. Tá taobh idirnáisiúnta ag baint lenár gcuid oibre chomh maith. Soláthraímid staitisticí a chuirtear i gcomparáid go hidirnáisiúnta, go háirithe ag leibhéal an AE. Úsáideann Eurostat, Ranna eile de Choimisiún an AE, Banc Ceannais na hEorpa, an ECFE, na Náisiúin Aontaithe, eagraíochtaí idirnáisiúnta eile, agus oifigí staidrimh náisiúnta eile ár staitisticí.

Critéar ríthábhachtach is ea an phoncúlacht chun monatóireacht a dhéanamh ar cháilíocht ár seirbhísí. Cuirtear an t-am san áireamh sna staitisticí a fhoilsíonn an CSO. Úsáidtear táscairí gearrthearma go forleathan i bpolasaí eacnamaíochta agus is féidir leo dul i bhfeidhm ar threochtaí margáí airgeadais. I dtéarmaí ginearálta, cabhraíonn staitisticí tráthúla leis na heárnálacha poiblí agus príobháideacha chun cinntí straitéiseacha eolasacha a dhéanamh. Leagann an CSO spriocanna amach maidir le tráthúlacht a chuid ráiteas agus tuarascálacha staidrimh agus déanann sé monatóireacht orthu seo i dtábla darb ainm an *Timeliness Monitor*. Foilsítear an tábla seo in Eisiúint Straitéise an CSO agus is cuid thábhachtach é de riachtanais reachtaíocht staidrimh an AE.

1.6 Cláir Staidrimh de chuid an CSO

Tá trí phríomhchlár staidrimh ag an CSO:

- Staitisticí Macreacnamaíochta
- Staitisticí Déimeagrafacha agus Sóisialta
- Staitisticí Gnó

Staitisticí Maicreacnamaíochta

Folaíonn an clár seo Cuntais Náisiúnta, Comhardú na nÍocaíochtaí (BOP), staitisticí Trádála Seachtraí agus Comhshaoil. Foilsítear eolas staidrimh ón gclár seo ar ár suíomh idirlín (www.cso.ie) faoi na ceannteidil seo leanas

- **Eacnamaíocht**
 - Comhardú na nÍocaíochtaí
 - Cuntais Náisiúnta
 - Trádáil Sheachtrach
 - Praghsanna
 - Príomhtháscairí Eacnamaíochta
 - Sonraí Achoimre IMF – Éire
- **Comhshaol agus Aeráid**
 - Comhshaol
 - Aeráid

Staitisticí Déimeagrafacha agus Sóisialta

Cuimsítear sa chlár seo an Daonáireamh agus trí phríomhshuirbhé teaghlaigh: An Suirbhé Ráithiúil Náisiúnta Teaghlaigh (QNHS); Suirbhé an AE ar Ioncam agus Dálaí Maireachtála (EU-SILC); agus an Suirbhé ar Bhuiséad Teaghlaigh gach cúig bliana (HBS).

Anuas air sin, foilsítear staitisticí rialta ar an daonra agus ar imirce, staitisticí beatha, an margadh fostaíochta, praghsanna tomhaltóra agus praghsanna táirgeora. Tá méadú tagtha ar an gclár le blianta beaga anuas tríd an QNHS a úsáid mar fhoinsé de réimse leathan staitisticí sóisialta; agus trí leas a bhaint as réimse fhairsing foinsí, go háirithe sonraí riaracháin, chun anailísí breise agus níos comhtháite ar dhálaí sóisialta a chur ar fáil.

Is é an Daonáireamh, a tharlaíonn gach cúig bliana, “an pointe teagmhála” is mó dá bhfuil ag an CSO leis an mórphobal. Cuireadh an Daonáireamh is déanaí sa tsiúl ar an 23 Aibreán 2006. Sa Daonáireamh, téann an CSO i dteagmháil dhíreach le gach teaghlach agus caithfidh an teaghlach foirm Daonáirimh a chomhlánú ina bhfuil sonraí na ndaoine ar fad atá i láthair sa teaghlach ar oíche an Daonáirimh. Is sa dá theanga oifigiúla – Gaeilge agus Béarla – a sholáthraítear an fhoirm agus an míneolas poiblí a bhaineann leis an Daonáireamh. Tugtar a thuilleadh eolais i gCaibidil 2.

