



Information

Faisnéis



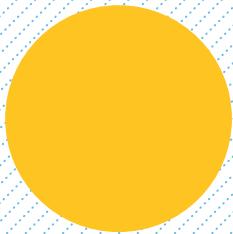
Advice

Comhairle



Advocacy

Tacaíocht



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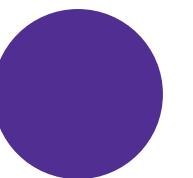
Contents

Clár na nÁbhar

The Citizens Information Board is the new name for Comhairle. It was changed by legislation in early 2007 so this report records Comhairle's achievements in 2006.

The Citizens Information Bill was passed by the Dáil in December 2006, and was signed into law in February 2007. The name change gives public expression to the link between the national statutory body and the network of Citizens Information Services throughout the country and the Citizens Information Phone Service. The other important change set out in the legislation is responsibility for further development of advocacy services for people with a disability, in particular, the establishment of the Personal Advocacy Service. All sections of the new legislation have commenced with the exception of those dealing with the Personal Advocacy Service.

The Citizens Information Strategic Plan 2006-2009 was developed during the year and in accordance with the legislation, presented to the Minister for Social and Family Affairs, Séamus Brennan TD, and approved by him. The plan sets out an expanding programme of activities and targets to be achieved in the three-year time span to June 2009



Chairperson's report

Tuarascáil an Chathaoirligh

Is é an Bord um Fhaisnéis do Shaoránaigh ainm nua Chomhairle. D'athraigh an reachtaíocht é go luath i 2007 agus mar sin déanann an tuarascáil seo cur síos ar éachtaí Chomhairle i 2006.

Rith an Dáil an Bille um Fhaisnéis do Shaoránaigh í mí na Nollag 2006, agus tháinig sé i bhfeidhm mar dhí i mí Feabhra 2007. Is comhartha poiblí é athrú an ainm den nasc idir an comhlacht reachtúil náisiúnta agus lónra na Seirbhísí um Fhaisnéis do Shaoránaigh ar fud na tíre agus an tSeirbhís Gutháin um Fhaisnéis do Shaoránaigh. An t-athrú tábhachtach eile a dhéantar sa reachtaíocht ná an fhreagracht as forbairt bhereise seirbhísí abhcóideachta do dhaoine faoi mhíchumas, go háirithe, bunú na Seirbhís Abhcóideachta Pearsanta, a leagan amach. Tá ailt uile na reachtaíochta nua faoi réir orduithe tosaithe seachas na cinn a bhaineann leis an tSeirbhís Abhcóideachta Pearsanta.

Forbraíodh an Plean Straitéiseach um Fhaisnéis do Shaoránaigh 2006-2009 le linn na bliana, agus de réir na reachtaíochta, cuireadh faoi bhráid an Aire é agus d'fhormheas sé é. Leagann an plean clár méadaitheach gníomhaíochtaí agus spriocanna amach atá le baint amach sa tréimhse trí bliana go dtí mí an Mheithimh 2009, agus aird á tabhairt aige ar an reachtaíocht nua. Tacaítear an plean straitéiseach le plean feidhmithe mionchruinn a leagann amach tascanna, gníomhaíochtaí agus freagrachtaí thar an tréimhse trí bliana ó mhí an Mheithimh 2006 go mí an Mheithimh 2009.

Rinneadh roinnt forbairtí suntasacha i rith na bliana, lena n-áirítear cruthú láithreán ghréasáin faisnéise amháin: www.citizensinformation.ie. Bhí sé sin ar cheann de bhunspriocanna inghnóthaithe Chomhairle ina straitéis do 2003-2006. Tugann an láithreán gréasáin nua faisnéis chruinn, inrochtana, chuimsitheach ar fáil faoin raon leathan seirbhísí sóisialta agus sibhialta. Tá sé deartha don phobal

and takes account of the new legislation. The strategic plan is supported by a detailed implementation plan that sets out tasks, activities and responsibilities.

There were a number of significant developments during the year including the creation of a single information website: www.citizensinformation.ie. This was one of Comhairle's key deliverables in its strategy for 2003–2006. The new website provides accurate, accessible and comprehensive information on the broad range of social and civil services. It is designed for both the public and information providers. In addition, it supports flexible editorial processes that facilitate a partnership approach to the development of content with other agencies and service providers.

Prior to the name change to the Citizens Information Board, it had been agreed that it was important to provide a single brand for the three information channels: the online service, the phone service and the face-to-face services. A consultation process was undertaken with the network of Citizens Information Services and approved by the Board. This new brand will strengthen the identity of Citizens Information, and in combination with the name change will increase awareness of information, advice and advocacy services throughout the country.

There has been a substantial increase in business to all three channels. They are closely interlinked and the ongoing approach is to attract customers to the channel that best meets their needs. I am confident that the new brand will contribute significantly to this approach. I take this opportunity to pay tribute to the commitment and work of staff and volunteers in the Citizens Information Services and the staff of the Citizens Information Phone Service.

Other important developments during 2006 include the further development of the programme of advocacy projects for people with a disability and the launch and approval of the *Review of Sign Language Interpretation Services and Service Requirements in Ireland* by the Minister.

I would like to thank the Minister, Seamus Brennan, TD, for his continued support and interest in the organisation. I also would like to express appreciation for the support of John Hynes, Secretary General at the Department of Social and Family Affairs and his staff.

Two Board members, Hubert Kearns and Michael Walsh, completed their terms of office in 2006, and Brian Flynn resigned. I would like to acknowledge their work and the work of my colleagues on the Board during the year. It was a busy year and members responded generously to the demands of the situation.

Finally I would like to thank Chief Executive Leonie Lunny, and the Citizens Information Board staff at Head Office and in the regions for their work and commitment to the provision of high quality and cost-effective information advice and advocacy services.

Chris Glennon
Chairperson

agus do sholáthraithe faisnéise araon. I dteannta sin, tacaíonn sé le próisis eagarthóireachta sholúbtha a éascaíonn cur chuige comhpháirtíochta maidir le hábhair a fhorbairt le gníomhaireachtaí agus soláthraithe seirbhise eile.

Sular athraíodh an t-ainm go dtí an Bord um Phaisnéis do Shaoránaigh, aontaíodh go raibh sé tábhachtach branda amháin a sholáthar do na trí chainéal faisnéise. an tseirbhís ar líne, an tseirbhís ghutháin agus na seirbhísí aghaidh ar aghaidh. Rinneadh próiseas comhchomhairle le lónra na Seirbhísí um Phaisnéis do Shaoránaigh agus d'fhamh an Bord é. Treiseoidh an branda nua féiniúlacht na Faisnéise do Shaoránaigh, agus le cois athrú an ainm, méadóidh sé ar an bhfeasacht ar sheirbhísí faisnéise, comhairle agus abhcóideachta ar fud na tire.

Tá méadú suntasach tagtha ar lín úsáideoirí na dtrí chainéal. Tá naisc dhlúthá Featarthu agus is é an cur chuige leanúnach custaiméirí a mhealladh chuir an gcainéal is mó a fhreastalaíonn ar a riachtanais. Táim muiníneach go gcabhróidh an branda nua go mór leis an gcur chuige seo. Ba bhreá liom an deis seo a úsáid chun buíochas a ghabháil le foireann agus saorálaithe na Seirbhísí um Phaisnéis do Shaoránaigh agus foireann na Seirbhise Gutháin um Phaisnéis do Shaoránaigh as a gcuid tiomantais agus a gcuid oibre.

Áirítear ar fhorbairt tábhachtacha eile i 2006 an fhorbairt bhereise a rinneadh ar chlár na dtionscadal abhcóideachta do dhaoine faoi mhíchumas, agus seoladh agus faomhadh *Review of Sign Language Interpretation Services and Services Requirements in Ireland* ag an Aire.

Ba mhian liom buíochas a ghabháil leis an Aire, Séamus Ó Braonáin, TD, as ucht a thacaíochta agus a spéise leanúnaí san eagraíocht seo. Ba bhreá liom mo buíochas a chur in iúl freisin do John Hynes, Ard-Rúnaí na Roinne Gnóthaí Sóisialta agus Teaghlaigh, agus dá foireann, as an tacaíocht a thug siad dúinn.

Thug beirt bhall Boird, Hubert Kearns agus Michael Walsh, a dtéarmaí oifige chun críche i 2006.

Ba mhian liom aitheantas a thabhairt dá gcuid oibre, agus d'obair mo chomhghleacaithe uile ar an mBord le linn na bliana. Ba bliain ghnóthach í agus d'fhreastail baill go fial ar na hélimh uile.

Ar deireadh, teastaíonn uaim buíochas a ghlabháil leis an bPríomhfeidhmeannach Leonie Lunny, agus le foireann an Bhoird um Phaisnéis do Shaoránaigh sa Phríomh-Oifig agus sna réigiún as a gcuid oibre agus a gcuid tiomantais do sheirbhísí faisnéise, comhairle agus abhcóideachta costéifeachtúla ar ardchaighdeán a chur ar fáil.

Chris Glennon
An Chathaoirligh

This report from the Board of the Citizens Information Board to the Minister for Social and Family Affairs details Comhairle's activities for the calendar year 2006.

Comhairle's name was changed to the Citizens Information Board in early 2007. In this report, we use Comhairle when referring to activities that took place in 2006 and the Citizens Information Board when referring to ongoing activities.

2.1 Background

Comhairle was established as a statutory body under the Comhairle Act 2000. This Act was amended by the Citizens Information Act 2007, which also changed the name of the organisation to the Citizens Information Board. The Citizens Information Board is responsible for supporting the provision of information, advice and advocacy services to members of the public on a wide range of social and civil services.

The Citizens Information Board's mandate, as defined by the Acts, is:

- To ensure that individuals have access to accurate, comprehensive and clear information relating to social services
- To assist and support individuals, in particular those with disabilities, in identifying and understanding their needs and options
- To promote greater accessibility, co-ordination and public awareness of social services
- To support, promote and develop the provision of information on the effectiveness of current social policy and services; and to highlight issues which are of concern to users of those services

Déanann an tuarascáil seo ó Bhord an Bhoird um Phaisnéis do Shaoránaigh don Aire Gnóthaí Sóisialta agus Teaghlaigh cur síos ar ghníomhaíochtaí Chomhairle don bhliain féilire 2006.

Athraíodh ainm Chomhairle go dtí an Bord um Phaisnéis do Shaoránaigh go luath i 2007. Sa tuarascáil seo, úsáidimid Comhairle nuair atáimid ag déanamh tagartha do ghníomhaíochtaí a tharla i 2006 agus an Bord um Phaisnéis do Shaoránaigh nuair atáimid ag déanamh tagartha do ghníomhaíochtaí leanúnacha.

2.1 Cúlra

Bunaíodh Comhairle mar chomhlacht reachtúil faoin Acht um Chomhairle 2000. Leasaigh an tAcht um Phaisnéis do Shaoránaigh 2007 an tAcht sin, agus d'athraigh sé freisin ainm na heagraíochta go dtí an Bord um Phaisnéis do Shaoránaigh. Tá an Bord um Phaisnéis do Shaoránaigh freagrach as tacú le soláthar seirbhísí faisnéise, comhairle agus abhcóideachta do bhaill an phobail faoi raon leathan seirbhísí sóisialta agus sibhialta.

Is é sainordú an Bhoird um Phaisnéis do Shaoránaigh mar a shainmhínítear sna hAchtanna é:

- A chinntíú go bhfuil rochtain ag daoine ar phaisnéis chruinn, chuimsitheach agus shoiléir maidir le seirbhísí sóisialta
- Cabhrú agus tacú le daoine, go háirithe daoine faoi mhíchumas, a riachtanais agus a roghanna a aithint agus a thuisint
- Inrochtaineacht, comhordú agus feasacht phoiblí níos mó ar sheirbhísí sóisialta a chur chun cinn

- To support the provision of or directly provide advocacy services for people with a disability

2.2 2006: the year in review

A key target of Comhairle's Strategic Plan 2003–2006 was the creation of a single information website to meet the needs of both the public and information providers. In October 2006 the new Citizens Information website was launched, marking the completion of the 2003–2006 plan.

Other notable achievements during the year included the production of the report on *Meeting the Information Needs of Older People* and the subsequent information campaign, the publication of the *Review of Sign Language Interpretation Services and Service Requirements in Ireland*, and the expansion of Comhairle's advocacy programme.

A new Citizens Information logo was developed in 2006 to act as a common identifier across services.

This strengthens the links between the three information delivery channels – the online service, the phone service and the face-to-face service delivered in Citizens Information Centres.



- Tacú le soláthar faisnéise faoi éifeachtúlacht beartais agus seirbhísí sóisialta reatha, é a chur chun cinn agus é a fhorbairt; agus saincheisteanna a aibhsíú ar ábhair spéise iad d'úsáideoirí na seirbhísí sin.
- Tacú le soláthar seirbhísí abhcóideachta do dhaoine faoi mhíchumas nó na seirbhísí sin a chur ar fáil go díreach

2.2 2006: athbhreithniú ar an mbliaín

Príomhsprior de chuid Phlean Straitéiseach Chomhairle 2003–2006 ná láithreán gréasáin faisnéise amháin a chruthú chun freastal ar riachtanais an phobail agus soláthraithe faisnéise araon. I mí Dheireadh Fómhair 2006, seoladh an láithreán gréasáin nua um Phaisnéis do Shaoránaigh, rud a chomharthaigh críoch phlean 2003–2006.

Éachtaí suntasacha eile le linn na bliana ná táirgeadh na tuarascála Meeting the Information

Needs of Older People agus an feachtas faisnéise ar bhain leis, foilsíú *Review of Sign Language Interpretation Services and Service Requirements in Ireland*, agus leathnú chlár abhcóideachta Chomhairle.

Forbraíodh lógó nua um Phaisnéis do Shaoránaigh i 2006 a fheidhmeoidh mar aitheantóir comóntha trasna seirbhísí. Treisíonn sé sin na naisc idir na trí chainéal um sheachadadh faisnéise – an tseirbhís ar líne, an tseirbhís gutháin agus an tseirbhís aghaidh ar aghaidh a sheachadtar in ionaid um Phaisnéis do Shaoránaigh.



