

Scéim teanga gaelige

Irish language scheme

2022 - 2025

IFI/2023/1-4641



**Iascach Intíre Éireann
Inland Fisheries Ireland**



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1 Introduction

This scheme was prepared in accordance with Section 15 of the Official Languages Act 2003 (“the Act”) by Inland Fisheries Ireland (IFI). Section 15 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

and the measures to be adopted to ensure that any service not provided by the body through the medium of the Irish language will be so provided within an agreed timeframe. Section 15 of the Act provides for the review of the existing scheme.

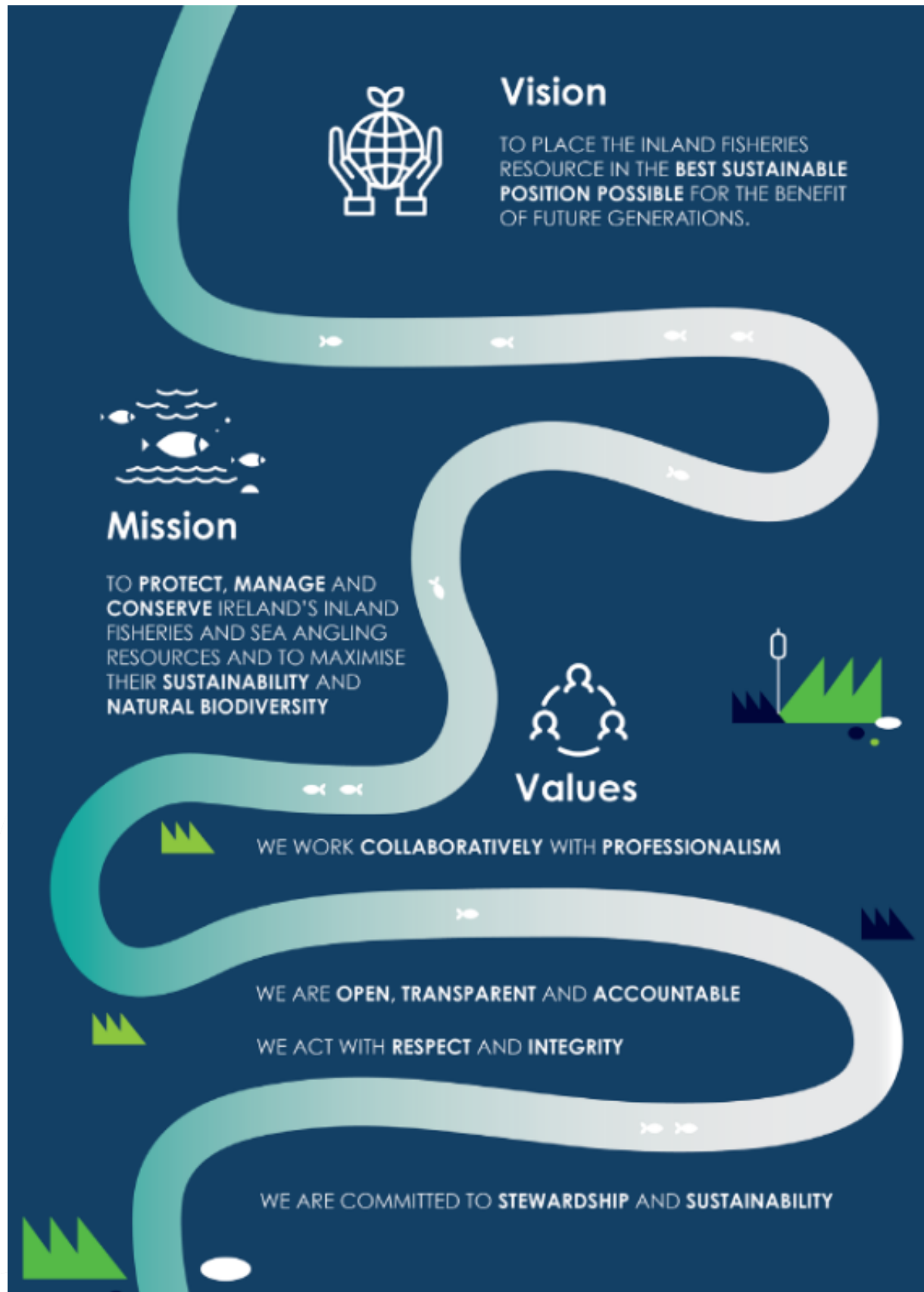
1.1 Preparation of the Scheme

In the preparation of this scheme, due regard has been given to the [Guidelines issued by the Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media](#). In addition, there has been a comprehensive process of consultation with relevant stakeholders. Inland Fisheries Ireland are guided by the principle that the provision of Irish language services should be based on:

- the underlying level of demand for specific services in the
- Irish language in the context of positive provision
- the resources, including human and financial resources,
- the capacity of the public body concerned to develop or access the necessary language capability.