Foilsítear an t-eolas staidrimh ón gclár Staitisticí Déimeagrafacha agus Sóisialta ar ár suíomh idirlín faoi na ceannteidil seo leanas:

- **Daoine agus Sochaí**

- Daonra

- Breitheanna, Básanna agus Póstaí

- Dálaí Sláinte agus Sóisialta

- Oideachas

- Coiriúlacht agus Cóir

- Sochaí na Faisnéise

Staitisticí Gnó

Is é cuspóir an chlair seo ná eolas atá bainteach le hábhar agus tráthúil a sholáthar ar struchtúr agus dhul chun cinn earnálacha gnó na hÉireann – .i. seirbhísí, tionsclaíocht agus talmhaíocht. Le blianta beaga anuas, tá fás tagtha ar thábhacht na hearnála seirbhísí agus comhartha de seo is ea an réimse staitisticí a fhoilsítear. Tiomsaítear chomh maith staitisticí ráithiúla agus struchtúrtha ar thuillimh.

Foilsítear an t-eolas staidrimh ón gclár seo ar ár suíomh idirlín faoi na ceannteidil seo leanas:

- **An Margadh Fostaíochta agus Tuillimh**

An Margadh Fostaíochta

Tuillimh

- **Na hEarnálacha Gnó**

Talmhaíocht agus Iascaireacht

Tionsclaíocht

Foirgníocht

Teicneolaíocht na Faisnéise

Seirbhísí

Turasóireacht agus Taisteal

Iompar

1.7 Cad iad na seirbhísí atá ar fáil i nGaeilge cheana féin?

Is é príomhchuspóir an Achta ná a chinntiú go bhfuil fáil níos fearr agus caighdeán níos airde ar sheirbhísí poiblí trí Ghaeilge. Aithnímid é seo sa tiomantas do sheirbhís do chustaiméirí atá leagtha amach inár gCairt Chustaiméara. Cuirimid romhainn seirbhís a sholáthar trí Ghaeilge dár gcustaiméirí sa chás go lorgáítear a leithéid. Tá ár bhfoirmeacha páipéarbhunaithe go léir ar fáil trí Ghaeilge lena n-áirítear an Daonáireamh. Tá foilseacháin chorpóraídeacha uile an CSO, mar shampla An Eisiúint Straitéise, An Tuarascáil Bhliantúil ar Dhul chun Cinn, An Chairt Chustaiméara agus An Plean Gníomhaíochta um Sheirbhís Chustaiméara ar fáil as Gaeilge agus as Béarla. Soláthraíonn ár suíomh idirlín eolas sa Ghaeilge a chuimsíonn mion-eolas maidir le Daonáireamh 2006, an pointe teagmhála is tábhachtaí atá ag an CSO leis an mórphobal.

Nuair is féidir leo, glacann baill foirne páirt in agallaimh leis na meáin chumarsáide Ghaeilge.

Caibidil 2 Soláthar

Sheirbhísí/Ghníomhaíochtaí na hOifige

Leagtar amach sa chaibidil seo an córas oifigiúil teanga a fheidhmíonn an Oifig maidir le soláthar ginearálta seirbhísí.

Tá an t-éileamh ar staitisticí ag méadú i gcónaí. Tá an CSO tugtha d'fhreastal a dhéanamh ar an éileamh seo i slí a thugann luach do chuid airgid duit, a sholáthraíonn dea-sheirbhís do chustaiméirí agus a chinntíonn rúndacht na sonraí staidrimh. Dírimid ar staitisticí d'ardchaighdeán a chur ar fáil trí dheimhniú go bhfuil ár dtorthaí staidrimh tráthúil, bainteach le hábhar agus gur féidir brath orthu. Foilsimid ár staidreamh de réir féilirí réamhfhóilsithe a leanann an cleachtas agus na caighdeáin idirnáisiúnta is fearr.

