



Derry City & Strabane
District Council

Comhairle
**Chathair Dhoire &
Cheantar an tSraitha Báin**

Derry Cittie & Stràbane
Destrìck Cooncil

A Guide for Staff

Courtesy Code for Ulster-Scots

Introduction

This courtesy code is designed to guide staff members in dealing with enquiries from the public in Ulster-Scots.

Personal Names

A person is legally entitled to assume any name he or she wishes – in English or in any other language. 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, you 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.

Care should be taken to avoid confusion and duplication if an individual is known by both English and Ulster-Scots names. It may be useful to record both versions of the person's name on file.

If you have difficulty writing or pronouncing a person's name you should ask the person to help you spell and pronounce the name.

Interviews and Meetings

Although Council is currently unable to make provision for interviews and meetings in Ulster-Scots you should make every effort to explore the person's requirements.

Telephone Calls

If a caller begins the conversation in Ulster-Scots you may respond in Ulster-Scots (if known) or in English. If you do not speak Ulster-Scots you should explain this and offer an alternative to dealing with the call:

- Offer to continue the call in English if acceptable to the caller
- Offer to refer the caller to voicemail where a message can be left in Ulster-Scots. Messages received can be forwarded to an interpreter for translation.
- Offer to refer the caller to an Ulster-Scots-speaking staff member (Note: only if Council has identified Ulster-Scots speaking staff and the approval of the identified staff member has been sought in advance)

Correspondence

Councils are not obliged to accept written applications and correspondence in Ulster-Scots although it is our policy to do so. If you do receive correspondence in Ulster-Scots you may seek approval to use a translator from the approved select list available from the Equality Officer.

An English translation of the original Ulster-Scots correspondence and response should be filed together.

Electronic Mail

E-mails received in Ulster-Scots will require translation by an approved translator from the Council's select list. Please contact the Equality Officer for details.

Addresses

Members of the public are entitled to use the Ulster-Scots version of their street name. Information of non-English street names can be found at http://www.osni.gov.uk/paper/dual_lang.html. When a person has used a lawful Ulster-Scots street name staff should use the Ulster-Scots form in replying to correspondence or when processing applications. Both Ulster-Scots and English versions of the name should be noted for records.

Where third parties are involved (licences, planning applications) 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 the other parts of the address e.g. townland, town, county or country. It is always useful to include the postcode to guarantee delivery.

Enquiries and Monitoring

Enquiries about these guidelines should be made to:

Irish Language Officer

T: 028 71 376 579

pol.ofrighil@derrystrabane.com