

EUROPEAN CHARTER FOR REGIONAL OR
MINORITY LANGUAGES

DEPARTMENT OF FINANCE AND
PERSONNEL

GUIDANCE ON MEETING UK GOVERNMENT
COMMITMENTS IN RESPECT OF IRISH AND
ULSTER SCOTS

January 2005

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SECTION ONE INTRODUCTION

1. This guidance, which has been approved by Ian Pearson, MP, provides general policy advice and information on meeting the UK Government's commitments and obligations in respect of Irish and Ulster Scots, made when the European Charter for Regional or Minority Languages (the Charter) was signed and ratified.
2. The Charter is an international convention designed to protect and promote regional or minority languages as a threatened aspect of Europe's cultural heritage. It does not establish any individual or collective rights for the speakers of regional or minority languages.

About the Charter

- The UK Government signed the Charter on 2 March 2000. It was ratified on 27 March 2001, and it came into force on 1 July 2001. A DCAL led interdepartmental charter group drafted and agreed general guidance on the Charter's implementation which was cleared by the Secretary of State in January 2004. Departments were then required to tailor the guidance in line with their own policy and circumstances.
 - The Charter is binding upon each of the ratifying states. Thus it has implications for all Northern Ireland departments and associated bodies.
 - In Northern Ireland it applies to Irish and Ulster-Scots.
 - It **does not** cover sign languages or the languages of the minority ethnic communities.
 - The UK Government must provide periodic reports to the Council of Europe Committee of Experts (Comex) who report on each state's compliance with its Charter obligations.
3. This guidance comes into effect on 31 January 2005.
 4. For further information on Charter issues, contact the Strategic Equality Branch, Telephone 028 9185 8173, network Extension 68173, textphone 028 9052 7668, sms 07791 525 718 or email carolyn.barr@dfpni.gov.uk.

SECTION TWO

STRUCTURE OF THE CHARTER

5. Three parts of the Charter are particularly significant:
 - **Part I – ‘General provisions’** covers issues such as definitions, undertakings, practical arrangements etc. It commits the UK Government to ensure that the authorities, organisations and persons concerned are informed of the rights and duties established by the Charter.
 - **Part II – ‘Objectives and Principles’** is dealt with in detail in Section Three of this Guidance and, for our purposes, applies to Irish and Ulster- Scots.
 - **Part III – ‘Measures to promote the use of Regional or Minority Languages in public life’** contains detailed undertakings to support languages and currently this only applies to Irish in Northern Ireland. This is dealt with in Section Four below.

6. The full text of the Charter and Explanatory Document produced by the Council of Europe can be found at:
<http://conventions.coe.int/Treaty/EN/cadreprincipal.htm> ~~O~~ **KW** (treaty number ETS 148).

SECTION THREE
PART II OF THE CHARTER

7. Part II of the Charter, *Objectives and Principles*, applies to Irish and Ulster-Scots. It highlights the need to base policies, legislation and practice on the principles of recognising, promoting and encouraging the use of Irish and Ulster-Scots to preserve and safeguard both languages. Departments and associated bodies should take account of the wishes of the language speakers as they plan their activity. Part II of the Charter places the onus on departments and their associated bodies to pro-actively encourage the use of Irish and Ulster-Scots.

8. For example, Part II of the Charter requires bodies:
 - Eliminate restrictions on the use of languages,
 - Ensure that users of minority languages are not excluded from society
 - Include language users in the decision-making processes that affect their language
 - Take '**resolute action**' to promote regional or minority languages
 - Ensure that languages are dealt with appropriately within the education system.

9. Part II applies to all policies, legislation and practices of government, not just those that specifically refer to Irish or Ulster-Scots.