Is iad na príomh-mheáin chumarsáide idir an Oifig agus an pobal ná:

- Eisiúintí agus Foilseacháin Staidrimh – Foilsíonn an CSO breis is 300 eisiúint agus foilseachán gach bliain lena n-áirítear an Bhliainiris Staidrimh agus Dul chun Cinn na hÉireann a Thomhas. Anuas air sin, tá raidhse mhaith eisiúintí míosúla, ráithiúla, agus bliantúla ann. Ar an iomlán, foilsíonn an CSO 80 teideal éagsúil.
- Suíomh idirlín an CSO –www.cso.ie– Tá ár gcuid eisiúintí agus foilseachán go léir ar fáil saor in aisce ar an idirlíon, ag an am céanna a bhfoilsítear an t-eolas ar pháipéar. Cuimsítear chomh maith ar an suíomh idirlín an tseirbhís um Stór Sonraí a thugann an deis d'úsáideoirí táblaí staitisticíúla a roghnú agus a íoslódáil. Ina theannta sin, tá réimse leathan eolais chorporáidigh ar fáil ar an suíomh idirlín.

- Rannóg an Eolais – An chéad phointe teagmhála do roinnt mhaith fiosruithe don CSO an rannóg seo.
- Preasráitis – I gcás eisiúintí agus foilseachán áirithe, eisíonn an CSO preasráiteas a leagann amach príomhghnéithe na dtorthaí.
- Comhdhálacha Nuachta – Nuair a bhíonn staitisticí suntasacha ag teacht amach, ina measc na meastacháin ioncaim náisiúnta agus an tSuirbhéireacht Ráithiúil Náisiúnta ar Theaghlaigh, cuireann an CSO comhdhálacha Nuachta ar siúl ina dtugann oifigigh shinsearacha mionchur síos ar na torthaí do na meáin agus tráchtairí leasmhara.
- Bileoga eolais poiblí eile agus bróisiúir a chuireann síos ar shuirbhéanna áirithe de chuid an CSO agus ar ghníomhaíochtaí staidrimh.

Faoi láthair is iad seo na cáipéisí a fhoilsítear in mBéarla agus i nGaeilge, nó i mBéarla amháin:

- **Béarla agus Gaeilge**
- Ráiteas Straitéise
- An Tuarascáil Bhliantúil
- An Chairt Chustaiméara
- Plean Gníomhaíochta Seirbhísí do Chustaiméirí
- Na Foirmeacha Suirbhéireachta Staidrimh Uile
- Cártaí Tráchta
- Treoir an CSO maidir le Foilseacháin
- Eolas poiblí ar Dhaonáireamh 2006 ar www.cso.ie
- **Béarla Amháin**
- An Bhliainiris Staidrimh
- Preasráitis
- Eisiúintí agus Foilseacháin Staidrimh

Táimid tugtha don léibhéal seirbhíse seo a choimeád le linn thréimhse na scéime seo.

I gCaibidil 3 tugtar eolas ar roinnt feabhsuithe do na seirbhísí thuas atá beartaithe.

An Chéad Phointe Teagmhála leis an bPobal

Tugimid an tábhacht a bhaineann lenár n-oibreoirí malartáin agus lenár bhfoireann fáiltithe agus iad mar an chéad phointe teagmhála atá againn leis an bpobal. Faoi láthair beannaímid dár gcustaiméirí i mBéarla amháin ach le linn thréimhse na scéime seo tabharfaimid faoi oiliúint a chur ar ár bhfoireann fáiltithe agus gutháin le cinntiú go mbeidh an gnáthchleachtas maidir le Seirbhís do Chustaiméirí den Chéad Scoth (QCS) i bhfeidhm sa réimse seo faoi dheireadh na scéime reatha. Chun tuilleadh sonraí a fháil féach leat roinn 3.3.2.