2006: the year in review

- Citizens Information Bill 2006 published and passed by Dáil Éireann in December
- Launch of Citizens Information Strategic Plan 2006–2009
- Launch of the Citizens Information website
- Review of Sign Language Interpretation Services and Service Requirements in Ireland* published by Comhairle
- Report of the Working Group on *Meeting the Information Needs of Older People*
- Social policy report: *Employment Rights – from information to redress* launched
- The first group of students graduate with the new qualification of Higher Certificate in Arts in Advocacy

2006: athbhreithniú ar an mbliaín

- Foilsíodh an Bille um Phaisnéis do Shaoránaigh 2006 agus d'fhaomh Dáil Éireann i mí na Nollag é
- Seoladh an Plean Straitéiseach um Phaisnéis do Shaoránaigh 2006–2009
- Seoladh an láithreán gréasáin um Phaisnéis do Shaoránaigh
- Review of Sign Language Interpretation Services and Service Requirements in Ireland* foilsithe ag Comhairle
- Tuarascáil an Ghrúpa Oibre ar *Meeting the Information Needs of Older People*
- Lainseáladh an tuarascáil bheartais sóisialta: *Employment Rights – from information to redress*
- Bhain an chéad ghrúpa céimithe an cháilíocht nua Ard-Teastas sna Dána san Abhcóideachta amach

The Citizens Information Board is required to prepare three-yearly strategies detailing how it intends to fulfil its mandate for the following three years. The third strategic plan was published in June 2006 after extensive consultation with staff, the Citizens Information Service (CIS), the Citizens Information Phone Service (CIPS) and a number of key informants.

3.1 Citizens Information Strategic Plan 2006–2009

The new plan consolidates the work of the previous six years during which Comhairle developed the production and delivery of integrated high-quality information, advice and advocacy. It also takes into account the Citizens Information Act, legislation that has changed the name of the organisation and expanded its remit. An important objective of the new strategy is to increase public awareness of the Citizens Information brand. Another key theme is the development and expansion of advocacy services particularly the new Personal Advocacy Service aimed at people with a disability.

The aim of the Strategic Plan 2006–2009 is to ensure that all individuals have easy access to high quality, independent information, advice and advocacy services so they can identify their needs and access their entitlements to social and civil services.

The plan is built around four strategic priorities. Each priority is further broken down into two or more objectives linked to specific actions and indicators. A detailed implementation plan identifies the tasks associated with each action and sets out a timeframe for the implementation of each task. This implementation plan is reviewed twice yearly. The priorities are outlined below.



The Citizens Information Strategic Plan An Plean Straitéiseach um Fhaisnéis do Shaoránaigh

Tá sé de cheanglas ar an mBord um Fhaisnéis do Shaoránaigh straitéisí trí bliana a ullmhú ag míniú conas a chomhlíonfad sé a shainordú le linn na chéad trí bliana eile. Foilsíodh an tríú pleán straitéiseach i mí an Mheithimh 2006 i ndiaidh comhchomhairle leithne leis an bhfoireann, an tSeirbhís um Fhaisnéis do Shaoránaigh (CISanna), an tSeirbhís Gutháin um Fhaisnéis do Shaoránaigh (CIPS) agus le roinnt príomh-fhaisnéiseoirí. Sheol an tAire Gnóthaí Sóisialta agus Teaghlaigh an pleán i mí Dheireadh Fómhair.

3.1 An Plean Straitéiseach um Fhaisnéis do Shaoránaigh 2006–2009

Comhdhlútháíonn an pleán nua an obair a rinneadh le sé bliana anuas, tréimhse a d'fhorbair Comhairle táirgeadh agus seachadadh faisnéise, comhairle agus abhcóideachta comhtháite ar chaighdeán ard lena linn. Cuireann sé an tAcht um Fhaisnéis do Shaoránaigh san áireamh freisin, reachtaíocht a d'athraigh ainm na heagraíochta agus a leathnáigh a cuid dualgas. Sprioc thábhachtach de chuid na straitéise nua ná feasacht phoiblí ar an mbranda Faisnéis do Shaoránaigh a mhéadú. Téama príomhúil eile ná seirbhísí abhcóideachta a forbairt agus a leathnú, go háirithe an tSeirbhís Abhcóideachta Pearsanta nua dírithe ar dhaoine faoi mhíchumas.

Is é aidhm Phlean Straitéiseach 2006–2009 a chinntíú go bhfuil rochtain éasca ag gach aon duine ar sheirbhísí faisnéise, comhairle agus abhcóideachta neamhspleácha ar chaighdeán ard ionas gur féidir leo a gcuid riachtanas a aithint agus rochtain a fháil ar a gcuid teidlíochtaí maidir leis na seirbhísí sóisialta agus sibhialta.

Tá an pleán bunaithe ar cheithre thosaíocht

Strategic Priority 1: Integrated Information

Produce high quality customer-focused and integrated information on all aspects of social and civil services to assist people in securing their rights and entitlements.

Strategic Priority 2: Service Delivery

Ensure the delivery of customer-focused information, advice and advocacy services through a range of accessible web-based, phone, and face-to-face delivery channels, as well as emerging technologies.

Strategic Priority 3: Advocacy and Social Policy Development

Develop and facilitate advocacy services, particularly for people with disabilities, and influence policy developments and administrative systems and procedures.

Strategic Priority 4: Accessibility

Enhance accessibility to information, advice and advocacy services with particular reference to vulnerable groups and those most in need.

The strategy takes changing external and internal contexts into account. Internal factors include the development of a three-channel approach to disseminating information and the need to raise public awareness of the role of the organisation.

External factors include:

- Government policy – the Better Government agenda and a focus on combating poverty and mainstreaming social inclusion
- Demographic, economic and social contexts – such as increases in immigration to Ireland
- The changing technological context – including eGovernment policies and a focus on the provision of electronic information



Pictured at the launch of the Citizens Information Strategic Plan 2006-2009 are Chris Glennon, Chair, Leonie Lunny, Chief Executive and Séamus Brennan TD, Minister for Social and Family Affairs.

Ag seoladh an Phlean Straitéisigh um Faisnéis do Shaoránaigh 2006-2009 tá Chris Glennon, Cathaoirleach, Leonie Lunny, Príomhfeidhmeannach, agus Séamus Ó Braonáin TD, an tAire Gnótháil Sóisialta agus Teaghlaigh.

3.2 The Citizens Information Act 2007

The Citizens Information Bill 2006 became law on 21 February 2007. The Citizens Information Act 2007 sets out the development of an advocacy service for people with a disability. In addition, the Act sets out how the Board decides the terms and conditions under which information, advice and advocacy services are provided by Citizens Information Services and other voluntary bodies.

The Act also changed the name of Comhairle to the Citizens Information Board (An Bord um Faisnéis do Shaoránaigh). This new name clarifies the link between the statutory body and the voluntary network of independent Citizens Information Services nationwide. It also builds upon the growing public awareness of the three Citizens Information channels developed over the past two years.

3.3 A new look for Citizens Information

The strategic approach to providing information under a single brand, Citizens Information, was strengthened during 2006 with the design and

straitéiseacha. Déantar gach tosaíocht a mhiondealú in dhá sprioc nó níos mó nasulta le gníomhartha agus táscairí sonracha. Aithníonn plean feidhmithe mionchruinn na tascanna a bhaineann le gach gníomh agus leiginn sé amach fráma ama do chur i bhfeidhm gach taisc. Déantar athbhreithniú ar an bplean feidhmithe dhá uair in aghaidh na bliana. Tugtar cuntas achomair ar na tosaíochtaí thíos.

Tosaíocht Straitéiseach 1: Faisnéis Chomhtháite

Faisnéis chomhtháite ar chaighdeán ard dirithe ar chustaiméirí a táirgeadh faoi gach gné de na seirbhísí sóisialta agus sibhialta chun cabhrú le daoine a gcearta agus a dteidlíochtaí a bhaint amach.

Tosaíocht Straitéiseach 2: Seachadadh Seirbhísí

A chinntíú go seachadtar seirbhísí faisnéise, comhairle agus abhcóideachta dirithe ar chustaiméirí trí raon cainéal seachadta inrochtana, gréasánbhunaithe, ar guthán agus aghaidh ar aghaidh, agus trí mheán teicneolaíochtaí a thagann chun cinn.

Tosaíocht Straitéiseach 3: Abhcóideachta agus Forbairt Beartais Shóisialta

Seirbhísí abhcóideachta a fhorbairt agus a éascú, go háirithe do dhaoine faoi mhíchumas, agus dul i gcion ar fhorbairtí beartais agus ar chórais agus nósanna imeachta riarracháin.

Tosaíocht Straitéiseach 4: Inrochtaineacht

Feabhas a chur ar inrochtaineacht seirbhísí faisnéise, comhairle agus abhcóideachta, ag féachaint go háirithe do ghrúpaí leochaileacha agus do na daoine is mó ina ngátar.

Cuireann an straitéis comhthéacsanna seachtracha agus inmheánacha atá ag athrú san áireamh. Áirítear ar fhachtóirí inmheánacha forbairt an chuir chuige trí chainéal maidir le faisnéis a scaipeadh agus an gá le feasacht an phobail ar ról na heagraíochta a ardú. Áirítear ar fhachtóirí seachtracha:

- Beartas an rialtais – clár oibre an Rialtais Níos

Fear agus fócas ar dhul i ngleic le bochtaineacht agus cuimsitheacht shóisialta a phríomhshruthú

- Comhthéacsanna déimeagrafacha, eacnamaíocha agus sóisialta – cosúil le méaduithe ar inimirce go hÉirinn
- Comhthéacs teicneolaíochta atá ag athrú – beartais an Rialtais Leictreonaigh agus fócas ar sholáthar na faisnéise leictreonaí san áireamh

3.2 An tAcht um Faisnéis do Shaoránaigh 2007

Tháinig an Bille um Faisnéis do Shaoránaigh 2006 i bhfeidhm an 21 Feabhra 2007. Leagann an tAcht um Faisnéis do Shaoránaigh 2007 amach an fhorbairt ar sheirbhís abhcóideachta do dhaoine faoi mhíchumas. I dteannta sin, leagann an tAcht amach conas a chinneann an Bord na téarmaí agus na coinníollacha faoina gcuireann Seirbhísí um Faisnéis do Shaoránaigh agus comhlacthaí deonacha eile seirbhísí faisnéise, comhairle agus abhcóideachta ar fáil.

D'athraigh an tAcht ainm na heagraíochta freisin ó Chomhairle go dtí an Bord um Faisnéis do Shaoránaigh (the Citizens Information Board). Soilíríonn an t-ainm nua an nasc idir an comhlacht reachtúil agus an líonra deonach Sheirbhísí um Faisnéis do Shaoránaigh ar fud na tíre. Cuireann sé freisin leis an bhfeasacht phoiblí atá ag dul i méid ar na trí chainéal um Faisnéis do Shaoránaigh a forbraíodh le dhá bhliain anuas.

3.3 Cuma nua d'Faisnéis do Shaoránaigh

I rith 2006, treisíodh an cur chuige straitéiseach maidir le faisnéis a sholáthar faoi bhranda amháin, Faisnéis do Shaoránaigh, le dearadh agus roghnú lógó nua. Is é aidhm an lógó nua feasacht phoiblí ar Faisnéis do Shaoránaigh a threisiú. Leagann sé béim ar an nasc idir an tseirbhís ar líne, an tseirbhís gutháin agus na seirbhísí aghaidh ar aghaidh atá ar fáil ag níos mó ná 250 láthair ar fud na tíre (seirbhísí for-rochtana san áireamh).

Rinneadh comhchomhairle le líonra na Seirbhísí

selection of a new logo. This new logo aims to strengthen public awareness of Citizens Information. It emphasises the link between the online service, the phone service and the face-to-face services available at over 250 locations nationwide (including outreach services).

Consultation took place with the network of Citizens Information Services and delegates from Citizens Information Services selected the new logo. It was approved by the Board on 10 May 2006. Séamus Brennan TD, Minister for Social and Family Affairs, launched the logo along with the Citizens Information website in October 2006.

Planning took place in 2006 for the implementation of the logo on signage, stationery and other promotional items. Design guidelines for the logo were agreed and will be applied in 2007. The new logo is also used for the Citizens Information Board, again emphasising the link between Citizens Information services. *Information Age*, a suite of materials on the information needs of older people developed in late 2006, was the first project to carry the new Citizens Information Board identity.

Citizens Information

3.4 Organisational restructuring

A limited organisational restructuring began in 2006 following the integration of the Citizens Information Database and the Oasis website, and the expansion of advocacy services. The new groupings concentrate on three areas: information production, advocacy and accessibility, and a more structured focus on the customer.

3.5 Citizens Information Customer Service Charter

The Citizens Information Board has been committed to a policy of quality customer service since its

establishment in 2000. In line with the Government's policy of improving customer services in public service organisations, a Customer Service Charter was developed. The Customer Service Action Plan 2006–2009 underpins the Charter.

Regular assessment and review of the commitments in the charter is an essential element of the process. Details of how the commitments in the Customer Service Charter were met in 2006 are set out in detail in Appendix 3; these range from extended lunchtime telephone cover to the setting up of consultative fora.

3.6 Review of Implementation Plan 2003–2006

Reviews of Comhairle's Implementation Plan took place in May and December 2006. The final review noted significant achievements during the year and over the lifetime of the plan.

These include the development and launch of the Citizens Information website, increased use of Citizens Information Services (queries now run at about 900,000 annually) and growing public usage of the Assist Ireland assistive technology website. At the same time, public awareness of Citizens Information increased considerably and the Citizens Information Phone Service became a successful national service. A Modernisation Action Plan was introduced to the Citizens Information Service network, and boards of management of CISs were consolidated and strengthened. All Citizens Information Centres now have broadband access to the Internet. This, combined with internet training given before the rollout of the Citizens Information website, means that all information providers can access and use the Internet to meet the needs of clients. The development of advocacy services for people with disability was a particular achievement and 31 projects in the voluntary and community sector have been resourced to date.

um Fhaisnéis do Shaoránaigh agus roghnaigh toscairí ó Sheirbhísí um Fhaisnéis do Shaoránaigh an lógó nua. D'fhaomh an Bord é an 10 Bealtaine 2006. Sheol Séamus Ó Braonáin TD, an tAire Gnóthaí Sóisialta agus Teaghlach an lógó agus an láithreán gréasáin um Fhaisnéis do Shaoránaigh i dTithe an Rialtais i mí Dheireadh Fómhair 2006.

