



**Language Scheme 2014 – 2017**  
**(Under Section 15 of the Official Languages Act 2003)**

**March 2014**

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## **Chapter 1 : Introduction and Background**

This Language Scheme was prepared in accordance with Section 15 of the Official Languages Act 2003 (“the Act”) by the Office of Public Works (OPW). This is the second Scheme prepared by this Office and succeeds the first Scheme which came into effect in 2007.

Section 11 of the Act provides for the preparation of a statutory scheme by public bodies 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 in due course.

### **1.1 Preparation of Scheme**

This second Scheme aims to build on progress made in the provision of services through Irish and bilingually in this Office.

It has been developed to strengthen the emphasis given to the Irish language in the daily conduct of the OPW's business, taking account of what is reasonably practicable over the next three years.

The OPW published a notice under section 13 of the Act in the national newspapers inviting submissions from any interested parties in relation to the preparation of the new language scheme. In addition, the OPW wrote to 22 organisations working in the Irish language area seeking their views. These organisations covered the voluntary, state and educational sectors. The OPW also consulted with all members of staff on the preparation of the scheme. Submissions were received from 10 individuals and organisations listed at Appendix 1.

The OPW was mindful of the submissions received through the public consultation

process and the views and suggestions of staff across the Department in developing this Second Scheme. The time and effort put in by all concerned in this process is gratefully acknowledged and appreciated.

The objective of this second Scheme is to continue the delivery of the commitments made in our first scheme and to build on the progress achieved across the OPW over the period of that Scheme. This Scheme demonstrates a commitment on behalf of the OPW and staff to sustain the extent to which services are currently available through Irish and it identifies areas for future enhancement.

The new Scheme also builds on the principles of Quality Customer Service and will continue to ensure that persons who wish to conduct their business in Irish are facilitated.

The OPW's Quality Customer Service (QCS) Network oversaw the preparation of this new Language Scheme and will monitor its implementation. The QCS Network is a subgroup of the Partnership Committee, chaired by an officer from within Corporate Services and comprises representatives from each Business area.

## **1.2 Review of the operation of the First Scheme 2007 – 2010**

The first Irish Language Scheme set challenging targets for the Office and instigated a significant change in the culture and general approach to the treatment of the Irish Language within the OPW.

There has been general and widespread acceptance by staff of the Scheme and of the responsibilities placed on them following its introduction. The Office ensures that staff and managers are frequently reminded of their responsibilities in relation to the Irish language. A range of supports have been implemented in order to meet staff requirements and ensure the effective implementation of the Scheme. These include support to staff who wish to undertake Irish Language courses; provision of guidance and details on translation services; and the identification of staff who have a good or an excellent working knowledge of the Irish language and who are willing to use their language skills for the day to day business of this Office.

The Office has also worked with officials from Oifig an Choimisinéara Teanga to ensure that complaints and issues of non-compliance were resolved and any opportunities for

improvement arising from these complaints were undertaken.

### **1.3 Commencement date of Scheme**

This three year Scheme has been confirmed by the Minister for Arts, Heritage and the Gaeltacht. The Scheme is commenced with effect from 5 March 2014 and shall 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 Official Languages Act, whichever is the later.

## Chapter 2 : Overview of the Office of Public Works

### 2.1 Mission

The Mission of the OPW is:

*To use our experience and expertise in our mandated areas of operation to provide innovative, effective and sustainable shared services to the public and our clients.*

### 2.2 Mandate

The core functions of the Office of Public Works (OPW) relate to three areas of operation:

Estate Portfolio Management

Heritage Services

Flood Risk Management

and these operational areas are supported by Corporate Services.

The OPW is primarily concerned with the delivery of services to customers. Its ethos is client focus and providing value for money for the taxpayer while delivering in a timely manner and being alert to sustainability issues.

### 2.3 Customers

As it is a service organisation the majority of the OPW's staff are employed in operational and front line areas responding to customer needs. Our customers are the public, Government, other Departments, Offices, Agencies and the wider public service.

### 2.4 Services

#### 2.4.1 Estate Portfolio Management

The OPW provides a shared service in the area of property management and property maintenance incorporating architectural, engineering, valuation, quantity surveying, project management and facilities management services to central Government Departments and Agencies. The Office is responsible for some 780 National Monuments such as Newgrange and the Rock of Cashel. It also manages some of the most prestigious Historic Properties in the country, e.g. Dublin Castle and Castletown House.

#### *2.4.2 Flood Risk Management*

The OPW is the lead agency for flood risk management in Ireland. It is, therefore, responsible for developing and implementing comprehensive policies and strategies for flood risk management. The primary functions of this programme are:

- to develop and deliver on flood risk management work programmes and measures;
- to maintain an effective programme of maintenance of river courses drained under the provisions of the Arterial Drainage Acts: and
- to advise the Government on flood risk management and flood risk management policy.

#### *2.4.3 Corporate Services*

The above areas of activity are supported internally by Corporate Services which include functions such as Human Resource Management and Development, Financial Management, Information & Communication Technology and other services necessary for the day to day operations of the Office.