SECTION FOUR
PART III OF THE CHARTER

10. Part III of the Charter contains a list of specific actions that could be taken in support of a language. When a certain number and range of these are being fulfilled for a language, that language is said to have ‘reached Part III status’. This status reflects the development of a language, not its worth. Through the ‘resolute action’ required to be taken under Part II languages can generally be expected to develop until they attain Part III status. Language development does not stop once Part III is reached, and further Charter obligations may be accepted once additional activity is underway.
11. Currently in Northern Ireland, only Irish has part III status. Thirty provisions covering six Articles relating to the Northern Ireland administration apply to Irish. A further six apply to reserved matters. These are listed in **Annex B**.
12. Responsibility for implementing Part III (Articles 8– 14) in Northern Ireland is as follows:

PROVISION	SUBJECT	RESPONSIBILITY
<u>Part III</u>		
Article 8	Education	DE, DEL,
Article 9	Judicial authorities	DCAL, NI Courts Service
Article 10	Administrative authorities and public services	All departments
Article 11	Media	DCAL lead
Article 12	Cultural activities and facilities	DCAL lead
Article 13	Economic and social life	DCAL, DETI, DEL
Article 14	Transfrontier exchanges	NIO

13. The implications of the Charter for staff in DFP in their dealings with the public arise from Part III, Article 10 (*Administrative authorities and public services*), and they are set out in paragraphs 14 to 16 below.
14. Within the administrative districts of the State in which the number of residents who are users of regional or minority languages justifies the measures specified below and according to the situation of each language, the Parties undertake, as far as this is reasonably possible:
 - 1 a(iv) to ensure that users of regional or minority languages may submit oral or written applications in these languages;
 - 1c to allow the administrative authorities to draft documents in a regional or minority language
15. In respect of the local and regional authorities on whose territory the number of residents who are users of regional or minority languages is such as to justify the measures specified below, the Parties undertake to allow and/or encourage:
 - 2b the possibility for users of regional or minority languages to submit oral or written applications in these languages;
 - 2e the use by regional authorities of regional or minority languages in debates in their assemblies, without excluding, however, the use of the official languages of the State;
 - 2f the use by local authorities of regional or minority languages in debates in their assemblies, without excluding, however, the use of the official languages of the State;
 - 2g the use or adoption, if necessary in conjunction with the name in the official language(s), of traditional and correct forms of place-names in regional or minority languages.

16. With regard to public services provided by the administrative authorities or other persons acting on their behalf, the Parties undertake, within the territory in which regional or minority languages are used, in accordance with the situation of each language and as far as this is reasonably possible:
 - 3 c to allow users of regional or minority languages to submit a request in these languages;
 4. With a view to putting into effect those provisions of paragraphs 1, 2 and 3 accepted by them, the Parties undertake to take one or more of the following measures:
 - 4a translation or interpretation as may be required;
17. The Charter requires public authorities to allow the use or adoption of family names in the regional or minority languages, at the request of those concerned.
18. Article 10 makes clear that users of the Irish language need to be able to submit requests to Government Departments in Irish. This requires the authorities to have a capacity for Irish translation and interpretation. Legal advice is that, in the context of the application of Article 10, administrative authorities must have:
 - The capacity to use the regional form of the minority languages in question (i.e. Irish).
 - The capacity to allow the use of regional or minority languages within their authorities.
 - The capability to deal with the submission of applications in the languages.
 - The ability to publish official documents in the languages both at the level of our regional administration and at local authority level i.e. district councils
 - The ability to facilitate the use of such languages in the representative assemblies of the administration and local authorities debates.

- The ability to facilitate the use of family and place names etc. in regional or minority languages (not excluding the use of official languages).

SECTION FIVE

CODES OF COURTESY

19. Staff, especially those who interact with members of the public who want to do business in Irish or Ulster-Scots will need a code of courtesy to help them to fulfill their obligations. Codes of Courtesy for Irish and Ulster-Scots are provided at **Annexes A and B**

20. The Irish Code is based on the Article 10 obligations, while the Ulster-Scots Code is based on an expert analysis of the provisions of Article 10 that could currently be applied to Ulster-Scots.

21. Although the Charter details more specifically with obligations in respect of Irish, departments and bodies should also apply to Ulster-Scots the principles of courtesy and respect which underpin the Charter. They are encouraged to respond positively to requests to use Ulster-Scots, in line with best practice for customer care within the spirit of Part II of the Charter.