Le linn 2006, rinneadh an phleanáil chun an lógó a chur ar chomharthaí, páipéarachas agus earraí poiblíochta eile. Aontaodh treoiríntídearaidh don lógó agus curfear i bhfeidhm iad i 2007. Úsáidtear an lógó nua don Bhord um Fhaisnéis do Shaoránaigh freisin, ag leagan báime arís ar an nasc idir sheirbhísí um Fhaisnéis do Shaoránaigh. Ba é *Information Age*, sraith ábhar faoi riachtanais faisnéise daoine níos sine a forbraíodh go déanach i 2006, an chéad tionscadal ar a léiríodh féiniúlacht nua an Bhoird um Fhaisnéis do Shaoránaigh.

Faisnéis do Shaoránaigh

3.4 Athstruchtúrú eagraíochtúil

Cuireadh túis le hathstruchtúrú eagraíochtúil teoranta i 2006 i ndiaidh chomhtháthú an Bhunachair Shonraí um Fhaisnéis do Shaoránaigh agus láithreán gréasáin Oasis, agus leathnú na seirbhísí abhcóideachta. Díríonn na grúpálacha nua ar thrí réimse: táirgeadh faisnéise, abhcóideach agus inrochtaineacht agus fócas níos struchtúrtha ar an gcustaiméir.

3.5 Cairt um Sheirbhís do Chustaiméirí an Bhoird um Fhaisnéis do Shaoránaigh

Tá an Bord um Fhaisnéis do Shaoránaigh tiomanta do bheartas seirbhise do chustaiméirí ar ardchaighdeán ó bunaíodh é in 2000. Ag dul le beartas an Rialtais feabhas a chur ar sheirbhís do chustaiméirí in eagraíochtaí seirbhise poiblí, forbraíodh Cairt um Sheirbhís do Chustaiméirí.

Tacaíonn an Plean Gnímh um Sheirbhís do Chustaiméirí 2006–2009 leis an gCairt.

Is gné riachtanach den phróiseas é measúnacht agus athbhreithniú rialta a dhéanamh ar na tiomantais a thugtar sa chairt. Leagtar amach sonráí faoi conas ar comhlónadh na tiomantais sa Chairt um Sheirbhís do Chustaiméirí i 2006 in Agusín 3; cuimsítear nithe cosúil le clúdach gutháin méadaithe ag am lón agus bunú fóram comhairliúcháin.

3.6 Athbhreithniú ar Phlean Feidhmithe 2003–2006

Rinneadh athbhreithnithe ar Phlean Feidhmithe Chomhairle i mí na Bealtaine agus mí na Nollag 2006. Luagh an t-athbhreithniú deireanach éachtaí suntasacha a rinneadh le linn na bliana agus thar thréimhse an phlean.

Áirítear orthu sin forbairt agus seoladh an láithreán gréasáin nua um Fhaisnéis do Shaoránaigh, úsáid mhéadaithe á baint as Seirbhísí um Fhaisnéis do Shaoránaigh (anois faighearr thart ar 1 milliún fiosrú in aghaidh na bliana) agus úsáid mhéadaithe á baint ag an bpobal as an láithreán gréasáin um theicneolaíocht oiriúnaitheach Assist Ireland. Ag an am céanna, tháinig méadú suntasach ar fheasacht an phobail ar Fhaisnéis do Chustaiméirí agus tá an tSeirbhís Gutháin um Fhaisnéis do Shaoránaigh mar sheirbhís náisiúnta rathúil anois. Tugadh Plean Gnímh um Nuachóiriú isteach i líonra na Seirbhísí um Fhaisnéis do Shaoránaigh, agus comhdhlútháodh agus treisíodh boird bhainistíocha na CISanna. Tá rochtain leathanbanda ar an idirlón ag na hlonaid uile um Fhaisnéis do Chustaiméirí anois, agus, i dteannta na hoiliúna idirlín a tugadh roimh sheoladh an láithreán gréasáin um Fhaisnéis do Shaoránaigh, ciallaíonn sé sin go bhféadann na soláthraithe faisnéise uile rochtain a fháil ar an Idirlón agus é a úsáid chun freastal ar riachtanais chliant. Ba éacht ar leith é seirbhísí abhcóideachta a forbairt do dhaoine faoi mhíchumas agus tugadh acmhainní do 31 tionscadal san earnáil dheonach agus phobail go dtí seo.

The Citizens Information Board supports the delivery of information through three channels: online, telephone and face-to-face. The public can access integrated information directly through the Citizens Information website.

The Citizens Information Phone Service (CIPS) provides a telephone service and the nationwide network of Citizens Information Services (CISs) provides the face-to-face service. These three channels are key to ensuring that the public have access to information, advice and advocacy services. Developing these channels and making use of emerging technologies is a strategic priority.

4.1 Citizens Information online

One of Comhairle's key deliverables in its strategy for 2003–2006 was the creation of a new content management system and website to replace the Citizens Information Database and the Oasis website. The new Citizens Information website was developed to meet customer demands for fast, easy access to comprehensive information on their rights and entitlements. The new website builds on the achievements of the Oasis website and offers more flexible categorisation of information, improved editorial processes and a wider range of information on rights and entitlements to public services combined with richer and more detailed content.

The launch of Citizens Information online

On 18 October 2006, Séamus Brennan TD, Minister for Social and Family Affairs, launched the new Citizens Information website. A larger event to

Delivering information: the three channels

Seachadadh faisnéise: na trí chainéal



Tacaíonn an Bord um Fhaisnéis do Shaoránaigh seachadadh na faisnéise trí mheán trí chainéal: ar líne, ar guthán agus aghaidh ar aghaidh. Féadann an pobal rochtain dhíreach a fháil ar fhaisnéis chomhtháite ar an láithreán gréasáin um Fhaisnéis do Shaoránaigh. Soláthraíonn an tSeirbhís Gutháin um Fhaisnéis do Chustaiméirí (CIPS) seirbhís gutháin agus cuireann an lónra Seirbhísí um Fhaisnéis do Chustaiméirí (CISanna) an tseirbhís aghaidh ar aghaidh ar fáil ar fud na tíre. Tá na trí chainéal sin ríthábhachtach chun a chinntíú go mbíonn rochtain ag an bpobal ar sheirbhísí faisnéise, comhairle agus abhcóideachta. Is tosaíocht straitéiseach é na cainéil sin a fhorbairt agus leas a bhaint freisin as teicneolaíochtaí a thagann chun cinn.

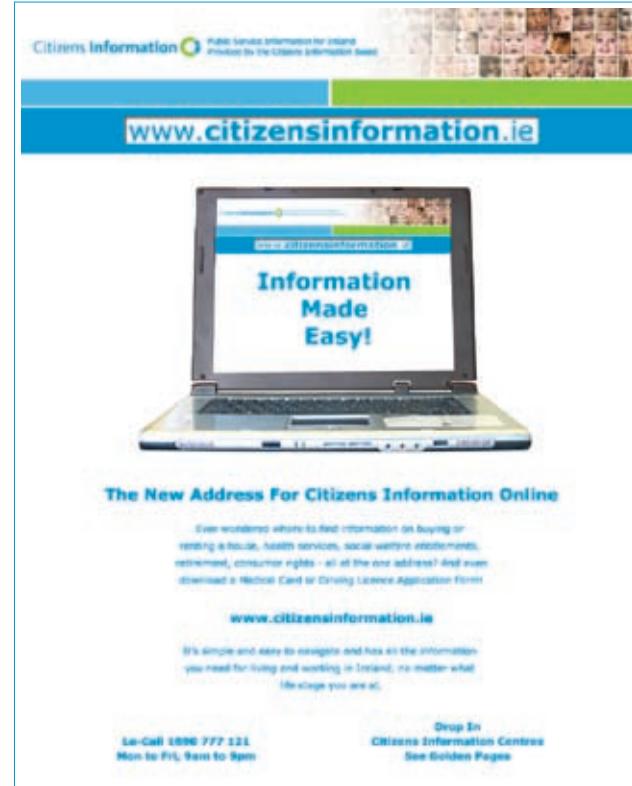
4.1 Faisnéis do Shaoránaigh ar líne

Ba é ceann de na bunspriocanna inghnóthaithe de chuid Chomhairle ina straitéis 2003-2006 córas bainistíochta ábhair agus láithreán gréasáin nua a fhorbairt le bheith curtha in ionad an Bhunachair Shonraí um Fhaisnéis do Chustaiméirí agus láithreán gréasáin Oasis. Forbraódh an láithreán gréasáin nua um Fhaisnéis do Chustaiméirí chun freastal ar éilimh chustaiméirí ar rochtain thapa éasca ar fhaisnéis chuimsitheach faoina gcearta agus a dtéidíochtaí. Cuireann an láithreán gréasáin nua le héachtaí láithreán gréasáin Oasis, agus soláthraíonn sé rangú faisnéise níos solúbtha, próisis eagarthóireachta fheabhsaithe agus raon níos leithne faisnéise faoi chearta agus teidíochtaí i ndáil le seirbhísí poiblí, le cois ábhar níos fearr agus níos mionchruinne.

celebrate the launch of the Citizens Information website and the new Citizens Information logo was held the following week in the Guinness Storehouse. This was attended by representatives of Citizens Information Services around the country and stakeholders from other organisations. John Hynes, Secretary General of the Department of Social and Family Affairs, delivered the keynote address.

The Citizens Information website

The website covers a broad range of subjects: social welfare, employment rights, buying a home, moving abroad, education and much more. The subjects are divided into 14 categories. Each category addresses a series of frequently asked questions on the topic which is supported with further in-depth information, case studies, additional documents and downloadable forms. The new category structures allow users to find information quickly and easily and the extra detail included on topics means that the website meets the needs of a wide range of users – from information providers to the general public.



The new website offers greater flexibility in information classification with improved features such as a My Information facility. This allows users to store links to information and documents of personal relevance and to set their own preferences for elements such as type size or language. My Information accounts are automatically updated to give immediate access to new information and initiatives as they come online. The Find an Address tool enables users to contact over 8,000 service providers and government bodies nationwide. Daily news items are featured on the site's home page where important events and key changes to the website are also highlighted.

The needs of the growing immigrant community are addressed with relevant content published in Polish, French and Romanian. All content is also available in Irish. The new site is accessible to users with disabilities, who may use assistive technologies to access the site.

The new Citizens Information content management system supports flexible editorial processes. With the support of the system, the content production team can produce high-quality, accurate and comprehensive information. Comprehensive feedback systems mean that customer needs can be responded to quickly and efficiently. The system also offers support for additional languages. The content management system is based on the Plone Open Source platform.

Propylon, an Irish software company, selected following a procurement exercise in 2005, customised and implemented the new content management system and publication engine for the Citizens Information website. In June 2006, Open Interface, a web design company, was contracted to design the front end of the website, incorporating the new Citizens Information branding. Independent usability and accessibility testing was also carried out on the site to ensure it meets the highest standards in this area.

Seoladh Faisnéis do Shaoránaigh ar líne
An 18 Deireadh Fómhair 2006, sheol an tAire Séamus Ó Braonáin TD, an tAire Gnóthaí Sóisialta agus Teaghlach an láithreán gréasáin nua um Fhaisnéis do Shaoránaigh. Eagraíodh imeacht níos mó chun seoladh an láithreán gréasáin um Fhaisnéis do Shaoránaigh agus an lógó nua um Fhaisnéis do Shaoránaigh a chomóradh an tseachtain dár gcionn sa Guinness Storehouse. D'fheastail ionadaithe na Seirbhísí um Fhaisnéis do Shaoránaigh ar fud na tíre agus páirtithe leasmhara ó eagraíochtaí eile air. Thug John Hynes, Ard-Rúnaí na Roinne Gnóthaí Sóisialta agus Teaghlach an phríomh-óráid.



Ag seoladh an láithreán gréasáin um Fhaisnéis do Shaoránaigh tá Catherine Hughes, Bainisteoir an láithreán gréasáin um Fhaisnéis do Shaoránaigh, Tony McQuinn, Bainisteoir Sinsearach, Seirbhísí Forbartha agus Tacafochta agus Séamus Ó Braonáin TD, an tAire Gnóthaí Sóisialta agus Teaghlach.

Pictured at the launch of the Citizens Information website are Catherine Hughes, Manager Citizens Information website, Tony McQuinn, Senior Manager, Development and Support Services and Séamus Brennan TD, Minister for Social and Family Affairs.

An láithreán gréasáin um Fhaisnéis do Shaoránaigh Clúdaíonn an láithreán gréasáin raon leathan ábhar: leas sóisialach, cearta fostáiochta, ceannach tí, bogadh thar lear, oideachas agus i bhfad níos mó. Tá na hábhair deighilte i 14 catagóir. Tugann gach catagóir aghaidh ar cheisteanna a chuirtear go minic faoin ábhar agus tacaíonn faisnéis dhomhain bhreise,

cás-staidéir, cáipéisí tacúla agus foirmeacha ar féidir iad a íoslódáil leis sin. Mar thoradh ar na struchtúir chatagóire nua féadann úsáideoirí teacht ar fhaisnéis go tapa agus go héasca agus cialláíonn na sonrai breise a thugtar faoi ábhair go bhfreastalaíonn an láithreán gréasáin ar riachtanais raon leathan úsáideoirí – ó sholáthraithe seirbhise go dtí an pobal i gcoitinne.

Tá solúbhacht mhéadaithe ag an láithreán gréasáin maidir le rangú faisnéise, le gnéithe feabhsaithe cosúil leis an áis "M'Fhaisnéis". Cuireann sé sin ar chumas úsáideoirí naisc le faisnéis agus cáipéisí a bhaineann go pearsanta leo a stóráil agus a roghanna féin a dhéanamh maidir le gnéithe cosúil le méid an chló nó an teanga. Déantar cuntais M'Fhaisnéis a nuashonrú go huathoibríoch chun rochtain láithreach a thabhairt ar fhaisnéis agus tionscnaimh nua de réir mar a chuirtear i ngníomh iad. Leis an urlis "Faigh Seoladh" féadann úsáideoirí dul i dteagmháil le níos mó ná 8,000 soláthraí seirbhise agus comhlachtaí rialtais ar fud na tíre. Tá míreanna nuacta laethúla ar leathanach baile an tsuímh, ar a n-aibhsítearimeachtaí tábhachtacha agus athruithe tábhachtacha ar an láithreán gréasáin.

