

**Comhairle na Gàidhealtachd
The Highland Council**

**Buidheann Buileachaidh na Gàidhlig - 18 Gearran 2016
Gaelic Implementation Group - 18 February 2016**

Agenda Item	8
Report No	GIG 4/16

GAELIC IN THE WORKPLACE – SERVICE CENTRE

Report by the Head of Policy and Reform

Summary

This report informs Members of the work to date and the forward planning for the inclusion of Gaelic within the activities and remit of the Service Centre, as the Service Centre receives 300,000 calls annually.

1. Background

- 1.1 The Council's Gaelic Language Plan has 5 Themes which are as follows:
Gaelic in the Home and in Communities
Gaelic in Education
Gaelic in the Arts, Media and Heritage
Gaelic in the Workplace
Gaelic in Economic Development
- 1.2 This report summarises an action point from one of the key performance results within the Gaelic in the Workplace theme.

2. Bilingual Welcome Message

- 2.1 The Gaelic Team worked closely with Digital Services, Customer Services and the Service Centre Teams to develop a standard greeting in Gaelic to be included on the range of telephone numbers used by members of the public to contact the Council for all Services.
- 2.2 When customers call the Council's Customer Services lines they receive a Gaelic Greeting followed by the Council's standard salutation in English.

3. The Development and Delivery

- 3.1 Discussions were facilitated by Digital Services and the Service Centre technology provider, Netcall. It was quickly realised that a fluent Gaelic speaker was needed to be able to provide the quality of pronunciation that the Council demands.
- 3.2 Numerous recordings were undertaken with the best recording selected and digitally enhanced for use on the phone. Digital Services then applied the new sound files and carried out testing.

4. Training

- 4.1 Future Planning will include two 0.5 day tutorial sessions for all staff based at the Alness Service Centre to learn and pronounce the Gaelic Greetings', this will be delivered by an experienced tutor. The tutorials will be placed on the intranet within the Training portal; this will be accessible to all staff.

5. Implications

- 5.1 There are no implications associated with this report at present.

Recommendation

Members are asked to note this new development as an implementation target within the Gaelic Language Plan.

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