SECTION SIX

ROLES, RESPONSIBILITIES AND OBLIGATIONS

22. Departments have responsibility for drawing up and implementing their own strategies for meeting their Charter commitments. In developing these strategies departments and associated bodies must:
- Keep at all times within the spirit of the Charter, as reflected in Part II.
 - Fulfil the specific obligations under Part III of the Charter.
 - Ensure **all** staff are familiar with those provisions of the Charter that apply to Irish/Ulster-Scots and know how their department will implement them.
 - Seek legal advice if there are difficulties with discretionary aspects of the Charter.
23. While the Charter creates legal obligations for departments and associated bodies, Parts II and III allow for some discretion and interpretation. It is essential that departments are clear and consistent in their decision-making. They should be able to explain their rationale for undertaking, or not undertaking, action in a particular area or with a particular language.
24. When reviewing or developing policies and programmes, and deciding how to exercise this discretion officials should consider:
- How policies and programmes can contribute to the Charter objectives of maintaining, safeguarding and promoting Irish and Ulster-Scots.
 - Demand for the use of Irish and Ulster-Scots
 - Value for money
 - Precedents established by their own organization or by other departments and associated bodies.
 - How national administrative law, for example, human rights or equality legislation, may affect decisions.

- That decisions made by departments in relation to the Charter may be open to legal challenge.
- How reasonable a particular course of action is, taking into account such factors as how much the language is used and the contexts in which it is used.

SECTION SEVEN
FREQUENTLY ASKED QUESTIONS

In order to meet my obligations under the Charter:

Do I have to translate everything into Irish and Ulster-Scots?

25. No. You should give priority to documents which are likely to be of particular relevance to Irish or Ulster-Scots speakers, for example: language policy documents; documents which are likely to be read and used generally; or those that will contribute to promoting, maintaining and safeguarding either language. There are currently no plans to produce statutory forms or technical documents in Irish or Ulster-Scots, although information supplied in Irish or Ulster-Scots on English language forms should be accepted.

What documents should I publish in Irish and Ulster-Scots?

26. Part III Article 9.3 - Judicial Authorities **obliges** the publication of 'the most important national statutory texts and those relating particularly to users of these languages'.

It would be **good practice** to ensure key information is published in languages other than English. It is for each individual department to decide:

- The key messages they want to communicate to their various customers
- The most effective communication or marketing tools for putting their message across to the target audiences – paper based, internet, TV, radio, press, electronic. Publishing need not necessarily mean printing.
- What their customers are most likely to want to see in Irish or Ulster-Scots.

27. OFMDFM has prepared a guide for all NICS departments on “Making Information Accessible”. This will highlight good marketing and communication practice relevant to all languages including Irish and Ulster-Scots.

What type of documents have other people published in Ulster-Scots or Irish?

28. Publications already produced in Irish, Ulster-Scots or bilingually with English have included headline documents such as charters, corporate plans and equality schemes, as well as consultation documents and information/awareness leaflets. Summaries in Irish or Ulster-Scots of large documents containing key messages have also been produced.

How can I sign a document written in a language I don't understand?

29. The English language version of any document produced by departments remains the authoritative version for all purposes. English versions should always be produced of Irish or Ulster-Scots language drafts that are particularly sensitive or complex or are likely to have legal implications. It is therefore in order to sign the English language version only.

How do I get a document translated into Irish or Ulster-Scots?

30. To get a document translated, or to book an interpreter, contact the Strategic Equality Branch, Telephone 028 9185 8173, network Extension 68173, textphone 028 9052 7668, sms 07791 525 718 or email carolyn.barr@dfpni.gov.uk.
31. Quality translation is a skill and branches preparing documents for issue in Irish or Ulster-Scots should allow plenty of time for the process. If you are producing a bilingual/trilingual document talk to your designer at planning stage about the options.

What's the policy on signage in public offices and elsewhere?

32. This matter has been referred to DCAL, who are considering a corporate line.

What should I do about addresses in different languages?