IFI published a [notice on its website](#) under Sections 13 and 15(3) of the Act on 25th May 2022, inviting submissions in relation to the preparation of the draft scheme from interested parties. One submission was received in relation to this scheme. This scheme has been developed taking account of the views expressed by one comprehensive response received. It also reflects the views and suggestions put forward by IFI staff. IFI appreciates the time and effort put in by those concerned in this process. This scheme complements the principles of IFI’s Customer Charter and [Consultation Policy](#). It has been formulated with the intention of ensuring that all relevant obligations under the Official Languages Act 2003 by IFI will be fully addressed on an incremental basis, through this and future schemes. This is the first scheme to be undertaken by IFI.

2 Overview of Inland Fisheries Ireland



Inland Fisheries Ireland is a statutory body operating under the aegis of the Department of Environment, Climate and Communication (DECC) and was established under the Fisheries Act on 1st July 2010. Its principal function is the protection and conservation of the inland fisheries resource. Inland Fisheries Ireland promotes supports, facilitates and advises the Minister on the conservation, protection, management, development and improvement of inland fisheries, including sea angling. Inland Fisheries Ireland also develops policy and national strategies relating to inland fisheries and sea angling and advises the Minister on same (fisheriesireland.ie).

The general functions of our organisation are to:

- (a) Promote, support, facilitate and advise the Minister on the conservation, protection, management, marketing, development and improvement of Ireland's inland fisheries, including its sea angling resources.
- (b) Develop and advise the Minister on policy and national strategies relating to inland fisheries and sea angling.
- (c) Ensure implementation and delivery of policy and strategies developed under (b) as agreed with the Minister.

3 Means of communicating with the public

Inland Fisheries Ireland is committed to providing an efficient, courteous, respectful and professional service to all our stakeholders.

Communicating with us is by:

- telephone
- written correspondence, by letter, email or through social media
- coming to see us at our public offices.

3.1 Publications

In implementing the functions of IFI it is necessary to publish documents as a means of communicating.

- Information leaflets;
- Guidance documents;
- Speeches and presentations made at events both in-person and online,
- Public consultations both statutory and policy driven,
- Annual report and other corporate publications;

The Annual Reports and the Corporate plans are bilingual

<https://www.fisheriesireland.ie/publications>.

Recently we have held a public consultation and provided the necessary documents in both Irish and English: <https://www.fisheriesireland.ie/news/public-consultations/western-lakes-plan>

3.2 Electronic communication

IFI host two primary websites: www.fisheriesireland.ie is our corporate website and www.fishinginireland.info is dedicated to angling information.

Our www.somethingfishy.ie contains resources for our primary school educational programme and is English based but some of the educational resources are also available in Irish.

Other means of electronic communications include:

- Weekly ezine including links to podcasts, videos
- Media releases and public notices
- Social media cards
- Online webinars or meetings

3.3 Services currently available through the medium of English only, Irish only, and bilingually

- If you write to us in Irish we will reply in Irish.
- We will make every effort to accommodate customers who wish to conduct their business through Irish.
- We will publish key documents and reports in both English and Irish.
- We will meet our commitments under the Official Languages Acts

Service	English only	Irish only	Bilingually	Notes
Publication of Annual report and Corporate plan			✓	
Publication of audited accounts or financial statements,			✓	
Publication of research findings including statistics	✓			
Publication of leaflets, forms and guides	✓			
Publication of media releases	✓			
Public notices			✓	
Website	✓			
Guidance material, brochures, etc published on the website	✓			
Online services	✓			
Development of new online services			✓	
Digital multimedia content (e.g. podcasts)	✓			
Telephone service	✓			
Telephone greeting	✓			
Spokesperson available to media			✓	
Written correspondence			✓	
Stationary			✓	
Publication of speeches, presentations, or interviews	✓			
Signage			✓	

4 Enhancement of Services to be provided bilingually

A working group within IFI have carried out a detailed analysis of IFI's services and propose to deal with offering these bilingually in short, medium and long term timescales. The short term within 1 year and medium term 2-5 years will cover the duration of this scheme and will focus on building up a range of bilingual written and electronic communication resources to help deliver the mandatory requirements set out in the Act.