Caibidil 3 Feabhas ar Sholáthar Seirbhísí i nGaeilge

Éilíonn Mír 11(1)(b) go leagfaidh gach comhlacht poiblí amach na bearta atá i gceist acu a dhéanamh chun a chinntiú go soláthrófar aon seirbhísí trí mheán na Gaeilge nach bhfuil á soláthar faoi láthair. Tá an Oifig tugtha d'fheabhas leanúnach ar an tseirbhís Ghaeilge a thugtar dár gcustaiméirí. Dá bharr seo déanfar gníomhaíochtaí so-aitheanta le linn thréimhse na scéime seo agus i scéimeanna amach anseo. Ag deireadh thréimhse trí bliana na scéime seo, déanfaimid deimhin de go mbeidh na bearta seo leanas curtha i gcrích againn.

3.1 An tOifigeach Gaeilge

Ceapfar Oifigeach Gaeilge agus scaipfear go forleathan ainm agus uimhir ghutháin an té a cheapfar. Cinnteoidh an tOifigeach Gaeilge go gcloífear le hAcht na dTeangacha Oifigiúla agus le cur i bhfeidhm na scéime sa CSO. Rachaidh sé nó sí i gcomhar leis na Cinn Rannóige chun monatóireacht a dhéanamh ar an éileamh atá ann ar sheirbhísí trí Ghaeilge agus déanfaidh sé nó sí tuairisc a dhréachtadh le cur sa Tuarascáil Bhliantúil

3.2 Bileoga Eolais agus Preasráitis

Cinnteoidh an CSO, faoi dheireadh na Scéime, go mbeidh fáil i nGaeilge ar 10% dá phreasráitis agus a bhileoga eolais poiblí go léir agus a bhróisiúir uile ag cúl síos ar shuirbhéanna CSO áirithe agus a gníomhaíochtaí staidrimh. Beidh bhileog an Phríomh-Staidrimh ar fáil i nGaeilge chomh maith leis an imleabhar ar an nGaeilge i nDaonáireamh 2006.

3.3 Teagmháil leis an CSO

3.3.1 Comhfhreagras agus ríomhphost

Mar a éilítear i Mír 9(2) d'Acht na dTeangach Oifigiúla, freagrófar gach comhfhreagras Gaeilge sa teanga sin. Déanfar seo gan aon mhoill bhreise a chur ar an gcustaméir agus beidh sé faoi réir ár dtiomantas sa Chairt Chustaiméara. Beidh seirbhísí caighdeánacha ríomhphoist, ina measc, fógraí séanta sa dá theanga. Freagrófar i nGaeilge ríomhphoist a fhaightear sa teanga sin.

3.3.2 Guthán agus Fáiltiú

Faoi láthair beannaímis dár gcustaiméirí i mBéarla amháin ach le linn thréimhse na scéime seo tabharfaimid faoi oiliúint a chur ar ár bhfoireann Fáiltithe agus Ghutháin le cinntiú go bhfuil an gnáthchleachtas maidir le Seirbhís Chustaiméara den Chéad Scoth (QCS) i bhfeidhm sa réimse seo faoi dheireadh na scéime reatha, is é sin le rá:

- Beidh foireann an fháiltithe/mhalartáin in ann ainm na hOifige a thabhairt i nGaeilge.
- Beidh cur amach acu ar a laghad ar na bunbheannachtaí Gaeilge.
- Beidh na socruithe cuí ann i dtreo is gur féidir baill den phobal a chur i dteagmháil, gan mhoill, leis an limistéar nó leis an Oifigeach atá freagrach as an tseirbhís a lorgáitear a chur ar fáil trí Ghaeilge, má tá a leithéid ar fáil.