### **2.5 OPW Management Structure**

The OPW's senior management structure is organised around the interlinking entities of the Board and the Management Advisory Committee. This group reports through the Chairman directly to the Minister of State at the Department of Public Expenditure & Reform with special responsibility for Public Service Reform and the OPW and, through the Minister for Public Expenditure & Reform, to the Government.

The Board comprises the Chairman and the two Commissioners, and is the legal entity referred to in relevant legislation and regulations concerning the Commissioners of Public Works. The Board and the Directors of Architectural Services, Engineering Services and Corporate Services make up the Management Advisory Committee (MAC).

The MAC is the Senior Management Group, which advises the Minister of State on policy and directs the normal activities and functions of the Office. It also advises and supports the Board in the exercise of its legally obligated functions.

## **2.6 OPW's Legal Framework**

The legal framework within which the OPW operates and which guides our activities is :

- Public Works Act, 1831
- State Property Act, 1954.
- Coast Protection Act, 1963.
- State Authorities (Development and Management) Act, 1993.
- Arterial Drainage Acts, 1945 – 1995.
- Commissioners of Public Works (Functions and Powers) Act, 1996.
- National Monuments Acts, 1930 – 2004.
- European Communities (Energy End-use Efficiency and Energy Services) Regulations 2009 - S.I. No. 542/2009
- European Communities (Assessment and Management of Flood Risks) Regulations 2010 - S.I. No. 122/2010.



## **Chapter 3 : Enhancement of Services through Irish**

The OPW currently provides a number of services bilingually. These services were either already provided prior to the first Language Scheme or as a direct consequence of meeting the commitments made in that Scheme.

### **3.1 Irish Language Survey**

The OPW's Headquarters decentralised to Trim, Co. Meath in late 2009. With the movement of staff to and from this Office it was unclear what level of expertise in the Irish Language was retained in the OPW. In order to ascertain the level of expertise in Irish among staff in OPW, a survey was carried out the following year asking staff to indicate :

- their ability to read, write and speak Irish;
- their willingness to use and share their Irish Language Skills for work purposes;
- their readiness to undertake training in the Irish Language.

The response to the survey was positive and encouraging and is a clear indication of the increased goodwill and support for the Irish language within the OPW since the Scheme was introduced and also the increased level of expertise in the Irish language. 66 staff members advised that they had a good working knowledge of, or were fluent in, the Irish Language and 55 of these were willing to use their skills for business purposes.

As well as using their skills for business purposes 10 staff have agreed to be identified in the IPA Yearbook as Irish speakers for the OPW. These staff and their contact details are listed at Appendix 2.

### **3.2 Heritage Sites**

#### **3.2.1 Guide Services**

- An informal survey was carried out among the Supervisor Guides at our national heritage sites in 2010. The Guides were asked whether their sites catered for visitors who require a tour in the Irish Language. The results of this survey found that a number of sites had Guides, seasonal or permanent, who were capable of providing tours in Irish. While it is encouraged, it cannot be guaranteed that Irish speaking seasonal guides will return to the site year after year. Also the level of Irish tours can vary depending on the fluency of the guide. It is evident from the survey carried out however, that apart from Gaeltacht areas, demand for tours in the Irish language is

low.

### 3.2.2 Publications at Heritage Sites

- A number of individual publications are made available in a range of languages, including Irish, through OPW's Heritage Service. These are site guides and information leaflets which are made widely available through local tourism offices and at the sites themselves. Prior to the First Language Scheme, the following sites had publications available in Irish, under separate cover :

Charles Fort, Co. Cork	Clonmacnoise, Co. Offaly
Desmond Castle, Co. Cork	Glendalough, Co. Wicklow
Knowth, Co. Meath	Mellifont Abbey, Co. Louth
Trim Castle, Co. Meath	1848 Famine Warehouse, Co. Tipperary
Jerpoint Abbey, Co. Kilkenny	Loughcrew, Co. Meath
Reginald's Tower, Co. Waterford	Tintern Abbey, Co. Wexford.

- Adhering to the commitments outlined in the first Language Scheme an additional 8 heritage sites have publications available in Irish under separate cover. These are :

Athenry Castle, Co. Galway	Parke's Castle, Co. Leitrim
Céide Fields, Co. Mayo	Irish War Memorial Gardens, Dublin 8
Carrowmore, Co. Sligo	Kilmainham Gaol, Dublin 8
Boyle Abbey, Co. Roscommon	Hill of Tara, Co. Meath

A further publication on Pádraig Pearse has also been produced in the Irish Language.

- Separately within Visitors Services, the standard Application Forms for Guide/Information Officer posts at all sites, maintained by the OPW, are produced bilingually.
- The primary delivery of services at Dún Aonghasa, Árainn, Co. na Gaillimhe,, Ionad an Bhlascaoid, Dún Chaoin, Co. Chiarraí, Aireagal Ghallarais, Baile na nGall, Co. Chiarraí and Teach an Phiarsaigh, Ros Muc, Contae na Gaillimhe, including Guide Service, is through Irish and staff are fully fluent in the language. Irish is also the day-to-day working language within these functional areas. Site Guides and information leaflets are also produced bilingually at these sites.