4.1 Enhancement of services

As an enforcement agency the following services are identified initially to enhance our offer

- Protection
- Customer service

4.2 General commitment to Irish Language service development

An internal working group has already been set up with comprises of native and fluent Irish speakers and those who are interested in improving their Irish. This team will work with the Human Resources division to strengthen the capabilities among a wider staff cohort, especially in Gaeltacht areas.

4.3 Publications

IFI will meet its mandatory obligations as set out in the Act but proposes to reach further for certain publications for example in the areas of climate change, environmental stewardship and sustainability.

4.4 Electronic communication

Currently IFI are working to an IT strategy and all elements of this will promote bilingual communications, for example a new email signatures programme has a standardised approach across the organisation which contains graphics which are bilingual. IFI undertakes to provide bilingual email out of office responses.

4.5 Telephone Service

IFI will ensure that switchboard operators and receptionists, who are the first point of contact with the public, will give the name of Inland Fisheries Ireland in Irish and English ; are familiar with basic greetings in Irish; will put members of the public in contact without delay with whatever offices or officer is responsible for offering the service required through Irish.

IFI's Hotline will be answered with a greeting in Irish and English but reports will only be accepted through English to avoid any delay in the transfer of the report to the appropriate staff member.

Examples of 'out of office' and 'voice mailbox messages' in the Irish language and will be provided to encourage staff to leave out of office and voice mail messages in both Irish and English language.

4.6 Face to face contact

Due to the nature of the core work of Inland Fisheries Ireland and its diverse range of stakeholders, including international entities, the majority of meetings are conducted through English. As per this Language Scheme, it is our policy that, when warranted and sufficient notice has been provided, subject expert staff proficient in Irish with will be made available for meetings with Irish language organisations or otherwise.

4.7 Media engagement

IFI's Communications section will provide

- public notices in Irish and English,
- advertise relevant services in Irish and English and will ensure that 5% of such advertising will be in Irish Language publications/ media outlets.
- create a greater Irish language presence on its social media platforms, including increasing the number of 'posts' in Irish and the amount of Irish language content on its pages.

And together with customer facing staff

- will ensure that queries from members of the public, journalists, and public representatives received in Irish will be answered in Irish.

5 Developing Staff Competence

5.1 Commitment

IFI staff are aware of their commitments under the Official Languages Acts this Statutory Scheme to deliver a high quality service through Irish.

IFI will continue to ensure that staff appreciate the thrust of the Act, understand the immediate legal requirements and the commitment to deliver a progressively enhanced service and see that service as an integral part of the commitment to quality client service. The successful delivery of our services in Irish is very dependent on the ability and willingness of staff to do so.

5.2 Developing Irish Language capabilities in IFI

Currently IFI has a small cohort of staff who have volunteered to provide an Irish language service to the extent that their competence allows. IFI will continue to encourage staff to use their existing competence and make staff members aware of any training opportunities that arise in this area. If any staff member shows an interest or is willing to undergo training to become competent in this area, we will continue to provide training and support to them subject to available resources. Training needs will continue to be identified in the course of the Performance and Development Review (PDR) and needs will be incorporated into individual and generic training programmes as appropriate.

Plans are already underway to work on more informal ways to develop a greater appreciation and interest in the Irish language such as establishing a socaí gaeilge, pop up gaeltachts and initiatives such as coffee mornings, webinars, coaching sessions, newsletter

6 Monitoring and Revision

IFI's Senior Management and Senior leadership team will keep the operation of the scheme under review by way of bi-annual progress reports provided by the Head of Business Development, who has responsibility for the day-to-day operation of the scheme, together with ongoing monitoring of the level of demand and delivery of commitments in the various functions of IFI including its Innovation strategy.

6.1 Organisation chart for a breakdown of the IFIs functions and its services



7. Publicising of Agreed Scheme

- The provisions of the scheme will be brought to the attention of the public by means of the following:
- the scheme itself and subsequent updates on the delivery of commitments on particular services will be published on our website and reported upon in our Annual Report.

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

- directly informing customers on a pro-active basis of the option of dealing with IFI through Irish, for example, on the website and in publications drawing attention to the availability of services in Irish; and
- the insertion of footnotes on selected guidance documents, leaflets and webforms explaining that these documents are also available in Irish (in cases where bilingual printed material is not produced under a single cover).

A copy of this scheme has been forwarded to the Office of An Coimisinéir Teanga.





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Inland Fisheries Ireland