Tugtar aghaidh ar riachtanais mhéadaitheacha phobal na n-imirceach le hábhar ábhartha foilsithe sa Pholainnis, sa bhFraincis agus sa Rómáin. Tá an t-ábhar uile ar fáil as Gaeilge freisin. Tá an suíomh nua

User consultative group

A user consultative group was established to provide input and feedback on the content and functionality of the Citizens Information site. This group included representatives from Citizens Information Services and the Citizens Information Phone Service, Age Action, the Disability Federation of Ireland, the information services section of the Department of Education and Science, and the Immigrant Council of Ireland. The group met three times in 2006.



Website statistics

While work on the Citizen's Information website progressed, use of the Oasis website continued to grow. From its launch in 2001, the Oasis website was extremely popular. In 2006 usage statistics showed growth of 42% for the year. Usage statistics increased in the last three months of 2006 following the press coverage of the launch of www.citizensinformation.ie and subsequent advertising.

Website user feedback also grew throughout the year, with 11,966 questions submitted to the site and answered by the Citizens Information Phone Service (CIPS). In addition, 10,055 other pieces of feedback were received; many of these contributed to improvements to the site.

In January 2006, Oasis was shortlisted in the Best Information Site category at the Digital Media awards. Following the launch of www.citizensinformation.ie, the Oasis site was retired in December 2006.

4.2 Citizens Information Phone Service

The Citizens Information Phone Service (CIPS) is funded and supported by the Citizens Information Board. CIPS was established in 2001 as a national Citizens Information telephone-based service. CIPS provides a comprehensive and confidential information service to people throughout the country, mainly over the phone but also through a variety of other channels more suited to the needs of customers with disabilities.

CIPS's second Strategic Plan was developed during 2006 in consultation with the management and staff of CIPS and with Comhairle. The plan identifies the key aims of the service as:

- The provision of the highest quality information, advice and advocacy services on all civil and social rights and entitlements to the maximum number of people
- The achievement of comprehensive recognition for the service in all sections of the community
- The establishment of strategic links with statutory, voluntary and specialist information providers

In 2006 Nevin Dowling, Chairperson of the Board of CIPS, completed his term of office. He had chaired the Board since CIPS began as a pilot project in 1999 and his contribution to the success of the project was greatly appreciated by all.

Service provision and growth

The public can access CIPS using the lo-call number 1890 777 121. They can also contact CIPS in a range of other ways:

- Email (via www.citizensinformation.ie or direct email to CIPS)
- Text message (sms)

inrochtana ag úsáideoirí faoi mhíchumas, a fhéadann teicneolaíochta oiriúnaitheacha a úsáid chun rochtain a fháil ar an suíomh.

Tacaíonn an córas bainistíocha ábhair nua um Fhaisnéis do Shaoránaigh le próisis eagarthóireachta sholúbtha. Ag úsáid an chórais, féadann an fhoireann um tháirgeadh ábhair faisinéis chruinn chuimsitheach ar chaighdeán ard a sholáthar. Mar thoradh ar chórais aiseolais chuimsitheachá feadtar freagairt do riachtanais chustaiméirí ar bhealach tapa agus éifeachtach. Is féidir leis an gcorás tacú le teangacha breise freisin. Tá an córas bainistíocha ábhair bunaithe ar an ardán Plone Open Source.

Rinne Propylon, cuideachta bogearraí Éireannach a roghnaíodh i ndiaidh próisis soláthair i 2005, an córas nua bainistíocha ábhair agus an t-inneall foilsíúcháin don láithreán gréasáin um Fhaisnéis do Shaoránaigh a oiriúnú agus a chur i gngiomh. I mí an Mheithimh 2006, dámhadh conradh ar Open Interface, cuideachta dearaidh ghréasáin, chun tosach an láithreán ghréasáin a dhearadh, ag cuimisiú an branda nua a bhain le Faisnéis do Shaoránaigh. Rinneadh tástáil neamhspleách ar inúsáideacht agus inrochtaineacht an tsuímh freisin chun a chinntí go gcomhlíonann sé na caighdeán is airde sa réimse seo.

Grúpa comhairleach úsáideoirí

Bunaíodh grúpa comhairleach úsáideoirí chun ionchur agus aiseolas a sholáthar faoi ábhar agus feidhmiúlacht an tsuímh um Fhaisnéis do Shaoránaigh. Sa ghrúpa, bhí ionadaithe ó Sheirbhís um Fhaisnéis do Shaoránaigh agus ón tSeirbhís Gutháin um Fhaisnéis do Shaoránaigh, Age Action, Cónaídhm na hÉireann um Dhaointe faoi Míchumas, rannóg seirbhísí faisinéise na Roinne Oideachais agus Eolaíochta agus Comhairle Inimirce na hÉireann. Bhuaile an grúpa le chéile trí huaire i 2006.

Staidreamh i leith an láithreán ghréasáin

Agus obair ar an láithreán gréasáin um Fhaisnéis do Shaoránaigh ag dul ar aghaidh, bhí borradh fós ag

teacht ar úsáid an láithreán ghréasáin Oasis. Ó seoladh é i 2001, bhí cál mhór ar láithreán gréasáin Oasis. I 2006, léirigh na staidreamh úsáide fás 42% don bliaín sin. Chuaigh staidreamh úsáide i méid le linn na trí mhí dheiridh de 2006, tar éis do na meáin chumarsáide seoladh www.citizensinformation.ie a thuairisciú agus tar éis na poiblíochta a rinneadh faoi.

Tháinig méadú ar aiseolas ó úsáideoirí an láithreán ghréasáin freisin le linn na bliana, le 11,966 ceist seolta chuig an láithreán gréasáin agus freagartha ag an tSeirbhís Gutháin um Fhaisnéis do Shaoránaigh. Chomh maith leis sin, fuarthas 10,055 píosa aiseolais eile, agus chabhraigh go leor acu sin le feabhas a chur ar an suíomh.

I mí Eanáir 2006, bhí Oasis ar an ngearriosta i gcatagóir an tSúmh Faisnéise is Fearr ag gradaim na Meán Digiteach. Tar éis www.citizensinformation.ie a sheoladh, cuireadh stop le feidhmiú shuíomh Oasis i mí na Nollag 2006.



Daire Gilvary, Liam Murtagh agus Patrick Stagg ag seoladh an láithreán ghréasáin um Fhaisnéis do Shaoránaigh

Daire Gilvary, Liam Murtagh and Patrick Stagg at the celebration in the Guiness Storehouse to mark the launch of the Citizens Information website

4.2 An tSeirbhís Gutháin um Fhaisnéis do Shaoránaigh

Maoíníonn agus tacaíonn an Bord um Fhaisnéis do Shaoránaigh leis an tSeirbhís Gutháin um Fhaisnéis do Shaoránaigh (CIPS). Bunaíodh CIPS i 2001 mar

- Live Advisor service (a confidential one-to-one web-based service)
- Videophone with a sign language interpreting service (by appointment)
- Fax
- Letter

CIPS saw extensive service growth during 2006, in keeping with the pattern of previous years. Overall usage of the service for the year increased by 22% to 107,642 information requests.

In addition to the telephone service, which accounted for 84% of customer interaction in 2006, there was an increase in the number of people contacting the service by email. In 2005, 10% of customers used email to access the service and this rose to 15% in 2006. The number of people using the Live Advisor service and the text (sms) service also increased in 2006. These services were introduced in 2005 after discussions with members of the Deaf Community.

Customers requested information on a wide range of topics. The largest single category concerned information on social welfare benefits and payments. This was followed by information on employment rights.



Lo-Call 1890 777 121

CIPS information requests 2005–2006			
	2005	2006	Increase
Total telephone queries	76,762	91,175	19%
Total email queries	11,162	15,878	42%
Total live advisor requests	68	341	
Total text service requests	9	248	
Total information requests	88,001	107,642	22%

Promotional activity

Comhairle promotional campaigns in 2006 focused on the three-channel message. CIPS also ran several independent promotional campaigns, primarily through radio advertising and direct mail. While the emphasis of these campaigns was to highlight the lo-call number, 1890 777 121, the three channels were promoted at all times, ensuring choice when accessing Citizens Information.

One key indicator of the success of the advertising campaigns is the growing national awareness of the service. In 2003, two years after its nationwide launch, nearly half of all call requests to the service still originated from within the 02 (Cork) dialling area. In 2006 over 80% of identifiable calls came from outside the 02 area.

4.3 Citizens Information Services

Citizens Information Services (CISs) provide the face-to-face service to the public. They are supported and funded by the Citizens Information Board. Each CIS is an independent company reporting to a voluntary board of management. These boards of management generally include representatives of the statutory, community and voluntary sectors from the county or community in which the service is based.

Each Citizens Information Service (CIS) covers a geographical area, either county-wide or part of an urban area, and delivers its services through a network of Citizens Information Centres (CICs). The strategic development of CICs in recent years has been geared

sheirbhís náisiúnta guthánbhunaithe um Fhaisnéis do Shaoránaigh. Cuireann CIPS seirbhís faisnéise chuimsitheach phríobháideach ar fáil do dhaoine ar fud na tíre, den chuid is mó ar an nguthán ach trí chainéil éagsúla eile freisin atá níos oiriúnaí do dhaoine faoi mhíchumas.

Forbraíodh an dara Plean Straitéiseach de chuid CIPS le linn 2006 i gcomhairle le bainistíocht agus foireann CIPS agus le Comhairle. Aithníonn an pleán na cuspóirí seo a leanas mar phríomhchuspóirí na seirbhise:

- Seirbhís faisnéise, comhairle agus abhcóideachta, ar an gcaighdeán is airde, a sholáthar don lín is mó daoine is féidir faoi na cearta agus teidlíochtaí sibhialta agus sóisialta uile
- vAitheantas cuimsitheach don tseirbhís a bhaint amach i ngach cuid den phobal
- Naisc straitéiseacha a chothú le soláthraithe faisnéise reachtúla, deonacha agus speisialtórá i 2006 chríochnaigh Nevin Dowling,

Cathaoirleach Bhord CIPS a thréimhse oifige. Bhí sé mar chathaoirleach an Bhoird ó cuireadh túis le CIPS mar thionscadal píolóta i 1999, agus is mór ag gach aon duine an méid a rinne sé chun cabhrú le rath an tionscadail.

Soláthar agus fás seirbhise

Féadann an pobal teacht ar CIPS trí ghlaoch a chur ar an uimhir lóighlao 1890 777 121. Féadann siad freisin teagmháil a dhéanamh le CIPS ar bhealaí eile:

- Ríomhphost (trí www.citizensinformation.ie nó trí ríomhphost a sheoladh díreach chuig CIPS)
- Téacssteachtaireacht (sms)
- Seirbhís Comhairleora Bheo (seirbhís ghréasánbhunaithe faoi rún ar bhonn duine le duine)
- Físghuthán le seirbhís teangaireachta teanga comharthaíochta (faoi réir coinne)
- Facs
- Litir

Tháinig borradh mór ar sheirbhís CIPS le linn 2006, ag dul le patrún na mblianta roimhe. Tháinig méadú 22% ar úsáid tríd is tríd na seirbhise le linn na bliana le 107,642 iarratas ar fhaistnéis faigte.

I dteannta na seirbhise guthán arb ionann í agus 84% den idirghníomhaíocht a rinneadh le custaiméirí i 2006, tháinig méadú ar líon na ndaoine a rinne teagmháil ríomhphoist leis an tseirbhís. I 2005, bhain 10% de chustaiméirí úsáid as ríomhphost chun teacht ar an tseirbhís, agus i 2006 ba ionann é sin agus 15%. Tháinig méadú freisin ar líon na ndaoine a d'úsáid an tseirbhís Comhairleora Bheo agus an tseirbhís téacssteachtaireachta (sms) i 2006. Tugadh na seirbhís sin isteach i 2005 i ndiaidh cainteanna le baill an Phobail Bhodhair.

D'íarr custaiméirí faisnéis faoi raon leathan ábhair. Bhain an chatagóir aonair is mó le faisnéis faoi shochair agus focaíochtaí leasa shóisialaigh. An dara ábhar is mó ná faisnéis faoi chearta fostáiochta.

Líon iomlán na n-iarratas ar fhaistnéis faigte ag CIPS 2005-2006

	2005	2006	Méadú
Líon iomlán na bhfiosruithe guthán	76,762	91,175	19%
Líon iomlán na bhfiosruithe ríomhphoist	11,162	15,878	42%
Líon iomlán na n-iarratas ar chomhairleoir beo	68	341	
Líon iomlán na bhfiosruithe ríomhphoist	9	248	
Líon iomlán na n-iarratas ar fhaistnéis	88,001	107,642	22%

Gníomhaíocht phoiblíochta

Bhí feachtas phoiblíochta Chomhairle i 2006 dírithe ar theachtaireacht na dtrí chainéal. Reáchtáil CIPS roinnt feachtas poiblíochta neamhspleáach freisin, go príomhúil trí mheán poiblíochta raidió agus poist

towards the growth of integrated CISs which amalgamate all CICs within a defined geographical area under one board of management. Almost all CICs are now integrated as CISs. Citizens Information Services can act as hosts for other service providers; this is described in more detail in Chapter 6.

The National Association of Citizens Information Services (NACIS), founded in 2005, is the representative body for CISs and liaises with the Citizens Information Board on matters of common interest. During 2006 the Association developed processes and structures for its operations and started work on a strategic plan.

Statistics

In 2006 Citizens Information was provided by 42 Citizens Information Services from 254 locations. These consisted of 105 Citizens Information Centres (51 full-time and 54 part-time) and 149 outreach services. Over the year, this represents an increase of 19 locations of which 16 are outreaches.

In 2006 CISs provided just under 3,370 hours of service per week nationwide – this figure represents the opening hours of all CISs – an increase of 5.9% on 2005. Increasingly, CISs are moving toward lunchtime opening hours as part of a modernisation agreement to improve access for the customer.