33. It would be in keeping with the Charter to use versions of addresses in languages other than English. When a customer uses a lawful Irish or Ulster-Scots language street name, the Irish or Ulster-Scots form should be used in replying to correspondence or while processing applications. In some cases it may be necessary also to include the English form. As far as possible other Irish or Ulster-Scots forms should be used in the address where they have been used by the customer (for example city or townland names).
34. When contact is being initiated, officials should consider using both versions initially, and then continue using whichever language was used in the reply.

***EUROPEAN CHARTER FOR
REGIONAL OR MINORITY
LANGUAGES
CODE OF COURTESY FOR
IRISH***

Introduction

Linguistic diversity must be regarded as a common cultural wealth. Everyone is entitled to respect and courtesy, which extends to their language. Every effort should be made to convey this respect even if it is not possible to deal with the person in the language of his/her choice.

Officers should become familiar with the provisions of the European Charter for Regional or Minority Languages that apply to Irish and the measures this Department has decided upon to implement them.

Personal Names

A person is legally entitled to assume any name he or she wishes – in English or in any other language. This right should never be questioned. If he or she is generally known by that name, it is valid for purposes of legal identification. Unless it appears that he or she is not generally known by that name, staff must respect the wishes of anyone who wants to be known by the Irish version of their name, and should use only that name in official business. Where a person is known by names in more than one language, in order to keep records together both names will be recorded on files.

If a person gives his/her name in Irish, and the officer dealing with the person has difficulty in writing or even pronouncing it, they should ask the person to help them spell it.

If the name includes an accent, this should present no problem.

Practically all computer software packages cater for this.¹

Every effort should be made to write and/or pronounce a person's name correctly. Don't be embarrassed to seek that person's help.

¹ Vowels in Irish may have long accents, similar to the acute accent in French. However, unlike French, the accent in Irish is also used in the case of capitals. When using Microsoft Word, the accent can be keyed in by pressing the *Alt Gr* key and then the vowel in question. In the case of capitals the *Shift* key should also be pressed. All such letters can also be accessed by using the *Insert –Symbol* facility.

Face-to-Face Interviews and Meetings

If someone starts speaking in Irish to staff who do not speak Irish you should explain this and offer the person the choice of:

- continuing the interview/meeting in English;
- giving written views in Irish
- making an appointment for a meeting when an interpreter is present.

If in doubt, clarify that the language in question is Irish.

If a person gives advance notice that they want to speak Irish, arrangements for interpretation should be made. This can be done through the NICS Central Translation Service, telephone Linguistic Operations Branch (028 9025 8979). Or contact the Strategic Equality Branch, Telephone: 028 9185 8173, network Extension: 68173, textphone: 028 9052 7668, sms 07791 525 718 or email carolyn.barr@dfpni.gov.uk.

An exception to the general requirement to provide an interpreter is recruitment interviews, where necessary testing of communication skills in English could not be carried out properly unless English was the working medium.

If a meeting is arranged, double-check beforehand that the interpreter is available. Never promise a service on which you cannot deliver.

Telephone Calls

If a caller begins the conversation in Irish the officer may respond in Irish (if they speak it) or English. If the officer does not speak Irish they should explain this and offer alternatives for dealing with the call. The following form of words may be helpful:

“I am sorry I cannot answer you in Irish. But I can offer you the following options for dealing with your call. You may:

- *continue the call in English*
- *write to us in Irish*
- *transfer to our voice mail where you can leave a message in Irish.”*

To contact the **voice mail** phone – 028 9025 8971. The Charter only requires acceptance of oral requests and applications in Irish. There is no obligation to respond in Irish but Irish-speaking staff may do so.

Consideration is currently being given to the provision of refresher training for Irish speakers within the NICS. When a suitable training course is established staff who would be capable of, and willing to, accept telephone calls in Irish may wish to avail of this training.