- The Heritage Service's general publication "Heritage Sites of Ireland" which provides a full listing of all guided sites nationwide, under the control of the OPW, their contact details and the facilities available to them is also available through Irish under separate cover.
- An Irish language guide service (i.e. an Irish speaking guide) is available at a number of our historic properties in Dublin i.e. Dublin Castle, Áras an Uachtaráin and Farmleigh.

### **3.3 Website**

- The principal Heritage Services website, [www.heritageireland.ie](http://www.heritageireland.ie) is fully bilingual. The flooding website, [www.flooding.ie](http://www.flooding.ie), is also bilingual except for documents with a large technical content. The main OPW website, [www.opw.ie](http://www.opw.ie), has recently been redesigned and 100% of its static content is bilingual which can be accessed by the touch of a button.

### **3.4 Public Relations Unit**

- The Public Relations Unit is on target to provide a minimum of 10% of all Press Releases annually bilingually and that Unit also has a member of staff capable of dealing with enquiries through Irish.

### **3.5 Switchboard staff**

- Training of reception/switchboard staff was undertaken to enable them to :
  - give the name of the Office in Irish;
  - provide basic greetings in Irish; and
  - transfer calls to officials who can deliver services in Irish.

It is acknowledged that training in this area will be on-going as staff change.

### **3.6 Languages and Translation resources**

The following resources are available to staff :

- OPW staff who have a good or an excellent knowledge of the Irish language have been identified and are willing to use their skills to translate smaller documents and letters into Irish. These skilled staff members can also speak with customers, who wish to use the Irish language, on the telephone or face to face;

➤ A comprehensive list of Foras na Gaeilge accredited translators is displayed on our internal website for staff who require assistance with the translation of larger publications. This list is updated regularly.

## Chapter 4 : Our Commitments under this Scheme

Over the next three years, the OPW undertakes to carry out a number of new commitments in relation to enhancing the use of the Irish Language in our organisation. The following table outlines these new commitments, highlighted in blue, together with those outlined in the first Scheme as they will also continue to apply over the course of this three year Programme :

Service	Irish Language Commitments
Corporate publications, including Statements of Strategy, Annual Reports, Customer Action Plans and Charters	<p>Continue to comply with section 10 of the Act, which requires Statement of Strategy, Annual Report, Audited Accounts or Financial Statements and any document setting out public policy proposals to be published simultaneously in Irish and English.</p> <p>Other corporate publications will continue to be made available in bilingual format.</p>
Publications (other than those that fall under section 10 of the Act)	<p>Make available, bilingually, Department publications on major policy statements. If the cost of bilingual publication in any individual case is deemed excessive due to the size of the document, the Office will use its discretion to publish only the executive summary/ recommendations in bilingual format.</p> <p>Publish at least one Irish language article in each edition of the in-house magazine, Obair.</p>
Heritage Services	<p>Increase again, by at least 50%, the number of site brochures made available under separate cover in the Irish language for sites operated by the Heritage Service.</p> <p>Where possible recruit guides, seasonal or otherwise, with a good working knowledge of the Irish language to carry out site tours in Irish, if requested.</p>
Public Relations Unit	<p>Ensure that at least one member of staff in the PR Unit will be capable of dealing with enquires through Irish.</p> <p>Provide annually, a minimum of 10% of all Press Releases bilingually.</p> <p>Where relevant, send a number of tweets in the Irish Language to our followers on Twitter.</p>
Gaeltacht	<p>Ensure the official place names of Gaeltacht areas [as declared by the Minister in the Placenames (Ceantair Ghaeltachta) Order 2004] will be used for official business.</p>

Speeches	Continue to make Speeches available in the language in which they are delivered.
Pre-recorded computerised messaging	<p>Provide the standard disclaimer on all outgoing e-mail communications bilingually.</p> <p>Individual staff members can choose to put the non-system generated part of the 'out-of-office' e-mail message in Irish or English or both languages.</p>
Website	<p>Maintain 100% bilingual static content on the main OPW website (<a href="http://www.opw.ie">www.opw.ie</a>).</p> <p>Progressively increase the Irish language non static content on the main OPW website</p> <p>Ensure that the main pages of any new sections added to the website are bilingual.</p> <p>Introduce any online interactive services, to be developed in the future, simultaneously in both official languages (no such online services are currently available).</p> <p>Ensure that any new computer systems will be capable of handling the Irish language and existing systems will be made compatible at the next planned maintenance or upgrade.</p> <p>Register Irish Language domain names for certain OPW websites e.g. Heritage Ireland</p> <p>Ensure that the Dublin Castle website has at least 50% of the static content translated into Irish.</p>
Telephony/switchboard services and reception facilities	<p>Switchboard operators and receptionists are often the first points of contact to OPW customers. OPW's Commitment is to continue to ensure, that:</p> <ul style="list-style-type: none"> <li>• switchboard staff answer the phone by referring to the Office in Irish;</li> <li>• switchboard staff and receptionists are, at least, familiar with the basic greetings in Irish; and</li> <li>• switchboard staff and receptionists are provided with a list of staff members who can provide a service through Irish.</li> </ul>
One to-one contact either by phone or in person	<p>Continue to identify staff with ability to provide inter-personal Irish Language service and ensure telephone lists, front desk reception/telephonists and organisation charts are updated accordingly.</p> <p>Ensure email addresses for staff members willing to use their Irish language skills are included under the relevant section on the website.</p>
Computer Systems	Ensure any upgrade of existing computer systems or new computer