254 Citizens Information locations nationwide

Staffing

In 2006, 12 new posts were approved for the network, plus two new Advocacy Resource Officer posts. This brought the level of paid staff to 149 whole-time equivalent (wte) posts in CISs, as follows:

- 42 full-time Development Manager posts (42 wte posts)
- 39 full-time and 89 part-time Information Officers (83.5 wte posts)
- 7 full-time and 19 part-time administrative staff (16.5 wte posts)
- 5 full-time and 4 part-time categorised as "Other" which include Advocacy Resource Officers, Receptionist, and so on (7 wte posts)

The number of Community Employment posts increased nationwide during 2006, from 133 to 151 posts.

Volunteers

Volunteers contribute an enormous amount to the delivery of services within Citizens Information Services (CISs). There were 1,054 volunteers working in CISs at the end of 2006. A total of 2,361 hours service per week was provided by volunteers, indicating an average of 2.24 hours per volunteer per week.

Meeting the increasingly complex needs of customers requires a high level of training and skills development. A significant number of volunteers have responded enthusiastically to this, indicated by the numbers who have undertaken accredited training and IT training. A *Volunteer Resource Manual*, produced in 2006, aims to provide support to CISs in building volunteer involvement. Events throughout the year marking the contribution of volunteers included a celebration for volunteers who had given over 20 years of service in Blackrock Citizens Information Centre, the twenty-fifth anniversary of Beaumont/Whitehall Citizens Information Centre and the thirtieth anniversaries of Naas, Newbridge and Blanchardstown Citizens Information Centres.

dhírig. Cé gur leagadh béis ar an uimhir lóghlao, 1890 777 121, le linn na bhfeachtas sin, cuireadh na trí chainéal chun cinn i gcónaí, rud a dheimhnigh go raibh an rogha ag daoine conas teacht ar Fhaisnéis do Chustaiméiri.

Príomhtháscaire amháin den rath a bhí ar na feachtas phoiblíochta ná an fheasacht náisiúnta ar an tseirbhís atá ag dul i méid. I 2003, dhá bhliain i ndiaidh di a bheith seolta ar fud na tíre, tháinig beagnach leath na nglaoonna a fuair an tseirbhís ó cheantar dialaithe 02 (Corcaigh) fós. I 2006 tháinig níos mó na 80% de na glaoonna le foinsí inaitheanta ó cheantair lasmuigh de cheantar 02.

4.3 Seirbhísí um Fhaisnéis do Shaoránaigh

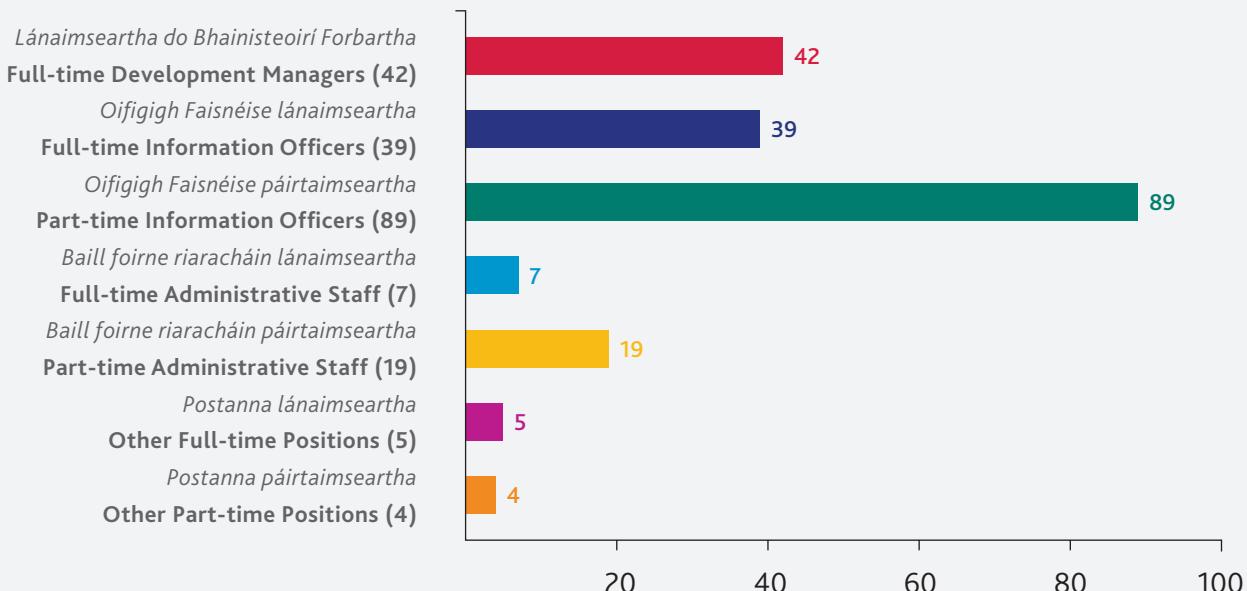
Cuireann Seirbhísí um Fhaisnéis do Shaoránaigh an tseirbhís aghaidh ar aghaidh ar fáil don phobal. Tacaíonn an Bord um Fhaisnéis do Shaoránaigh leo agus maoiníonn sé iad. Is cuideachta neamhspleách é gach CIS a thuairiscíonn do bhord bainistíochta deonach. De ghnáth, áiríonn na boird bhainistíochta

sin ionadaithe earnálacha reachtúla, pobail agus deonacha an chontae nó an phobail ina bhfuil an tseirbhís bunaithe.

Clúdaíonn gach Seirbhís um Fhaisnéis do Shaoránaigh (CIS) ceantar geografach, contae iomlán nó cuid de cheantar uirbeach, agus seachadann sé seirbhísí trí mheán líonra d'lonaid um Fhaisnéis do Shaoránaigh (CICanna). Tá forbairt straitéiseach CICanna le blianta beaga anuas dírithe ar CISanna comhtháite a forbairt a chónascann na CICanna uile laistigh de cheantar geografach sainmhínithe faoi bhord bainistíochta amháin. Tá na CICanna uile, beagnach, comhtháite le CISannaanois. Féadann Seirbhísí um Fhaisnéis do Shaoránaigh feidhmiú mar óstaigh do sholáthraithe seirbhise eile; tá níos mó sonraí faoi sin le fáil i gCaibidil 6.

Is é Cumann Náisiúnta na Seirbhísí um Fhaisnéis do Shaoránaigh (NACIS), a bunaíodh i 2005, comhlacht ionadaíoch na CISanna agus déanann sé idirchaidreamh leis an mbord um Fhaisnéis do Shaoránaigh faoi ábhair chomhleasa. Le linn 2006,

Lion fiorne sa ghréasáin CIS Staff in the CIS network





Jim O'Sullivan, Des Hanly, Brendan Gallagher, Paddy Behan, Des Houlihan and Tom Bolster at the Naas Citizens Information Centre thirtieth anniversary celebrations

Jim O'Sullivan, Des Hanly, Brendan Gallagher, Paddy Behan, Des Houlihan agus Tom Bolster ag comóradh tríocha bliain ionad um Fhaisnéis do Shaoránaigh an Náis

Queries

From 2000 to 2006, total queries to Citizens Information Centres (CICs) trebled. In line with this pattern, queries from January to December 2006 grew to 835,058, an increase of 16% on 2005. Callers for the period also rose to 585,686, an increase of 11.2% on 2005. Many callers have more than one query and the ratio of callers to queries varies throughout the country.

Social welfare issues are the most common queries closely followed by queries on employment rights and health services. Family matters, housing, consumer issues and queries about other public services also feature. Queries from foreign nationals are on the increase. Women considerably outnumber men as CIC users.

d'fhorbair an Cumann próisis agus struchtúir dá n-oibríochtaí agus chuir sé tú le hobair ar phlean straitéiseach.

Staidreamh

I 2006 chuir 42 Seirbhís um Fhaisnéis do Shaoránaigh Faisnéis do Shaoránaigh ar fáil i 254 láthair. Na láithreacha a bhí i gceist ná 105 ionad um Fhaisnéis do Shaoránaigh (51 lánimseartha agus 54 páirtaimseartha) agus 149 seirbhís for-rochtana. Is ionann sin agus méadú 19 láthair i rith na bliana, ar láithreacha for-rochtana iad 16 acu sin.

I 2006, chuir CISanna beagnach 3,370 uair seirbhíse ar fáil in aghaidh na seachtaine ar fud na tíre, (sin iomlán na n-uaireanta oscailte i ngach Seirbhís um Fhaisnéis do Shaoránaigh) méadú 5.9% ar 2005. Tá níos mó agus níos mó CISanna ag oscailtanois ag am lón mar chuid den chomhaontú um nuachóiriú chun feabhas a chur ar rochtain custaiméirí ar sheirbhísí.

Foireann

I 2006, faomhadh 12 post nua don líonra, chomh maith le dhá phost nua d'Oifigigh Acmhainne Abhcóideachta. Mar sin, ba ionann leibhéal na foirne ioctha agus 149 post cothrom le lánimseartha (wte) i CISanna, mar seo a leanas:

- 42 post lánimseartha do Bhainisteoirí Forbartha (42 post wte)
- 39 Oifigeach Faisnéise lánimseartha agus 89 Oifigeach Faisnéise páirtaimseartha (83.5 post wte)
- 7 ball foirne riarrachán lánimseartha agus 19 ball foirne riarrachán páirtaimseartha (16.5 post wte)
- 5 post lánimseartha agus 4 post páirtaimseartha sa chatagóir "Eile" a chuimsíonn Oifigigh Acmhainne Abhcóideachta, Fáilteoir, agus mar sin de (7 post wte)

Le linn 2006, mhéadaigh líon na bpost Fostaíochta Pobail ar fud na tíre ó 133 go 151 post.

Saorálaithe

Cuidíonn saorálaithe go mór le seachadadh seirbhís laistigh de Sheirbhísí um Fhaisnéis do Shaoránaigh (CISanna). Bhí 1,054 saorálaí ag obair i CISanna ag deireadh 2006. Chuir saorálaithe 2,361 uair seirbhíse ar fáil in aghaidh na seachtaine, ab ionann é agus 2.24 uair ar an meán in aghaidh an tsaorálaithe in aghaidh na seachtaine.

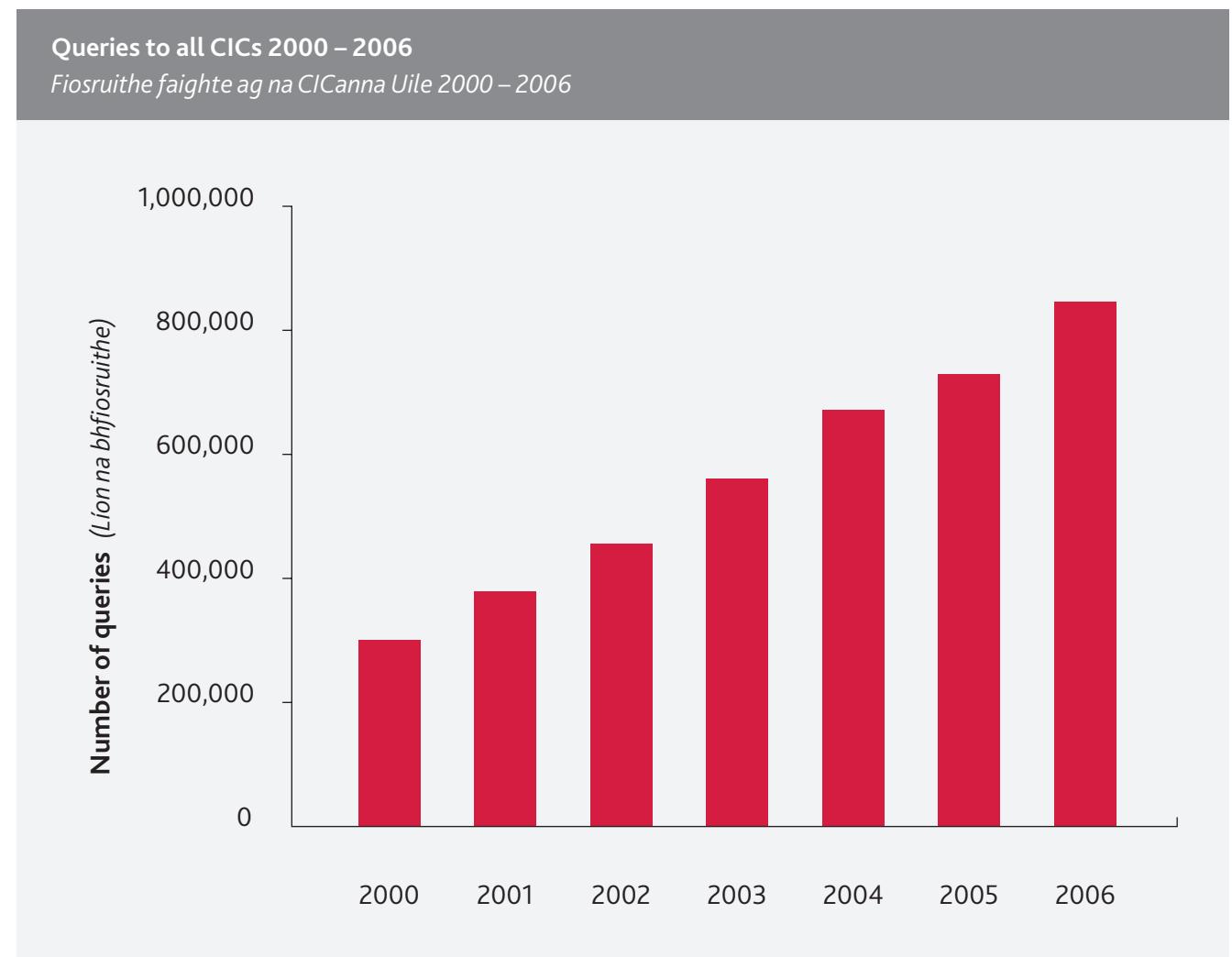
Tá gó le leibhéal ard oiliúna agus forbartha scileanna chun freastal ar riachtanais chustaiméirí atá ag éirí níos casta. Bhí spéis mhór ag líon suntasach saorálaithe sa deis seo, mar a léiríonn líon na saorálaithe a rinne oiliúint chreidiúnaithe agus oiliúint TF. Tá sé d'aidhm ag an Volunteer Resource Manual, a táirgeadh i 2006, tacú le CISanna agus rannpháirtíocht saorálaithe á spreagadh acu. Áiríodh ar imeachtaí le linn na bliana chun rannpháirtíocht saorálaithe a cheiliúradh, ceiliúradh do shaorálaithe le níos mó ná 20 bliain seirbhíse tugtha acu in ionad um Fhaisnéis do Shaoránaigh na Carraige Duibhe, an comóradh cúig bliana is fiche d'ionad um Fhaisnéis do Shaoránaigh Beaumont/an Bhaile Nua, agus an comóradh tríocha bliain d'ionad um Fhaisnéis do Shaoránaigh an Náis, an Droichead Nua agus Bhaile Bhlainséir.