3.4 Foirmeacha Suirbhé

Beidh na foirmeacha suirbhé uile de chuid an CSO ar fáil i leaganacha éagsúla Gaeilge agus Béarla. Beidh na foirmeacha sa dá theanga ag an bhfoireann allamuigh nuair a bheidh siad ag glaoch isteach ar fhreagróirí tí agus gnó. Cuirfidh an fhoireann allamuigh freagróirí ar an eolas go bhfuil na foirmeacha suirbhé ar fáil i nGaeilge

Bailíonn an CSO leis eolas trí mhodhanna leictreonacha lena n-áirítear agallaimh phearsanta ríomhchuidithe i suirbhéanna teaghlaigh áirithe, aischuir ríomhfhoirmeacha ar shonraí gnó trí nasc slán, agus ceistneoirí saincheaptha do chomhlachtaí aonair. Ní áirítear sa scéim reatha forbairt feidhmíocht Ghaeilge ar na bealaí bailithe TF bunaithe. Tabharfar aghaidh ar na himpleachtaí do chórais TF i Roinn 3.8 thíos.

3.5 An Daonáireamh

Cuirfear imleabhar Dhaonáireamh 2006 ar an nGaeilge ar fáil i nGaeilge ag an tráth foilsithe. Anuas air sin, is go dátheangach a bheidh an córas ar líne chun torthaí táblacha ó Dhaonáireamh 2006 a chur ar fáil.

Cé go bhfuil Daonáireamh 2011 lasmuigh de thréimhse ama na scéime reatha seo, cinnteoidimid go bhfuil cumas sa Ghaeilge mar chritéar roghnaithe a úsáidfear chun áiritheoirí a cheapadh sna ceantair Ghaeltachta. Anuas air sin, éileoidimid ar áiritheoirí uile a rogha leagan, bíodh sé i mBéarla nó i nGaeilge, a thairiscint do thíosaigh.

3.6 Foireann Allamuigh

Ar an iomlán, ní bheidh an fhoireann allamuigh a bhuaileann isteach chuig teaghlaigh aonair agus láithreacha gnó in ann seirbhís dhíreach a chur ar fáil trí Ghaeilge. Socróimid, áfach, go gcuirfear seirbhís trí Ghaeilge ar fáil dóibh siúd uile a lorgaíonn í.

3.7 Comharthaíocht

Beidh an chomharthaíocht ar fad, ar an dtaobh istigh agus ar an dtaobh amuigh de réir fhorálacha na rialachán faoi Mhír 9 (1) d' Acht na dTeangacha Oifigiúla. Cuirfear an Chairt Chustaiméara ar taispeáint go feiceálach sa dá theanga.

3.8 Suíomh Idirlín agus Córais TF

Bainfidh an CSO úsáid as a shuíomh idirlín chun seirbhís a chur ar fáil trí Ghaeilge. Beidh ábhar statach iomlán ár suímh idirlín ar fáil go dátheangach faoi dheireadh na Scéime. Beidh na mórfoilseacháin chorparáideacha go léir mar atá leagtha amach i gCaibidil 2 ar fáil ar ár suíomh idirlín i nGaeilge agus i mBéarla.

Soláthraíonn an tseirbhís Stór Sonraí rochtain ar líne do na mílte sraith sonraí. Is é seo an príomhchóras foilseacháin de chuid an CSO do shraitheanna agus do tháblaí sonraí staidrimh. Cuireann sé ar chumas na n-úsáideoirí táblaí saincheaptha a bhaint amach i bhformáidí éagsúla.

I láthair na huaire, tá an tseirbhís Stór Sonraí á huasghrádú mar chuid de mhórhionscadal TF. Tá sé ar intinn ag an CSO an tseirbhís a chur ar fáil i nGaeilge agus i mBéarla, seachas i mBéarla amháin, de réir a chéile ó 2008. Ina theannta sin, beidh an córas ar líne chun torthaí táblacha a fhoilsiú go dátheangach (.i. i nGaeilge agus i mBéarla).