	systems will be fully capable of handling the Irish Language.
Training	<p>Continue to make available to all staff, appropriate Irish Language training courses, including within normal working hours, to maximise attendance and relevance to the Office's work.</p> <p>Advertise Irish Language courses to staff and seek additional volunteers willing to train to provide Irish language Services across the Office.</p> <p>Provide advice to staff on the range of high quality Irish language classes available outside office hours (e.g. third level diploma in Irish).</p> <p>Explore opportunities to encourage the development of Irish Language skills amongst staff through informal activities at certain times of the year e.g. during the annual Seachtain na Gaeilge.</p> <p>Continue to inform staff about helpful Irish Language sites, namely :</p> <ul style="list-style-type: none"> <li>• <a href="http://www.focal.ie">www.focal.ie</a></li> <li>• <a href="http://www.logainm.ie">www.logainm.ie</a></li> <li>• <a href="http://www.scriobh.ie">www.scriobh.ie</a></li> <li>• <a href="http://www.forasnagaeilge.ie">www.forasnagaeilge.ie</a>.</li> </ul>
Monitoring and Surveys	<p>The OPW will, through regular customer and staff surveys, assess the level of demand for services through Irish.</p> <p>Advise business areas to log all letters, phone calls and other enquires/requests for information that are received in the Irish language.</p> <p>Carry out a survey of signs displayed in our public offices and heritage sites. Signs that do not comply with the Official Languages Act 2003 will be identified and amended.</p>

## Chapter 5 : Monitoring and Review

### 5.1 Monitoring

The Quality Customer Service (QCS) Network comprises members from each of the Business areas within the OPW.

It is the responsibility of this Group :

- to monitor activity in relation to Irish Language delivery in the Office,
- to monitor compliance with both the terms of the Official Languages Act and the OPW's Language Schemes; and
- to report to the Management Advisory Committee (MAC) in relation to all of these matters.

Progress on the OPW Language Scheme will continue to be included in this Office's Annual Reports.

### 5.2 Review

The MAC will keep the effective operation of the Scheme under review. Its analysis of changes that may be necessary mid stream will be informed by the annual reports provided by the QCS Network.



## Chapter 6 : Publicising of Agreed Scheme

### 6.1 Staff

Staff have been informed of their responsibilities in respect of the Official Languages Act 2003 and the OPW Language Schemes. Detailed guidance and instructions have been made available to those who may need to implement Irish language measures. Staff will continue to be made aware of their responsibilities under the Scheme through a variety of means, including office notices.

### 6.2 Customers

This Office will take every opportunity in its day to day interactions with customers to promote and publicise the services it provides through Irish by :

- directly informing customers on a pro-active basis of the option of dealing with us through Irish, for example by displaying notices at reception areas indicating the Irish language services that are available;
- prominently listing these services on our website;
- signifying on selected guidelines, leaflets and application forms that these documents are also available in Irish, unless presented bilingually;
- giving equal prominence to Irish and English language materials.

### 6.3 General Public

The contents of this Scheme along with the commitments and provisions of the Scheme will be publicised to the general public by means of:

- Press Release launching the Scheme;
- Circulation to appropriate agencies and public bodies; and
- Website.

A copy of this Scheme will also be forwarded to Oifig an Choimisinéara Teanga.

The English version of this Scheme is the official version.

## Appendix 1 : Individuals and Bodies who provided Submissions

- Comhdháil Náisiúnta na Gaeilge
- Conradh na Gaeilge
- Gael-Linn
- Údarás na Gaeltachta
- Tomás Ó hAodha
- P.J. Corry, Letterkenny, Co. Donegal
- John Durham
- Lionárd Flóid
- Vincent Holmes, Co. Galway
- Henry O'D. Thompson, The Old Building Company

## Appendix 2 : OPW Staff willing to deal with customers through Irish

	<b>Name</b>	<b>Contact Details</b>	<b>Level of Irish</b>
1	Úna Ní Fhaircheallaigh	Assistant Principal, Policy Unit	Excellent Fluent
2	Martin Connolly	Valuer, Property Maintenance	Excellent Fluent
3	Ide de Burca	Higher Executive Officer, National Procurement Service	Excellent Fluent
4	Cian Ó Dónaill	Engineer Grade 1, South West Drainage, Engineering Services	Excellent Fluent
5	Aine de Burca	Higher Executive Officer, Project Management	Excellent Fluent
6	Brian Allen	Principal Officer, Project Management	Good Working Knowledge
7	Martin O'Gorman	Assistant Principal, Engineering Services	Good Working Knowledge
8	Jackie Stewart	Higher Executive Officer, National Procurement Service	Good Working Knowledge
9	Grainne McDonnell	Higher Executive Officer, Information & Communication Technology	Good Working Knowledge
10	Ezra MacManamon	Engineer Grade 2, Engineering Services	Good Working Knowledge