Fiosruithe

Ó 2000 go 2006, tháinig méadú faoi thrí ar líon na bhfiosruithe chuiti lonaid um Fhaisnéis do Shaoránaigh (CICanna). Ag dul leis an bpatrún sin, fuarthas 835,038 fiosrú idir mí Eanáir agus mí na Nollag 2006, méadú 16% ar 2005. Fuarthas glaoch ó 585,686 duine le linn na tréimhse sin freisin, méadú 11.2% ar 2005. Bíonn níos mó ná fiosrú amháin ag go leor daoine a chuireann glaoch agus mar sin tá éagsúlachtaí idir cóimheas glaoiteoirí le fiosruithe ar fud na tíre.

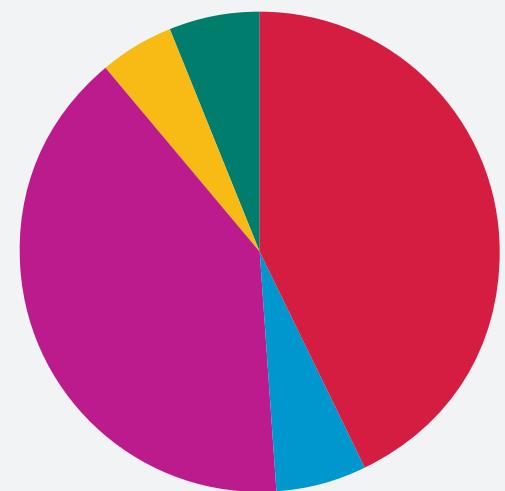
Is iad fiosruithe a bhaineann le saincheisteanna leasa shóisialaigh na fiosruithe is coitianta, agus ansin tá fiosruithe faoi chearta fostáiochta agus seirbhísí sláinte. Cuirtear ceisteanna faoi chúrsaí teaghlaigh, titíocht, saincheisteanna tomholtóirí agus faoi

Queries to all CICs 2000 – 2006
Fiosruithe faigte ag na CICanna Uile 2000 – 2006



Types of queries presented in 2006

Cineál na bhfiosruithe a fuarthas i 2006



In the same six-year period, query types changed: from simple information queries to those categorised as more complex – many with an advice or advocacy dimension. In 2006, 43% of the queries to CICs were requests for simple information, 40% involved advice/assistance, 5% involved more complex queries, 6% of queries were referred to other agencies and 6% required local information. In future returns, the figure for advice and assistance (40% in 2006) will be further broken down into lower-level and higher-level advocacy.

Direct face-to-face contact is the most common form of interaction in CICs. In 2006, 69% of contacts with CICs were made by personal callers to centres, 30% were telephone contact and 1% were by email and/or letter.

Service delivery

Citizens Information Services (CISs) deliver information and, where necessary, advice to members of the communities in which they are situated. The information and advice provided is impartial, non-judgemental, independent and non-directive.

- Simple (43%)
Éasca
- Local (6%)
Áitiúil
- Advice / Assistance (40%)
Comhairle / Cúnamh
- Advocacy (5%)
Abhcóideacht
- Referral (6%)
Tarchurtha

Information workers in CISs also advocate on behalf of clients who may have difficulty accessing their rights and entitlements.

A number of CISs provide outreach services to local communities. CISs also work in partnership with other organisations, developing initiatives on improving access to information for groups in the community; some of these initiatives are reported on in detail in Chapter 6. CISs are also involved in the provision of information to the public through local radio and print media. Reaching a diverse and changing population was a key theme for CISs in 2006. This included initiatives to reach foreign nationals, a focus on specific groups, and targeted outreach in easily accessed locations, as well as social policy and advocacy activities.

Foreign nationals

Foreign nationals living in Ireland are becoming significant users of CIS services. Galway CIS has Russian and Polish volunteer translators to help with service provision. Blanchardstown CIS has introduced Arabic interpreting to the service in

sheirbhísí poiblí eile freisin. Tá méadú ag teacht ar líon na bhfiosruithe ó náisiúnaigh choigríche. Baineann i bhfad níos mó mná ná fir úsáid as CICanna.

Sa tréimhse sé bliana céanna, tá athrú tagtha ar chineál na bhfiosruithe: ó iarratais éasca ar fhaisnéis chuig fiosruithe de chatagóir níos casta – go leor acu le gné chomhairle nó abhcóideachta. I 2006, bhain 43% de na fiosruithe a fuair CICanna le hiarratais ar fhaisnéis éasca, bhí comhairle/cúnamh i gceist le 40% acu, bhain 5% le fiosruithe níos casta, tarchuireadh 6% d'fhiosruithe chuig gníomhaireachtaí eile agus bhí faisnéis áitiúil ag teastáil ó 6%. I dtuairisceáin na todhchaí, beidh na figiúirí a bhaineann le comhairle agus cúnamh (40% i 2006) miondealaithe in abhcóideachta ar leibhéal níos ísle agus ag leibhéal níos airde.

Is é teagmháil dhíreach aghaidh ar aghaidh an cineál idirghníomhaíochta is coitianta sna CICanna. I 2006, bhain 69% den teagmháil le CICanna le cuairteanna pearsanta tugtha ar ionaid, bhain 30% acu le teagmháil ghutháin agus bhí 1% trí ríomhphost nó le litir.

Seachadadh Seirbhís

Seachadann Seirbhísí um Fhaisnéis do Shaoránaigh (CISanna) faisnéis, agus mar is gá, comhairle do bhaill na bpobal ina bhfuil siad lonnaithe. Tá an fhaisnéis agus an chomhairle a sholáthraítear neamhchlaonta, neamh-dhaorbhreithiúnach, neamhspleách agus neamhthreorach. Déanann oibrithe faisnéise i CISanna abhcóideachta freisin thar ceann claint le deacrachtáil féideartha teacht ar a gcearta agus a dteidlíochtaí.

Cuireann roinnt CISanna seirbhísí for-rochtana ar fáil do phobail áitiúla. Oibríonn CISanna i gcompháirtíocht le heagraíochtaí eile freisin, ag forbairt tionscnámh chun feabhas a chur ar rochtain grúpaí sa phobal ar fhaisnéis; tugtar tuairisc mhionchruinn faoi roinnt de na tionscnámh sin i gCaibidil 6. Tá baint ag CISanna freisin le faisnéis a sholáthar don phobal trí mheán an raidió agus méan clóite áitiúil. Príomhthéama de chuid CISanna i 2006

ba ea teagmháil a dhéanamh le daonna éagsúil athraitheach. Áiríodh air sin tionscnámh chun teagmháil a dhéanamh le náisiúnaigh choigríche, fócas ar ghrúpaí ar leith, agus gníomhaíochtaí for-rochtana spriocdhírithe a dhéanamh i láithreacha éasca le teacht orthu, le cois gníomhaíochtaí a bhain le beartas sóisialta agus abhcóideachta.

Náisiúnaigh choigríche

Is úsáideoirí suntasacha sheirbhísí CIS iad náisiúnaigh choigríche le cónaí orthu in Éirinnanois. Tá aistritheoirí deonacha Rúisise agus Polainnise ag CIS na Gaillimhe chun cabhrú le soláthar na seirbhise. Tá teangaireacht Araibise curtha ar fáil ag CIS Bhaile Bláinséir mar fhreagra ar thaighde áitiúil a léiríonn go bhfuil 97 náisiúntacht éagsúla ag obair sa cheantar, go leor acu ó thíortha ina labhraítar Araibis. Cuireann Lónra um Fhaisnéis do Shaoránaigh (CIN) Chill Mhantáin seirbhís faisnéise ar fáil sa tSínis. Thug CIS Ros Comáin tionscadal 18 mí chun críche inar chabhraigh sé le hathlonnú teifeach Seisniach sa bhaile. Thionól CIS Chorcaí Thiar tráthnóna faisnéise do spailpí fánacha i gcomhar leis an nGarda Síochána, agus bhí Longfort mar óstach ar Thráthnóna Faisnéise Polannach don phobal Polannach sa chontae. Tionscnámh eile dírithe ar dhaoine nuathagtha ná an *Newcomers Guide* don iardheisceart (a ndéantar cur síos air i gCaibidil 6).

Tionscnámh dírithe ar ghrúpaí sonracha

Tá raon inoiriúnaithe de mhodúil faisnéise forbartha ag CIS Ros Comáin chun méadú ar eifeachtacht agus cáilíochta a láithreoireachtaí do ghrúpaí pobail. Thairg agus sheol CIS Liatroma *Living in Leitrim – A Guide to Government and Local Services*. Chruthaigh CIS Chontae Thiobraid Árann bileoga faisnéise do mhic léinn dara leibhéal agus do mhná ag fulaingt foréigin bhaile. D'eagraigh CIS na hLarmhí agus CIS Laoise araon Margá Míchumais ar ghlac gníomhaireachtaí a chuireann seirbhísí ar fáil do dhaoine faoi mhíchumas páirt iontu. Cuireann CIS Chromghlinne seirbhís

response to local research which shows that 97 different nationalities are working in the area, many from Arabic-speaking countries. Wicklow Citizens Information Network (CIN) offers an information service in Chinese. Roscommon CIS completed an 18-month project in which it contributed to a resettlement of Chechen refugees in the town. West Cork CIS held information evenings for migrant workers jointly with the Garda Sióchána and Longford hosted a Polish Information Evening for the Polish community in the county. The *Newcomer's Guide* for the south-east (described in Chapter 6) is another initiative targeted at new arrivals.



At the Wexford launch of a Newcomer's Guide are Una Tobin, Lorretta Harte, Margaret Kozik, Liz Hore and Noreen Dake.

Ag seoladh Newcomer's Guide i Loch Garman tá Una Tobin, Lorretta Harte, Margaret Kozik, Liz Hore agus Noreen Dake.

Initiatives targeted at specific groups

Roscommon CIS has developed an adaptable range of information modules to increase the efficiency and quality of its presentations to community groups. Leitrim CIS produced and launched *Living in Leitrim – A Guide to Government and Local Services*. Co. Tipperary CIS produced information leaflets for second-level students and for women experiencing domestic violence. Westmeath CIS and Laois CIS both held Disability Fairs that brought together agencies which provide services to people with disabilities.

Crumlin CIS provides a monthly information service to the South Dublin Senior Citizens Club.

Outreaches

A number of new outreach services were established in 2006 and 548.5 outreach hours were provided weekly. This focus on outreach is part of the CIS strategic priority of reaching out to vulnerable or isolated communities, particularly older people or people living in rural areas. Outreach services are typically located with other service providers in community centres, family resource centres, hospitals, nursing homes and prisons. New outreach services in 2006 included the following:

- Limerick CIS provides an outreach to Adapt House, a support centre for sufferers of domestic violence
- Roscommon CIS is piloting a 10-hour weekly service in a Family Resource Centre in Castlerea Prison
- Kilkenny CIS established an information service at the Department of Psychiatry in St. Luke's Hospital
- South Kildare CIS is outreaching to Naas Hospital and Prosperous
- Dublin Northwest CIS has started a new weekly clinic in Ballygall Health Centre in Ballymun

Social policy

Citizens Information Services (CISs) made a valuable contribution to Comhairle's 2007 Pre-Budget Submission during the Pre-Budget Consultative Forum held in July 2006. The aim of the forum was to identify the key issues in social policy returns over the previous 12 months. Participants provided case studies and discussed the implications of these policy issues. In addition to providing social policy feedback to Comhairle, several CISs were involved in social policy work at a local level.

A Social Policy Network was established in Cavan in 2006 and a pilot project is underway to record and

faisnéise mhiosúil ar fáil do Chlub Seanóirí Bhaile Átha Cliath Theas.

Gníomhaiochtai for-rochtana

Bunaíodh roinnt seirbhísí for-rochtana nua i 2006 agus cuireadh 548.5 uair for-rochtana ar fáil gach seachtain. Tá an fócas seo ar fhór-rochtain mar chuid de thosaíocht straitéiseach CIS teagmháil a dhéanamh le pobail leochaileacha nó iargúltá, go háirithe daoine níos sine nó daoine ina gcónaí i gceantair tuithe. De ghnáth biónn seirbhísí for-rochtana lonnaithe le soláthraithe seirbhíse eile in ionad phobail, ionad acmhainne teaghlaigh, ospidéil, tithe altranais agus príosúin. Is iad seo a leanas roinnt de na seirbhísí for-rochtana nua a cuireadh ar fáil i 2006:

- Soláthraíonn CIS Luimnígh seirbhís for-rochtana ag Adapt House, ionad tacaíochta d'fhlangaithe foireigin bhaile
- Tá CIS Ros Comáin ag cur seirbhís phíolóta sheachtainiúil 10 uaire an chloig ar fáil in ionad Acmhainne Teaghlaigh i bPrósún an Chaisleáin Riabhaigh
- Bhunaigh CIS Chill Cháinnigh seirbhís faisnéise ag an Roinn Shíciatrachta in Ospidéal Naomh Luke
- Tá CIS Chill Dara Theas ag cur seirbhísí for-rochtana ar fáil in Ospidéal an Náis agus Prosperous
- Chuir CIS Bhaile Átha Cliath larthuaidh tú le clinic nua seachtainiúil ag ionad Sláinte Bhaile Gall i mBaile Munna

Beartas sóisialta

Chuir Seirbhísí um Phaisnéis do Shaoránaigh (CISanna) go mór le hAighneas Réamh-Bhuiséid Chomhairle 2007 le linn an Fhóram Chomhairliúcháin Réamh-Bhuiséid a tionóladh i mí Iúil 2006. Ba é aidhm an fhóram na príomh-shaincheisteanna a bhí i dtuairisceán bheartais shóisialta an 12 mí roimhe sin a athint. Sholáthar rannpháirtithe cás-staidéir agus phléigh siad impleachtaí na saincheisteanna beartais sin. I dteannta aiseolais faoi bheartas sóisialta a

sholáthar do Chomhairle, bhí baint ag roinnt CISanna le hobair bheartais shóisialta ar leibhéal áitiúil.