Faoi láthair, níl aon chórais ríomhaireachta eile á mbeartú le linn thréimhse na scéime seo. Le linn na scéime seo áireoidh an CSO ina nósanna imeachta rialaithe TF na céimeanna a theastaíonn chun feidhmíocht na Gaeilge a mheas do na córais TF atá ann faoi láthair agus do chinn nua. Mar chuid de seo, beidh measúnú ar na córais atá ann cheana féin agus ullmhú beartas chun freagairt ar na héilimh a shaináithnítear iontu (Féach leat chomh maith an tagairt don Chlár Gnó sa chéad roinn eile).

3.9 Logainmneacha Gaeltachta

Bainfidh an Oifig úsáid as logainmneacha oifigiúla na gceantar Gaeltachta ar bhonn oifigiúil (mar a fhoráiltear san Ordú Logainmneacha 2004 (Ceantair Ghaeltachta)). Anuas air sin, déanfaidh an CSO athbhreithniú ar na logainmneacha a úsáideadh i bhfoilseacháin agus in eisiúintí le cinntiú go leanann siad an tOrdú. Staitisticí ó cheantair bheaga a bheidh i gceist anseo den chuid is mó.

Baineann na forálacha i leith logainmneacha Gaeltachta leis an gClár Gnó, a chuimsíonn breis is 220,000 seoladh gnó agus a úsáidtear i rannóga suirbhéireachta de chuid an CSO. Braitheann an ríomhchóras Clár Gnó ar rannóga eile agus ar chórais TF agus riaracháin. Mórthionscadal TF casta a bheidh i gceist le hoiriúnú an chláir chun glacadh le logainmneacha Gaeltachta agus chun rogha na Gaeilge a aithint. Maidir le húsáid na Gaeilge ar an gcóras TF, féachfaidh an CSO, i rith 2007 agus 2008, ar an ath-dhearadh a bheadh ag teastáil chuige seo. Cuirfear an córas in oiriúint chuige seo an chéad uair chuí eile a bheidh obair chothabhála nó uasghrádaithe ar siúl.

Ní féidir a ghealladh cathain a thógfar an Ghaeilge isteach sa chóras go dtí go mbeidh scrúdú iomlán déanta ag an CSO ar an obair a bheadh le déanamh agus ar na himpleachtaí airgid a d'fhéadfadh a bheith i gceist.

3.10 Oiliúint agus Forbairt

- Cuirfear oiliúint ar ár dteileafónaithe agus ar ár bhfoireann fáiltithe chun go mbeidh siad in ann beannú go dátheangach do dhaoine ar an nguthán agus dóibh siúd a thugann cuairt orainn.
- Lorgóidh an tAonad Forbartha Oiliúna daoine deonacha chun seirbhísí Gaeilge a sholáthar ar fud na hOifige. Cuirfear oiliúint ar na baill foirne seo le cinntiú go mbeidh siad in ann an tseirbhís chuí a sholáthar. Aithneofar iad le réiltín ar liostaí gutháin mar bhaill foirne le Gaeilge.
- Tapóidh an tAonad Forbartha Oiliúna deiseanna in Oiliúint Teanga dár bhfoireann allamuigh bhuan a bhíonn suirbhéanna teaghlaigh á ndéanamh acu.
- Cuirfear tacaíocht ar fáil do chúrsaí Gaeilge mar shampla cúrsaí Ghaeleagrais.
- Bainfear úsáid as scéim aisíochta táillí mar mheán chun oiliúint Ghaeilge a spreagadh agus chun an líon foirne a fhorbairt a bheidh in ann seirbhís a chur ar fáil i nGaeilge. Faoin scéim seo, meallfar baill foirne i dtreo cúrsaí athnuachana agus ranganna comhrá.
- Míneofar feasacht teanga i leith na Gaeilge agus na dualgais atá ag an Oifig faoi Acht na dTeangacha Oifigiúla d'fhoireann nua mar chuid dár gCúrsa Ionduchtúcháin agus ina theannta sin, mar chuid dár gCúrsa Oiliúna i Seirbhís do Chustaiméirí.
- Cuireann tacaíocht de chuid an CSO do Chlub na Gaeilge (féach 3.12 thíos) lenár ngníomhaíochtaí oiliúna sa Ghaeilge.