## Appendix 3 : OPW Contact Details

### Office of the Minister of State

52 St. Stephen's Green, Dublin 2..... (01) 647 6000

### Office of the Chairman

OPW Head Office, Jonathan Swift Street, Trim, Co. Meath ..... (046) 942 6000

### CORPORATE SERVICES

#### Development and Organisation Services, Policy Unit, Internal Audit, Management Accounting Services, Freedom of Information & Legal Services Unit, Public Relations Department, Library, Art Management, IT Unit, Personnel Services

OPW Head Office, Jonathan Swift Street, Trim, Co. Meath ..... (046) 942 6000/  
 ..... (01) 647 6000  
 LoCall..... 1890 213 414  
 Fax..... (046) 948 1793

### FINANCIAL SERVICES

Government Offices, Hebron Road, Kilkenny..... (056) 777 2600  
 LoCall..... 1890 213 424

### GOVERNMENT PUBLICATIONS, IRIS OIFIGÚIL AND ELECTION SERVICES

52 St. Stephen's Green, Dublin 2..... (01) 6476834  
 Fax:..... (01) 6476843  
 LoCall ..... 1890 213434

### ENGINEERING SERVICES

OPW Head Office, Jonathan Swift Street, Trim, Co. Meath ..... (046) 942 6000

#### Flood Risk Policy and Management

#### Flood Project Management Services,

#### Arterial Drainage Maintenance Support Service

OPW Head Office, Jonathan Swift Street, Trim, Co. Meath..... (046) 942 6000  
 17-19 Hatch Street Lower, Dublin 2..... (01) 647 6000

#### Flood Policy

17-19 Hatch Street Lower, Dublin 2 ..... (01) 647 6000

#### Arterial Drainage Maintenance East & West/ Environment Section

#### East Region Drainage Maintenance

Newtown, Trim, Co Meath ..... (046) 943 1352

Fair Green, Ardee, Co Louth..... (041) 685 3256  
 Robinstown, Mullingar, Co. Westmeath ..... (044) 934 8332  
 Drumbear, Cootehill Road, Monaghan..... (047) 83 201

### West Region Drainage Maintenance

Main Street, Headford, Co. Galway ..... (093) 35 456  
 Foxford Road, Ballina, Co. Mayo ..... (096) 22 065  
 Gallows Brae, Lifford, Co. Donegal..... (074) 914 1273  
 Corrib Sluice Barrage, Sluice House, Galway ..... (091) 563 097

### Arterial Drainage Maintenance South East & South West/Mechanical Engineering Field Services

#### South East Region Drainage Maintenance

Ballycraane, Castlebridge, Co Wexford..... (053) 24 181

#### South West Region Drainage Maintenance

Templemungret House, Mungret, Co. Limerick..... (061) 227 139  
 Inch Bridge, Listowel, Co. Kerry..... (068) 21 166  
 Dowager House, Portumna, Co. Galway..... (090) 974 1086

### Field Maintenance Office

Newtown, Trim, Co. Meath ..... (046) 943 1352

### Hydrometrics, Hydrology, and Coastal Protection Services

#### Hydrometric Section

Main Street, Headford, Co. Galway..... (093) 36372  
 Government Offices, Pearse Street, Athlone, Co. Westmeath ..... (090) 6492918  
 Government Offices, Hebron Road, Kilkenny..... (056) 7772635  
 Newtown, Trim, Co. Meath..... (046) 943 1352  
 Templemungret House, Mungret, Co. Limerick..... (061) 209117  
 Foxford Road, Ballina, Co. Mayo..... (096) 22065

#### Hydrology and Coastal Section

OPW Head Office, Jonathan Swift Street, Trim, Co. Meath..... (046) 942 6000  
 17-19 Hatch Street Lower, Dublin 2..... (01) 647 6000

#### Flood Relief and Risk Management Services

OPW Head Office, Jonathan Swift Street, Trim, Co. Meath ..... (046) 942 6000  
 17-19 Hatch Street Lower, Dublin 2..... (01) 647 6000