Procedures for use of Irish language voicemail

If a caller contacts the central switchboard or an individual department indicating that they wish to conduct their business in Irish, the official receiving the call will divert or direct the caller to the Irish language voice mail (028) 9025 8971. (Internal extension 58971)

The voice mail is monitored by officials in Linguistic Operations Branch, Department of Culture, Arts and Leisure.

Messages received will be translated immediately or forwarded to an interpreter for translation.

Translated enquiries will be forwarded to the appropriate department / official for action.

MESSAGE ON IRISH VOICE MAIL FACILITY (IN IRISH)

“Welcome to the Northern Ireland Civil Service. If you would like to leave a message with us someone will come back to you as soon as possible. You can leave your message after the tone. To handle your call we need you to give us the following information:

- Your name
- Your address
- Your daytime telephone number
- The name of the person you would like to contact, if you know it
- The name of the department you would like to contact, if you know it.
- The nature of your business

We will try to get back to you as soon as possible but if your business is very urgent you are advised to contact the particular department directly in English.

Correspondence

The Charter obliges departments to accept written applications in Irish. If it seems that, taking translation into account, it will not be possible to provide a substantive reply by the relevant deadline, an acknowledgement should be issued explaining that the letter is being translated and that a substantive reply will follow. A positive gesture would be to issue at least the acknowledgment in Irish using a stock form of words. An example of an acknowledgement is attached at Appendix 1 in English and at Appendix 2 in Irish.

The Charter does not oblige departments to acknowledge or reply in Irish to correspondence received in Irish, but the Departmental Advisory Group have agreed that subject to cost and value for money considerations, where possible officials should issue a reply in Irish using the Central Translation Service where necessary. English translations of the original letter and response should be filed. For the avoidance of doubt, if the official who is replying to correspondence has no knowledge of Irish

he/she may wish to issue the signed reply in English. In such cases an unsigned copy of the reply in Irish should accompany the English version. In all cases a copy of the correspondence in English will be kept on file.

Translation of Documents into Irish

It is good practice to publish key information in languages other than English. Where possible suitable documents will be identified and translated pro-actively by officials.

Business Areas should provide translations of documents into Irish when they:

- Are likely to be of particular relevance to Irish speakers;
- Are likely to be read and used generally;
- Will contribute to promoting, maintaining and safeguarding the language.

Business Areas should consider requests for translation, bearing in mind the points above and value for money.

Examples of some documents which may be considered for translation are key documents, executive summaries, information/awareness leaflets EQIAs.

If you need a document translated into Irish please contact the Strategic Equality Branch, Telephone: 028 9185 8173, network Extension: 68173, textphone: 028 9052 7668, sms 07791 525 718 or email carolyn.barr@dfpni.gov.uk.

Business Areas should expect to bear the costs of their own translations from their divisional budgets.

Addresses

The Local Government (Miscellaneous Provisions) (Northern Ireland) Order 1995 provides that a District Council may place a version of a street name in another language alongside the English name. For up to date

information on non-English street names adopted by District Councils go to http://www.osni.gov.uk/paper/dual_lang.html or contact Rachel McKane (rachel.mckane@osni.gov.uk). When a person has used a lawful Irish language street name staff should use the Irish form in replying to correspondence or while processing applications. Both Irish and English versions should be noted on the official record.

Where third parties may be involved i.e. where a document may need to be scrutinised (e.g. driving licence) or publicised (e.g. planning application) the English form of the street address should be shown as well as the Irish version. There are no restrictions on using Irish versions of other parts of an address e.g. townland, town, county, country.

When contact is being initiated, it would be in keeping with the spirit of the Charter to use both versions initially, and then continue using whichever language was used in the reply. Departments and associated bodies are encouraged to use both versions in their documents and publications.

Enquiries and Monitoring

Enquiries about this Guidance and further advice on requests to do business (oral or written) in Irish should be addressed to the Strategic Equality Branch, Rathgael House, Balloo Road, Bangor BT19 7NA. Telephone: 028 9185 8173, network Extension: 68173, textphone: 028 9052 7668, sms 07791 525 718 or email carolyn.barr@dfpni.gov.uk.