Bunaíodh Lónra Beartais Shóisialta sa Chabhán i 2006 agus tá tionscadal píolóta ar síúl chun cásobair bheartais shóisialta a dhéanann gníomhaireachtaí éagsúla rannpháirteacha go háitiúil a thaifeadadh agus a anailísíú. Sholáthar Scéim Deontas Beartais Shóisialta Chomhairle maoiniú tosaigh an tionscadail seo. I 2006 freisin, d'eagraigh CIS Mhaigh Eo grúpa gníomhaireachtaí reachtúla agus deonacha chun iarracht a dhéanamh saincheisteanna beartais shóisialta áitiúla a réiteach. Tá baint ghníomhach ag CIS an Chláir le Fóram Soláthraithe Seirbhíse ina roinntear saincheisteanna beartais shóisialta mar iarracht bacainn ar sheachadadh éifeachtach seirbhíse áitiúla a shárú.

Oibríonn roinnt CISanna i gcomhar le gníomhaireachtaí eile. Mar shampla, rinne CIS Loch Garman tuairisc do chuideachta comhpháirtíochta áitiúla faoi na deacraíochtaí a bhíonn ag inimircigh teacht ar sheirbhísí príomhshrutha.

Abhcóideacht

I gcomhthéacs sholáthar na faisnéise, is éard a bhíonn i gceist le habhcóideacht ná cabhrú le daoine a dteidlíochtaí a fháil agus faisnéis chasta a mhíniú. Ceann de na príomhbhealaí ar a dtacaíonn an Bord um Phaisnéis do Shaoránaigh le seirbhísí abhcóideachta don phobal ná trí mheán an lónra de Sheirbhísí um Phaisnéis do Shaoránaigh (CISanna) ina ndéanann soláthraithe faisnéise abhcóideacht ar leibhéal éagsúla maidir le deacraíochtaí a bhaineann le rochtain ar leas sóisialach, tithíocht, sláinte agus fostáiocht. Cuireann formhór na soláthraithe seirbhíse abhcóideacht bhunúsach ar fáil do chliaint agus féadann siad cabhrú le cliaint achomhairc a dhéanamh i réimsí cosúil le leas sóisialach, comhionannas agus fostáiocht. Cuireann na seirbhísí uile leibhéal éigin abhcóideachta ar fáil, cosúil le glaonna gutháin a dhéanamh nó litreacha a scríobh thar ceann úsáideoirí.

Tá an Bord um Phaisnéis do Shaoránaigh ag

analyse social policy casework carried out locally by the various agencies involved. The Comhairle Social Policy Grant Scheme provided initial funding for this project. Also in 2006, Mayo CIS organised a group of statutory and voluntary agencies to try to resolve local social policy issues. Clare CIS is actively involved in a Services Provider Forum where social policy issues are shared with a view to overcoming obstacles to effective local service delivery.

Some CISs work jointly with other agencies. For example, Wexford CIS provided a report to a local partnership company on the difficulties that immigrants encounter accessing mainstream services.

Advocacy

In the context of information provision, advocacy entails helping people to obtain their entitlements and negotiate complex information. One of the main ways in which the Citizens Information Board supports advocacy services for the public is through the network of Citizens Information Services (CISs) where information providers advocate at different levels in relation to difficulties with access to social welfare, housing, health and employment. Most information providers offer basic advocacy to clients and may assist clients with appeals in the areas of social welfare, equality and employment. All services provide a level of advocacy such as making phone calls and writing letters on behalf of users.

The Citizens Information Board is piloting an Advocacy Resource Officer (ARO) programme to build the capacity of information providers in CISs in three areas: to advocate on behalf of clients, to support clients to advocate on their own behalf and, where appropriate, to help people through the appeals process. Three new Advocacy Resource Officer projects were funded in 2006, bringing to seven the total working with the staff of 20 Citizens Information Services.



Helping people obtain their entitlements and negotiate complex information

Ag cabhrú le daoine a dteidliochtaí a fháil agus faisnéis chasta a mhíniú

Local PR activities

Among the promotional activities at local level were the opening of new services, local radio advertising and information slots, leaflet drops, articles in local papers (including bilingual columns in local newspapers targeting foreign nationals), and participation at exhibitions and other promotional events. The Citizens Information Board's PR group produced generic press releases using newsworthy topics and case studies provided by the network. They in turn were adapted for local promotional use by Development Managers and feedback to date has been very positive.

The *Know Your Rights* column, distributed monthly and syndicated in local papers, continued to be very successful for local publicity and awareness. Another successful initiative has been the weekly Citizens Information session on the Mooney Show, on RTE Radio 1. Philip McCabe, Development Manager in Monaghan CIS, presents the session focusing on a particular theme each week. Slots on local radio are also used to promote Citizens Information Services nationwide. These slots are very popular and act as another information channel for local delivery of information.

stiúradh clár píolóta d'Oifigigh Acmhainne Abhcóideachta (ARO) chun cur le hacmhainn soláthraithe seirbhise i CISanna i dtrí réimse: abhcóideacht a dhéanamh thar ceann claint, tacú le claint chun cur ar a gcumas abhcóideacht a dhéanamh ar a son féin, agus mar is cuí, cabhrú le daoine agus iad i mbun an phróisis achomhairc. Maoiníodh trí thionscadal nua d'Oifigigh Acmhainne Abhcóideachta i 2006, rud a chialláonn go bhfuil seachtar san iomlán ag obair le foirne 20 Seirbhís um Fhaisnéis do Shaoránaighanois.

Gníomhaíochtaí Caidrimh Phoiblí Áitiúla

I measc na ngníomhaíochtaí poiblíochta ag leibhéal áitiúil bhí oscailt seirbhísí nua, míreanna poiblíochta agus faisnéise ar raidió áitiúil, scaipeadh bileog, ailt i nuachtáin áitiúla (lena n-áirítear colún dhátheangacha i nuachtáin áitiúla dírithe ar náisiúnaigh choigríche), agus rannpháirtíocht i dtaispeántais agus imeachteáil poiblíochta eile. Thairg grúpa caidrimh phoiblí an Bhoird um Fhaisnéis do Shaoránaigh preasráitis ghinearálta a bhain le hábhair ar fiú iad a thuairisciú agus cás-staidéir soláthraithe ag an lónra. Chuir na Bainisteoirí Forbartha iad sin in oiriúint do phoiblíochta áitiúil ansin, agus go dtí seo tá an t-aiseolas faigte an-dearfach.

Bhí rath leanúnach ar an gcolún *Know Your Rights*, a scaptear go míosúil agus atá sindeacáite i nuachtáin áitiúla, ó thaobh na poiblíochta agus na feasachta áitiúla de. Tionscnamh rathúil eile is ea an seisiún seachtainiúil um Fhaisnéis do Shaoránaigh ar Sheó Mooney ar RTE Raidió 1. Cuireann Philip McCabe, an Bainistoir Forbartha i CIS Mhuineacháin, an seisiún i láthair agus sí ar théama ar leith gach seachtain. Baintear úsáid as míreanna ar raidió áitiúil chun Seirbhísí um Fhaisnéis do Shaoránaigh a chur chun cinn ar fud na tíre freisin. Taitníonn na míreanna sin le go leor daoine agus feidhmíonn siad mar chainéal faisnéise eile chun faisnéis a sheachadadh ar bhonn áitiúil.



Rannpháirtithe Sheisiún Faisnéise Chorai faoi Chlár Abhcóideachta Michumais na hEarnála Pobail agus Deonáil le baill foirne Chomhairle le Leonie Lunny, Priomhfhheidhmeannach

Participants at the Cork Information Session on the Community and Voluntary Disability Programme with Leonie Lunny, Chief Executive and members of Comhairle staff

The Citizens Information Board fulfils its mandate to deliver information, advice and advocacy services through the network of Citizen Information Services and through the Citizens Information Phone Service. The Board's role in the delivery of information is mainly concerned with supporting and providing services to these organisations. This support is provided by regional services and by central development and support staff. It includes training and advocacy development, an information query support service, information publications and the Citizens Information website – a key resource for information providers.



Supporting information delivery

Ag tacú le seachadadh faisnéise

5.1 Regional services

The development of information services throughout the country is co-ordinated and managed by the Citizens Information Board's five regional service teams. These teams are based in Cork, Galway, Kilkenny, Dublin (Park House, North Circular Road) and Tallaght. For contact details, please refer to the list of Citizens Information Board's offices in Appendix 5.

The Citizens Information Board's regional services:

- Provide operational funding to Citizens Information Services (CISs) and to the Citizens Information Phone Service (CIPS)
- Provide developmental advice and support to these services in areas such as strategic planning, advocacy development, governance, service development, financial management, customer service and human resources

Comhlíonann an Bord um Fhaisnéis do Shaoránaigh a shainordú seirbhísí faisnéise, comhairle agus abhcóideachta a sholáthar trí mheán an líonra Seirbhísí um Fhaisnéis do Shaoránaigh agus tríd an tSeirbhís Gutháin um Fhaisnéis do Shaoránaigh. Is é príomhról an Bhoird maidir le seachadadh na faisnéise tacú leis na heagraíochtaí seo agus seirbhísí a sholáthar dóibh. Cuireann seirbhísí réigiúnacha agus foireann lárnach forbartha agus tacaíochta an tacaíocht sin ar fáil, agus tá oiliúint agus forbairt abhcóideachta, seirbhís tacaíochta le haghaidh fiosruithe faisnéise, foilseacháin faisnéise agus an láithreán gréasáin um Fhaisnéis do Shaoránaigh – príomhacmhainn do sholáthraithe faisnéise – san áireamh air.

5.1 Seirbhísí réigiúnacha

Comhordaíonn agus bainistíonn an chúig foireann seirbhísé réigiúnacha atá ag an mBord um Fhaisnéis do Shaoránaigh forbairt seirbhísí faisnéise ar fud na tíre. Tá na forne sin bunaithe i gCorcaigh, i nGaillimh, i mBaile Átha Cliath (Park House, an Cuarbhóthar Thuaidh) agus i dTamlacht. Le haghaidh sonrai teagmhála, féach le do thoil ar liosta oifigí an Bhoird um Fhaisnéis do Shaoránaigh in Agusín 5.

Déanann seirbhísí réigiúnacha an Bhoird um Fhaisnéis do Shaoránaigh na nithe seo a leanas:

- Soláthraíonn siad maoiniú obríochtúil do Sheirbhísí um Fhaisnéis do Shaoránaigh (CISanna) agus don tSeirbhís Gutháin um Fhaisnéis do Shaoránaigh (CIPS)

- Work in partnership with local organisations and public service bodies on the delivery of information, advice and advocacy services to target groups
- Develop and promote quality standards for the delivery of information and advice services
- Develop and support training services to CISs and a wide range of organisations
- Provide developmental advice and support to a range of advocacy and disability projects
- Provide supports for volunteering

Service developments

During 2006 the Citizens Information Service network continued to expand and develop with the support of regional and central services:

- The remaining Citizens Information Centres (CICs) agreed to be consolidated within Citizens Information Service (CIS) structures. This completed the strategic objective of supporting the development of CISs as county-wide or area-wide resources.
- All CICs participated in the modernisation process under Sustaining Progress and a new modernisation template is being considered under *Towards 2016*.
- Piloting of the Performance Management Development System (PMDS) took place in five CISs (Donegal, Longford, Cavan, Offaly and Tipperary). The boards of the CISs all reported positively on the PMDS process and made recommendations to the PMDS Joint Working Group based on their experiences. In consultation with the network, a schedule for implementation of the system was finalised with a commencement date for February 2007.
- The final phase of broadband rollout was completed for Citizens Information Services.
- The Advocacy Resource Officer programme was expanded to include 20 CISs (two to three CISs share the services of an ARO). The ARO

programme builds the capacity of information providers in Citizens Information Services (CISs) to advocate on behalf of clients (see Chapter 7 for more details on advocacy programmes).

- A new logo for Citizens Information was developed and adopted. This aims to build a clearly identifiable and consistent image of Citizens Information across all three channels.
- A *Volunteer Resource Manual* was finalised and circulated to CISs.
- Boards of management – a programme was prepared for training board members in 2006. The programme consists of six stand-alone elements such as Corporate Governance. The full programme is delivered as required for new board members by regional training services.
- The Financial Linked System was enhanced in 2006 to support budgeting for advocacy projects in CISs. The system now includes cost breakdowns for Advocacy Resource Officers (AROs) and advocacy projects.
- A Customer Charter was adopted by all CISs and the Citizens Information Phone Service.
- Employer and employee manuals were updated and briefings for board members were carried out.

The group insurance scheme

The Citizens Information Board Group Insurance Scheme, established in 1981, offers voluntary organisations a range of insurance cover through its group insurance scheme, underwritten by Allianz Ireland plc. It is a competitive scheme that is customised to suit the needs of its 400+ member organisations. Any voluntary group involved in the provision of social services is eligible to join the scheme.