3.11 Coiste Forbartha na Gaeilge

Bunaíodh Coiste Forbartha na Gaeilge faoi Choiste Comhpháirtíochta an CSO chun feasacht a spreagadh agus chun úsáid na Gaeilge san Oifig a fhorbairt. Tacófar leis an gCoiste agus a chuid aidhmeanna á bhforbairt aige.

3.12 Club na Gaeilge

Grúpa sóisialta is ea Club na Gaeilge a bhuaileann le chéile go seachtainiúil chun labhairt as Gaeilge. Chomh maith leis sin, eagraíonn siad imeachtaí sóisialta dóibh siúd is maith leo a bheith ag caint as Gaeilge le chéile. Leanfaidh an Oifig leis an moiniú don ghrúpa seo a chuireann fóram sóisialta ar fáil go Ghaeilgeoirí.

3.13 Seachtain na Gaeilge

Tacóidh an Oifig le gníomhaíochtaí a eagrófar i rith Sheachtain na Gaeilge agus cuirfidh sí an imeacht chun cinn laistigh den Oifig.

3.14 Bogearraíocht Litreora

Cuirfear bogearraíocht litreora agus foclóirí leictreonacha ar fáil don fhoireann go léir.

3.15 Seirbhísí Aistriúcháin

Feictear dúinn go mbainfear lánúsáid as seirbhísí aistriúcháin tríd an Oifig ar fad mar go mbeidh ar gach rannóg na foirmeacha suirbhé ar fad a sholáthar i nGaeilge agus i mBéarla. Cuirfear liosta de sheirbhísí aistriúcháin ar fáil do Bhainisteoirí.

3.16 Earcaíocht

Beidh gach fógra earcaithe a chuirfear sna nuachtáin náisiúnta agus ar shuíomh idirlín an CSO á sholáthar i nGaeilge agus i mBéarla.

Caibidil 4 Monatóireacht agus Athbhreithniú

Beidh Coiste Ardbhainistíochta an CSO ann, faoi chathaoirleacht an Ard-Stiúrthóra, a dhéanfaidh athbhreithniú ar fheidhmíocht na scéime. Déanfaidh an tOifigeach Gaeilge monatóireacht ar chur i bhfeidhm na scéime agus é/í ag tuairisciú chuig Oifigeach na Seirbhísí do Custaiméirí. Is faoi chúram na mbainisteoirí líne a bheidh feidhmíocht laethúil na Scéime chomh maith le monatóireacht leanúnach ar an éileamh ar rannóga éagsúla.

Beidh ar gach Ceann Rannóige monatóireacht agus tuairisc a dhéanamh ar an éileamh a bheidh ar na seirbhísí Gaeilge. Áireofar dul chun cinn na Scéime inár dTuarascáil Bhliantúil.

Tarlóidh athbhreithniú ar an scéim trí bliana tar éis dáta curtha i bhfeidhm na scéime seo.

Caibidil 5 An Scéim Chomhaontaithe a Phoibliú

Beidh ábhar na scéime chomh maith lena tiomantais agus forálacha ar fáil don mhórfhobal mar seo leanas:

- Foilseofar an Scéim féin ar shuíomh idirlín an CSO chomh maith leis na nuashonruithe ina diaidh agus tuairisceofar iad sna Tuarascálacha Bliantúla.
- Preasráiteas.
- An scéim a sheoladh chuig na gníomhaireachtaí agus na comhlachtaí poiblí cuí.

Seoladh cóip den scéim seo chuig Oifig an Choimisinéara Teanga.