Appendix 1

Department Of Finance and Personnel

Tel:
Fax:
email:

(Name)
(Department)
(Address)
(Address)
(Address)

(Date)

Dear

Thank you for your letter to dated

The matter is being dealt with and a reply will issue in due course.

Yours sincerely

(NAME)

Appendix 2

An Roinn Airgaeadais agus Pearsana

Tel:
Fax:
email:

(Name)
(Department)
(Address)
(Address)
(Address)

(Date)

A _____, a chara,

Go raibh maith agat as do litir chuigdar dáta.....

Táthar ag plé leis an ábhar agus éiseofar freagra in am agus i dtráth.

Is mise le meas

(NAME)

***EUROPEAN CHARTER FOR
REGIONAL OR MINORITY
LANGUAGES
CODE OF COURTESY FOR ULSTER-
SCOTS***

Introduction

Linguistic diversity must be regarded as a common cultural wealth. Everyone is entitled to respect and courtesy, which extends to their language. Every effort should be made to convey this respect even if it is not possible to deal with the person in the language of his/her choice.

Officers should become familiar with the provisions of the European Charter for Regional or Minority Languages that apply to Ulster-Scots and the measures the Department has decided upon to implement them.

Personal Names

A person is legally entitled to assume any name he or she wishes – in English or in any other language. This right should never be questioned. If he or she is generally known by that name, it is valid for purposes of legal identification. Unless it appears that he or she is not generally known by that name, staff must respect the wishes of anyone who wants to be known by the Ulster Scots version of their name, and should use only that name in official business. Where a person is known by names in more than one language, in order to keep records together both names will be recorded on files.

If a person gives his/her name in Ulster Scots, and the officer dealing with the person has difficulty in writing or even pronouncing it, they should ask the person to help them spell it.

If the name includes an accent, this should present no problem.

Practically all computer software packages cater for this.²

² Some Ulster-cots spelling systems use accents to represent inflexion. When using Microsoft Word, the accent can be keyed in by pressing the *Alt Gr* key and then the vowel in question. In the case of capitals the *Shift* key should also be pressed. All such letters can also be accessed by using the *Insert –Symbol* facility.

Face-to-Face Interviews and Meetings

In the spirit of the Charter departments and associated bodies are encouraged to make provision for Ulster-Scots interviews and meetings. However at present it is not normally possible to facilitate face-to-face meeting in the Ulster-Scots language due to difficulty in ensuring appropriate quality assurance for interpreters.

Telephone Calls

If a caller begins the conversation in Ulster-Scots the officer may respond in Ulster-Scots (if they speak it) or English. If the officer does not speak Ulster-Scots they should explain this and offer alternatives for dealing with the call. The following form of words may be helpful:

“I am sorry I cannot answer you in Ulster-Scots. But I can offer you the following options for dealing with your call. You may:

- *continue the call in English*
- *write to us in Ulster-Scots*
- *transfer to our voice mail where you can leave a message in Ulster-Scots.”*

To contact the **voice mail** phone – 028 90258924. Whilst the Charter does not require acceptance of oral applications in Ulster-Scots, this offers the opportunity to encourage and promote the language in line with Part II of the Charter.

Procedures for the use of Ulster-Scots language voice mail

If a caller contacts the central switchboard or an individual department indicating that they wish to conduct their business in Ulster-Scots, the official receiving the call will divert or direct the caller to the Ulster-Scots language voice mail (028) 902-58924. (Internal extension 58924)

The voice mail is monitored by officials in Linguistic Operations Branch (LDB), Department of Culture, Arts and Leisure.

Messages received will be translated immediately or forwarded to an interpreter for translation.

Translated enquiries will be forwarded to the appropriate department / official for action.

MESSAGE ON ULSTER-SCOTS VOICE MAIL FACILITY (IN ULSTER-SCOTS)

“Welcome to the Northern Ireland Civil Service. If you would like to leave a message with us someone will come back to you as soon as possible. You can leave your message after the tone. To handle your call we need you to give us the following information:

- Your name
- Your address
- Your daytime telephone number
- The name of the person you would like to contact, if you know it
- The name of the department you would like to contact, if you know it.
- The nature of your business

We will try to get back to you as soon as possible but if your business is very urgent you are advised to contact the particular department directly in English.