### Professional Engineering Services

#### Mechanical & Electrical Services

OPW Head Office, Jonathan Swift Street, Trim, Co. Meath ..... (046) 942 6000

52 St. Stephen's Green, Dublin 2. ....	(01) 647 6000	<b>REGIONAL ARCHITECTURAL OFFICES</b>	
<b>Civil and Structural Engineering Services</b>		<b>Dublin North Region The Red House,</b>	
OPW Head Office, Jonathan Swift Street, Trim, Co. Meath .....	(046) 942 6000	Arbour Hill Gate, Collins Barracks, Dublin 7.....	(01) 474 2040
17-19 Hatch Street Lower, Dublin 2.....	(01) 647 6000	<b>Dublin South Region</b>	
		Dublin Castle, Dublin 2.....	(01) 677 6106
<b>PROJECT MANAGEMENT SERVICES</b>		<b>North East Region</b>	
OPW Head Office, Jonathan Swift Street, Trim, Co. Meath .....	(046) 942 6000	<b>(Co Meath, Westmeath, Kildare, Louth, Monaghan, Cavan)</b>	
Unit 20, Lakeside Retail Park, Claremorris, Co Mayo.....	(01) 647 6000	<b>Regional Architect &amp; District Office</b> (Co Meath, Westmeath, Kildare)	
Fax.....	(094) 937 3395	52 St. Stephen's Green, Dublin 2.....	(01) 647 6000
<b>Quantity Surveying Section,</b>		Fax.....	(01) 6619632
4 - 5 Harcourt Road, Dublin 2.....	(01) 647 6000	<b>District Office</b> (Co Louth, Monaghan, Cavan)	
		Government Buildings, Millennium Centre,	
<b>PROPERTY MANAGEMENT SERVICES</b>		St Alphonsus Road, Dundalk, Co Louth .....	(042) 933 4221
OPW Head Office, Jonathan Swift Street, Trim, Co. Meath .....	(046) 942 6000		
Fax.....	(046) 948 1793	<b>North West Region</b>	
		(Co Sligo, Leitrim, Donegal, Roscommon, Longford)	
<b>PROPERTY MAINTENANCE SERVICES</b>		<b>Regional Architect &amp; District Office</b> (Co Sligo, Leitrim)	
OPW Head Office, Jonathan Swift Street, Trim, Co. Meath .....	(046) 942 6000	Marino House, Finisklin Business Park, Sligo.....	(071) 911 6200
Fax.....	(046) 948 1793	<b>District Office</b> (Co Donegal)	
		Government Offices, High Road, Letterkenny, Co Donegal.....	(074) 912 1365
<b>BUILDING MAINTENANCE SERVICES</b>		<b>District Office</b> (Co Roscommon, Longford)	
Collins Barracks, Benburb Street, Dublin 7 .....	(01) 702 8811	Government Offices, Pearse St, Athlone, Co Westmeath.....	(090) 649 2087
Director.....	(01) 702 8812		
<b>FURNITURE DIVISION</b>		<b>South East Region</b> (Co Kilkenny, Waterford, Laois, Offaly, Carlow, Wicklow, Wexford)	
Mountshannon Road, Rialto, Dublin 8 .....	(01) 453 1588	<b>Regional Architect &amp; District Office</b> (Co Kilkenny, Waterford)	
		13 Catherine Street, Waterford.....	(051) 845 000/ 874 134
<b>HEALTH &amp; SAFETY SERVICES</b>		<b>District Office</b> (Co Laois, Offaly, Carlow)	
OPW Head Office, Jonathan Swift Street, Trim, Co. Meath .....	(046) 942 6000	Government Buildings, Abbeyleix Road, Portlaoise .....	(057) 862 11 33
Government Offices, Pearse Street, Athlone, Co. Westmeath .....	(090) 649 2087	<b>District Office</b> (Co Wicklow, Wexford)	
<b>FIRE &amp; SECURITY SERVICES</b>		Government Buildings, Castlepark Arklow, Co Wicklow.....	(0402) 32761
52 St. Stephen's Green, Dublin 2. ....	(01) 647 6000		
<b>ARCHITECTURAL SERVICES</b>		<b>South West Region</b> (Co Cork, Kerry)	
<b>Architectural Services 1,2,3,4,5,6</b>		<b>Regional Architect &amp; District Office</b> (Co Cork)	
OPW Head Office, Jonathan Swift Street, Trim, Co. Meath .....	(046) 942 6000	14 Old Blackrock Road, Cork.....	(021) 496 6200
52 St. Stephen's Green, Dublin 2 .....	(01) 647 6000	<b>District Office</b> (Co Kerry)	
		The Demesne, Killarney, Co Kerry.....	(064) 6622300

**Mid-West Region** (Co Limerick, Clare, Tipperary)  
**Regional Architect & District Office** (Co Limerick, Clare)  
 Templemungret House, Mungret, Co. Limerick ..... (061) 209 100  
**District Office** (Co Tipperary)  
 Government Offices, Stradvoher, Thurles, Co Tipperary..... (0504) 21532

**West Region** (Co Galway, Mayo)  
**Regional Architect & District Office** (Co. Galway)  
 The White House, 8 Claddagh Quay, Co. Galway..... (091) 546 480  
**District Office** (Co Mayo)  
 Pavilion Road, Castlebar, Co Mayo ..... (094) 902 1331

**DUBLIN CASTLE CONFERENCE CENTRE**  
 Dublin 2..... (01) 645 8800  
 Information & Guided Tours..... (01) 645 8813

**FARMLEIGH**  
 Phoenix Park, Castlknock, Dublin 15..... (01) 815 5900

**NATIONAL MONUMENTS**  
 Unit 20, Lakeside Retail Park, Claremorris, Co Mayo..... (01) 647 6000

**Athenry Depot**  
 District Works Manager, Raheen, Athenry, Co Galway..... (091) 844 084

**Kilkenny Depot**  
 District Works Manager, Hebron Road Industrial Estate, Kilkenny.. (056) 772 1813 or  
 ..... (056) 772 1668

**Killarney Depot**  
 District Works Manager, Carrigfreaghane, Killarney, Co Kerry..... (064) 663 2402

**Mallow Depot**  
 Districts Works Manager, Quarters town Industrial Estate,  
 Mallow, Co Cork..... (022) 42278

**Dromahair Depot**  
 District Works Manager, Dromahair, Co Leitrim..... (071) 916 4186

**Trim Depot**  
 District Works Manager, Newtown, Trim, Co Meath..... (046) 943 1452

**NATIONAL HISTORIC PROPERTIES**  
 Dublin Castle, Dublin 2..... (01) 645 8885

**VISITOR SERVICES**  
 Unit 20, Lakeside Retail Park, Claremorris, Co Mayo..... (01) 647 6000  
 Fax..... (094) 937 3395  
 Heritage Card..... Callsave 1850 600 601

**HERITAGE SITES**  
**Adare Castle**, Adare, Co Limerick ..... (061) 61396 666  
**Altamont Gardens**, Tullow, Co. Carlow..... (059) 915 9444  
**Arbour Hill Cemetery**, Arbour Hill, Dublin 7..... (01) 8213021  
**Ardfert Cathedral**, Ardfert, Co Kerry..... (066) 713 4711  
**Áras an Uachtarain**, Phoenix Park, Dublin 8..... (01) 677 0095 (Visitors Centre)  
 ..... LoCall 1890 430 430

**Athenry Castle**, Athenry, Co Galway..... (091) 844 797  
**Aughnanure Castle**, Oughterard, Co Galway..... (091) 552 214  
**Ballyhack Castle**, Ballyhack,, Co Wexford..... (051) 389 468  
**Barryscourt Castle**, Carrigtwohill, Co Cork..... (021) 488 2218  
**Battle of the Boyne**, Oldbridge Estate, Oldbridge, Co Meath (041) 980 9950  
**Boyle Abbey**, Boyle, Co Roscommon..... (071) 966 2604

**Brú na Bóinne Visitor Centre**, (Newgrange & Knowth)  
 Donore, Co Meath..... (041) 988 0300

**Cahir Castle**, Castle Street, Cahir, Co Tipperary ..... (052) 744 1011  
**Carrowmore Megalithic Cemetery**, Sligo ..... (071) 916 1534

**Casino**, Cherrymount Crescent, off Malahide Road, Marino, D3  
 ..... (01) 833 1618  
**Castletown**, Celbridge, Co Kildare..... (01) 628 8252

**Céide Fields**, Ballycastle, Co Mayo..... (096) 43325  
**Charles Fort**, Summercove, Kinsale, Co Cork..... (021) 477 2263

**Clonmacnoise**, Shannonbridge, Co. Offaly..... (090) 967 4195  
**Coole Park**, Gort, Co. Galway..... (091) 631 804

**Corlea Trackway**, Kenagh, Co Longford..... (043) 3322386  
**Derrynane House**, Caherdaniel, Co Kerry ..... (066) 947 5113

**Desmond Castle**, Cork Street, Kinsale, Co Cork..... (021) 477 4855  
**Desmond Hall**, The Square, Newcastlewest, Co Limerick..... (069) 77408

**Donegal Castle**, Donegal Town, Co Donegal..... (074) 972 2405  
**Doneraile Park**, Doneraile, Co Cork..... (087) 251 5965

**Dublin Castle**, Dame Street, Dublin 2..... (01) 645 8813  
**Dún Aonghasa**, Kilmurvey, Inishmore, Aran Islands, Co Galway.... (099) 61008

**Dungarvan Castle**, Castle Street, Dungarvan, Co Waterford..... (058) 48144  
**Dunmore Cave**, Ballyfoyle, Co Kilkenny... (056) 776 7726