Correspondence

The Charter does not oblige departments to accept written correspondence in Ulster-Scots, however it would be in the spirit of the Charter to do so. Due to difficulty in ensuring appropriate quality assurance for interpreters, it may not always be possible to reply in Ulster Scots. However, a positive gesture would be to issue at least the

acknowledgment in Ulster-Scots using a stock form of words. An example of an acknowledgement is attached at Appendix 1 in English and at Appendix 2 in Ulster Scots.

Further advice can be sought through the NICS Central Translation Service, telephone Linguistic Operations Branch (028 90258979). Or contact the Strategic Equality Branch, Telephone: 028 9185 8173, network Extension: 68173, textphone: 028 9052 7668, sms 07791 525 718 or email carolyn.barr@dfpni.gov.uk.

Translation of Documents into Ulster Scots

It is good practice to publish key information in languages other than English. Where possible suitable documents will be identified and translated pro-actively by officials.

Business Areas should provide translations of documents into Ulster Scots when they:

- Are likely to be of particular relevance to Ulster Scots speakers;
- Are likely to be read and used generally;
- Will contribute to promoting, maintaining and safeguarding the language.

Business Areas should consider requests for translation, bearing in mind the points above and value for money.

Examples of documents which may be considered for translation are key documents, executive summaries, information/awareness leaflets, EQIAs etc.

If you need a document translated into Ulster Scots please contact the Strategic Equality Branch, Rathgael House, Balloo Road, Bangor BT19 7NA. Telephone: 028 9185 8173, network Extension: 68173, textphone: 028 9052 7668, sms 07791 525 718 or email carolyn.barr@dfpni.gov.uk.

Business Areas should expect to bear the costs of their own translations from their divisional budgets.

Addresses

The Local Government (Miscellaneous Provisions) (Northern Ireland) Order 1995 provides that a District Council may place a version of a street name in another language alongside the English name. For up to date information on non-English street names adopted by District Councils go to http://www.osni.gov.uk/paper/dual_lang.html or contact Rachel McKane (rachel.mckane@osni.gov.uk). When a person has used a lawful Ulster Scots language street name staff should use the Ulster-Scots form in replying to correspondence or while processing applications. Both Ulster-Scots and English versions should be noted on the official record.

Where third parties may be involved i.e. where a document may need to be scrutinised (e.g. driving licence) or publicised (e.g. planning application) the English form of the street address should be shown as well as the Ulster-Scots version. There are no restrictions on using Ulster-Scots versions of other parts of an address e.g. townland, town, county, country.

When contact is being initiated, it would be in keeping with the spirit of the Charter to use both versions initially, and then continue using whichever language was used in the reply. Departments and associated bodies are encouraged to use versions in both languages in their documents and publications.

Enquiries and Monitoring

Enquiries about this Guidance and further advice on requests to do business (oral or written) in Ulster-Scots should be addressed to the Strategic Equality Branch, Rathgael House, Balloo Road, Bangor BT19 7NA. Telephone: 028 9185 8173, network Extension: 68173, textphone: 028 9052 7668, sms 07791 525 718 or email carolyn.barr@dfpni.gov.uk.

Department Of Finance and Personnel

Tel:
Fax:
email:

(Name)
(Department)
(Address)
(Address)
(Address)

(Date)

Dear

Thank you for your letter to dated

The matter is being dealt with and a reply will issue in due course.

Yours sincerely

(NAME)

Appendix 2

Männystrie o Siller an Fowk Guideship

Tel:
Fax:
email:

(Name)
(Department)
(Address)
(Address)
(Address)

(Date)

..... , guid freen,

Monie thanks fur yer lettèr tae o tha date
.....

Tha mettèrs noo in haun an ye shud hae an answer afore owre lang.

Wi an aefauld hairt,

(NAME)