<b>Dwyer McAllister Cottage</b> , Derrynamuck,Knockanarrigan, Co Wicklow (Glendalough Visitor Centre).....	(0404) 45325/45352	<b>Old Mellifont Abbey</b> , Tullyallen, Drogheda, Co Louth.....	(041) 982 6459
<b>Emo Court</b> , Emo, Co Laois.....	(057) 862 6573	<b>Ormond Castle</b> , Castle Park, Carrick-on-Suir, Co Tipperary	(051) 640 787
<b>Ennis Friary</b> , Abbey Street, Ennis, Co Clare.....	(065) 682 9100	<b>Parke's Castle</b> , Fivemile Bourne, Co Leitrim.....	(071) 9164149
<b>Famine Warehouse (1848)</b> , Ballingarry, Co Tipperary.....	(087) 908 9972	<b>Pearse Museum</b> , St. Enda's Park, Grange Road, Rathfarnham, Dublin 16.....	(01) 493 4208
<b>Farnleigh</b> , Phoenix Park, Dublin 15 .....	(01) 815 5900/815 5981	<b>Phoenix Park and Ashtown Castle</b> , Phoenix Park, Dublin 8.....	(01) 677 0095/ 821 3021
<b>Ferns Castle</b> , Ferns, Co Wexford.....	(053) 9366411	<b>Portumna Castle &amp; Gardens</b> , Portumna, Co Galway.....	(090) 974 1658
<b>Fota Arboretum and Gardens</b> , Fota Estate, Carrigtwohill, Co Cork..	(021) 481 2728	<b>Rathfarnham Castle</b> , Rathfarnham, Dublin 14.....	(01) 493 9462
<b>Gallarus Castle</b> , Ballydavid, Co Kerry(The Blasket Centre) .....	(066) 915 6444	<b>Reginald's Tower</b> , The Quay, Waterford.....	(051) 304 220
<b>Garden of Remembrance</b> , Parnell Square East, Dublin 1.....	(01) 821 3021	<b>Rock of Cashel</b> , Cashel, Co Tipperary.....	(062) 61437
<b>Glebe House and Gallery</b> , The Derek Hill Collection, Churchill, Letterkenny, Co Donegal.....	(074) 913 7071	<b>Roscrea Heritage</b> , (Castle & Damer House), Castle Street, Roscrea, Co Tipperary.....	(0505) 21850
<b>Glendalough Visitor Centre</b> , Glendalough, Bray, Co Wicklow....	(0404) 45325/45352	<b>Ross Castle</b> , Killarney, Co Kerry.....	(064) 663 5851/2
<b>Government Buildings</b> , Upper Merrion St., Dublin 2.....	(01) 645 8813/619 4116	<b>Royal Hospital Kilmainham</b> , Military Road, Kilmainham, Dublin 8.....	(01) 612 9900
<b>Grangegorman Military Cemetery</b> , Blackhorse Avenue, D7.....	(01) 821 3021	<b>Scattery Island</b> , Kilrush, Co Clare.....	(065) 682 9100
<b>Heywood Gardens</b> , Ballinakill, Co Laois.....	(057) 873 3563/(087) 667 5291	<b>Skellig Michael</b> , Co. Kerry.....	(01) 647 6912/ 647 6000
<b>Hill of Tara</b> , Navan, Co Meath.....	(046) 902 5903	<b>Sligo Abbey</b> , Abbey Street, Sligo.....	(071) 914 6406
<b>Illnacullin, Garinish Island</b> , Glengarriff, Bantry, Co Cork.....	(027) 63040	<b>St Audeon's Church</b> , Cornmarket, High Street, Dublin 8	(01) 677 0088
<b>Ionad an Bhlascaoid Mhóir</b> , The Blasket Centre, Dún Chaoin, Trá Lí, Co Chiarraí.....	(066) 915 6444	<b>St. Mary's Abbey</b> , Chapter House, Meetinghouse Lane, off Capel Street, D1.....	(01) 833 1618
<b>Iveagh Gardens</b> , Clonmel Street, Dublin 2.....	(01) 475 7816	<b>St. Mary's Church</b> , Gowran, Co Kilkenny (Head Office)....	(056) 772 6894/ 776 7726
<b>Jerpoint Abbey</b> , Thomastown, Co Kilkenny.....	(056) 772 4623	<b>St. Stephen's Green Park</b> , St. Stephen's Green, Dublin 2..	(01) 475 7816
<b>John F. Kennedy Arboretum</b> , New Ross, Co Wexford.....	(051) 388 171	<b>Swiss Cottage</b> , Kilcommon, Cahir, Co Tipperary.....	(052) 744 1144
<b>Kilkenny Castle</b> The Parade, Kilkenny.....	(056) 770 4100	<b>Teach an Phiarsaigh</b> , (Patrick Pearse's Cottage), Inbhear, near Rosmuc Village, Co Galway .....	(091) 574 292
<b>Kilmacurragh</b> , Kilbride, Co Wicklow.....	(01) 857 0909/ (0404) 48844	<b>The Croppies Acre</b> , Benburb St. Dublin 7.....	(01) 702 8811
<b>Kilmainham Gaol</b> , Inchicore Road, Dublin 8.....	(01) 453 5984	<b>The Main Guard</b> , Sarsfield Street, Clonmel, Co Tipperary .....	(052) 612 7484
<b>Knowth</b> .....	(see Brú na Bóinne)	<b>Tintern Abbey</b> , Saltmills New Ross, Co Wexford.....	(051) 562 650
<b>Listowel Castle</b> , The Square, Listowel, Co Kerry.....	(086) 385 7201	<b>Trim Castle</b> , Trim, Co Meath.....	(046) 943 8619
<b>Loughcrew</b> , Corstown, Olcastle, Co. Meath.....	(049) 854 1240	<b>War Memorial Gardens</b> , Islandbridge, Dublin 8.....	(01) 475 7816
<b>Lusk Heritage Centre</b> , Lusk, Co Dublin (Head Office).....	(01) 843 7285/ 833 1618		
<b>Maynooth Castle</b> , Maynooth, Co Kildare.....	(01) 628 6744		
<b>Muckross Friary</b> , Muckross Estate, Killarney Nat. Pk, Killarney, Co. Kerry .....	(064) 667 0144		
<b>National Botanic Gardens</b> , Dublin 9.....	(01) 804 0300		
.....	(01) 857 0909 – Tour Bookings		
<b>Newgrange</b> .....	(see Brú na Bóinne)		
<b>Newmills Corn and Mills</b> , Churchill Road, Letterkenny, Co Donegal.....	(074) 912 5115		