- Soláthraíonn siad comhairle forbartha agus tacaíocht do na seirbhísí seo i réimsí cosúil le pleanáil straitéiseach, forbairt abhcóideachta, rialachas, forbairt seirbhísí, bainistíocht airgeadais, seirbhís do chustaiméirí agus acmhainní daonna
- Oibríonn siad i gcomhpháirtíocht le heagraíochtaí áitiúla agus comhlactaí seirbhíse poiblí chun seirbhísí faisnéise, comhairle agus abhcóideachta a sheachadadh do spriocghrúpaí
- Forbraíonn agus cothaíonn siad caighdeáin chálíochta do sheachadadh seirbhísí faisnéise agus comhairle
- Forbraíonn agus tacaíonn siad le seirbhísí oiliúna do CISanna agus do raon leathan eagraíochtaí
- Soláthraíonn siad comhairle forbartha agus tacaíocht do raon tionscadal abhcóideachta agus míchumais
- Soláthraíonn siad tacaí do shaorálaíocht

Forbairtí seirbhíse

Le linn 2006, leathnaigh agus d'fhorbair líonra na Seirbhísí um Fhaisnéis do Shaoránaigh le tacaíocht na seirbhísí réigiúnacha agus lárnacha:

- D'aontaigh na hlonaid um Fhaisnéis do Shaoránaigh (CICanna) fágtha le bheith comhdhlúite laistigh de struchtúir na Seirbhísí um Fhaisnéis do Shaoránaigh (CIS). Chomhlón sé sin an cuspóir straitéiseach tacú le forbairt CISanna mar acmhainní ar fud contae nó ar fud ceantair.
- Ghlac na CICanna uile páirt sa phróiseas nuachóirithe faoi Dul Chun Cinn a Choinneáil agus tá teimpléad nuachóiriúcháin nua á meas faoi l dTreo 2016.
- Cuireadh an Córas Bainistíochta agus Forbartha Feidhmíochta (PMDS) i bhfeidhm ar bhonn píolóta i gcúig CIS (Dún na nGall, Longfort, Cabhán, Uíbh Fhailí agus Tiobraid Árann). Thug boird na CISanna uile tuairisc dhearfach faoin bpróiseas PMDS agus rinne siad moltaí don
- Chomh-Ghrúpa Oibre PMDS bunaithe ar a dtaití. I gcomhairle leis an líonra, tugadh clár ama do chur i bhfeidhm an chórais chun críche, agus tá sé le bheith tosaithe i mí Feabhra 2007.
- Tugadh an chéim dheireanach de chur i ngníomh an leathanbanda chun críche do Sheirbhísí um Fhaisnéis do Shaoránaigh.
- Leathnáodh an clár um Oifigeach Acmhainne Abhcóideachta chun 20 CIS a chuimsiú (roinneann idir dhá agus trí CIS seirbhísí ARO). Cuireann an clár ARO le hacmhainn soláthraithe seirbhíse i Seirbhísí um Fhaisnéis do Shaoránaigh (CISanna) abhcóideachta a dhéanamh thar ceann claint (Féach Caibidil 7 le breis sonraí a fháil faoi chláir abhcóideachta).
- Forbraíodh lógó nua um Fhaisnéis do Shaoránaigh agus glacadh leis. Tá sé mar aidhm aige iomhá sho-aitheanta chomhsheasmhach d'Fhaisnéis do Shaoránaigh a thógáil thar na trí chainéal.
- Críochnaíodh an *Volunteer Resource Manual* agus scaipeadh ar na CISanna é.
- Boird bhainistíochta – ullmháodh clár chun oiliúint a chur ar bhaill bhord i 2006. Tá sé ghné a sheasann leo féin i gceist leis an gclár, cosúil le Rialachas Corparáideach. Seachadann seirbhísí oiliúna réigiúnacha an clár iomlán do bhaill nua bhord de réir mar a éilítéar.
- Cuireadh feabhas ar an gCóras Airgeadais Nasctha i 2006 chun tacú le buiséadú le haghaidh tionscadal abhcóideachta i CISanna. Áiríonn an córas nua miondealuithe costais d'Oifigigh Acmhainne Abhcóideachta (AROanna) agus do thionscadail abhcóideachta.
- Ghlac na CISanna uile agus an tSeirbhís Gutháin um Fhaisnéis do Shaoránaigh le Cairt do Chustaiméirí.
- Tugadh lámhleabhair fostóra agus fostaithe suas chun dáta agus scaipeadh an fhaisnéis ar bhaill na mbord.

5.2 Publications

Comhairle continued to produce high-quality printed publications throughout the year, although its primary publishing focus for 2006 was on electronic information. Printed publications remain a very popular and effective mechanism for disseminating information both to information providers and to the public.

Information publications are made available in various formats through Citizens Information Centres nationwide. These formats include large-print versions, Braille, tape and publications on disc. All publications are also available online at the Citizens Information Board's website. Print publications were an important part of the campaign around the information needs of older people (this is described more fully in Chapter 6).

Relate

Twelve issues of *Relate* were published in 2006 along with quarterly issues of the *EU Supplement*. *Relate* is a monthly journal that provides updates on legislation and developments in the broad social services and social policy areas. In 2006, issues of *Relate* covered mental health legislation, driving, the Citizens Information Bill 2006 and a full issue was devoted to the social welfare means test. In addition, the October issue of *Relate* focused on the information needs of older people covering retirement from work, care at home, long-term care and taxation. *Relate* is circulated to over 5,000 users monthly including public service agencies, TDs and a range of voluntary bodies.

Other 2006 publications

Early in 2006 Comhairle published its popular *Benefits and Taxes* leaflet, a pocket-sized reference guide to social welfare and HSE (Health Service Executive) rates of payment, tax credits and so on. This guide complements the wallchart, also published annually and distributed to Citizens Information

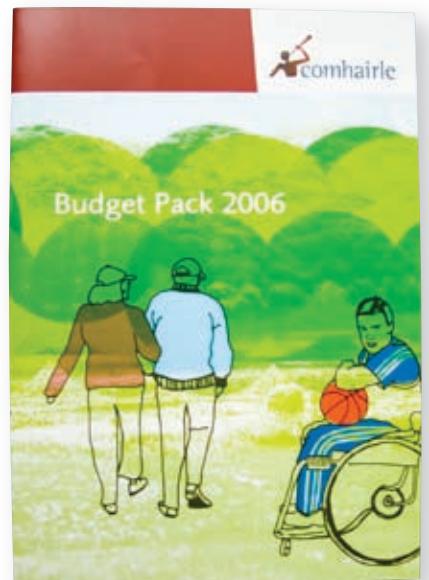
Services and other organisations.

The wallchart on entitlements for people with disabilities was published in February 2006. It contains relevant rates of payment, tax credits and information on services and useful organisations and resources.

The series of *Disability Factsheets* was updated and re-published twice during the year. These cover subjects such as supports for carers, information on tax credits and allowances related to disability and illness, transport entitlements and schemes, training and employment, and income and health supports. They are a useful resource for information givers and the general public.

Monthly *Know Your Rights* columns are produced and distributed to Citizens Information Centres (CICs). Four topical subjects are dealt with each month and CICs use them for publicity and promotion in local media, particularly outside Dublin.

The *Budget Pack* was also published early in 2006. As usual, it contained information on measures announced in the Budget speech in December 2005 as well as initiatives announced around the time of the Estimates. The *Budget Pack* is used as a reference resource by information providers and others throughout the year.



An grúpscéim árachais

Tairgeann Grúpscéim Árachais an Bhoird um Fhaisnéis do Shaoránaigh, a bunaíodh i 1981, raon clúdaigh árachais d'eagraíochtaí deonacha trí mheán a grúpscéime árachais, frithgheallta ag Allianz Ireland plc. Is scéim iomaíoch í a chuirtear in oriúint do riachtanais a 4,000+ balleagraíochtaí. Tá aon ghrúpa deonach a bhfuil baint aige le soláthar seirbhísí sóisialta i dteideal ballraíocht den scéim a fháil.

5.2 Foilseacháin

Lean Comhairle ar aghaidh ag táirgeadh foilseacháin chlóite ar chaighdeán ard i rith na bliana, cé go raibh a fócas foilsíúcháin príomhúil i 2006 ar fhaisnéis leictreonach. Is meicníochtaí éifeachtúla, ar a bhfuil an-mheas, iad foilseacháin chlóite fós chun faisnéise a scaipeadh ar sholáthraithe faisnéise agus ar an bpobal araon.

Cuirtear foilseacháin faisnéise ar fáil i bhformáidí éagsúla trí lonaid um Fhaisnéis do Shaoránaigh ar fud na tíre. Áirítear ar na formáidí sin leaganacha le clo mór, i mBraille, ar théip agus foilseacháin ar dhiosca. Féadtar na foilseacháin uile a fháil ar líne freisin ar láithreán gréasáin an Bhoird um Fhaisnéis do Shaoránaigh. Bhí foilseacháin chlóite mar chuid thábhachtach den fheachtas a bhain le riachtanais faisnéise daoine níos sine (déantar cur síos níos ionláine air sin i gCaibidil 6).



Relate

Foilsíodh dhá eagrán déag de *Relate* i 2006 in éineacht le heagrán ráithiúla den *EU Supplement*. Is iris mhíosúil í *Relate* a fhoilsíonn nuashonruithe reachtaíochta agus forbairtí i réimsí leathana na seirbhísí sóisialta agus an bheartais shóisialta. I 2006, dhéileáil eagrán *Relate* le reachtaíocht mheabhairshláinte, tiomáint agus an Bille um Fhaisnéis do Shaoránaigh 2006 agus bhain eagrán ionlán amháin le tástáil mhaoine an leasa shóisialaigh. Chomh maith leis sin, dhírigh eagrán Dheireadh Fómhair *Relate* ar riachtanais faisnéise daoine níos sine ag déileáil le dul ar scor ón obair, cúram sa bhaile, cúram fadtréimhseach agus cánachas. Scaptear *Relate* ar níos mó ná 5,000 úsáideoir in aghaidh na míosa, lena n-áirítear gníomhaireachtaí seirbhíse poiblí, Teachtaí Dála agus raon comhlacthaí deonacha.



Foilseachán eile 2006

Go luath i 2006, d'fhoilsigh Comhairle a bileog *Benefits and Taxes*, ar a bhfuil an-mheas; is treoir thagartha ar mhéid an phóca é faoi rátaí fócaíochta, creidmheasa cánach agus mar sin de i leith leasa shóisialaigh agus an HSE (Feidhmeannacht na Seirbhíse Sláinte). Tacaíonn an treoir sin leis an gcairt bhalla, a fhoilsítear go bliantúil freisin agus a scaptear ar Sheirbhísí um Fhaisnéis do Shaoránaigh agus ar eagraíochtaí eile é.

Comhairle published four funding e-bulletins in 2006. The e-bulletin is distributed by email and provides information on funding sources for voluntary and community work in Ireland. The e-bulletin is compiled by CREATE, fundraising information provider and publisher (supported by Comhairle) of *The Irish Fundraising Handbook*.

5.3 Training services

The Citizens Information Board provides training services nationwide to Citizens Information Services, the Citizens Information Phone Service and other voluntary and statutory bodies to enhance their information-provision capabilities. Central training services establish standards in training design, delivery and content while Regional Training Executives within the regions are responsible for the delivery of training nationally.

In 2006 Comhairle delivered 70 courses on its National Calendar in over 40 locations throughout the country. More than one thousand people attended

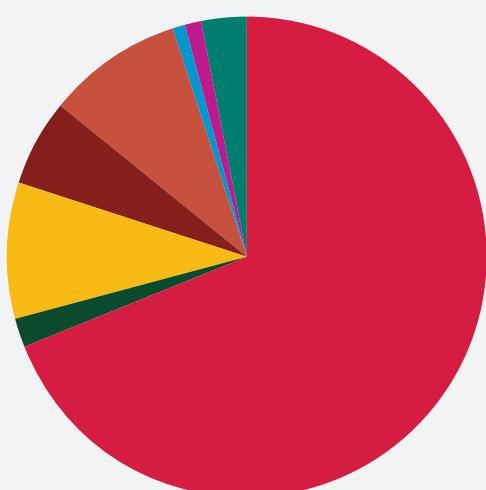
the training events representing Citizens Information Services and other voluntary and statutory organisations (see below). The National Training Programme consists of five regional training programmes and one central programme (aimed at developing training skills) delivering training on information, interpersonal skills, legal, and management and organisational skills.

Information seminars

Two sets of information seminars were held during the year. The spring *Training and Information Workshop* was held in the five regional locations with 145 attending. It featured contributions from a number of organisations including Emigrant Advice, Office of the Data Commissioner, Irish Human Rights Commission, the Equality Authority and Comhairle's Information and Advice section. The autumn seminars were entitled *Meeting the Information Needs of Older People – Preparing for Action* and were attended by over 400 people at regional locations (this is described in more detail in Chapter 6).

Breakdown of attendees by organisation type 2006

Miondealú na ndaoine a d'fhreastail ar imeachtaí oiliúna i 2006 (de réir chineál eagraíochta)



- CICs (69%)**
CICanna
- MABS (2%)**
MABS
- Statutory bodies (9%)**
Comhlachtaí reachtúla
- National voluntary organisations (6%)**
Eagraíochtaí náisiúnta deonacha
- Community-based organisations (9%)**
Egraíochtaí pobalbhunaithe
- Youth services (1%)**
Seirbhísí Óige
- Unemployment services (1%)**
Seirbhísí Dífhostaiochta
- Disability organisations (3%)**
Eagraíochtaí míchumais

Foilsíodh an chairt bhalla faoi theidlíochtaí daoine faoi mhíchumas i mí Feabhra 2006. Tá rátaí ábhartha íocaíochta, creidmheasa cánach agus fainseis faoi sheirbhísí, agus eagraíochtaí agus acmhainní úsáideacha, san áireamh air.

Tugadh an tsraith de *Disability Factsheets* suas chun dáta agus athfhoilsíodh iad dhá uair i rith na bliana. Clúdaíonn siad cúrsaí cosúil le tacáil do chúramóirí, fainseis faoi chreidmheasa cánach agus liúntais a bhaineann le míchumas agus tinneas, teidlíochtaí agus scéimeanna iompair, oiliúint agus fostáiocht, agus tacáil ioncaim agus sláinte. Is acmhainn úsáideach iad do sholáthraithe fainseise agus don phobal i gcoitinne.

Scríobhtar colúin mhíosúla *Know Your Rights* agus scaptear ar ionaid um Fhainseis do Shaoránaigh (CICanna) iad. Déileáiltear le ceithre ábhar atá i mbéal an phobail gach mí, agus úsáideann CICanna iad le haghaidh poiblíochta agus chun tuairisciú a fháil sna meáin chumarsáide áitiúla, go háirithe lasmuigh de Bhaile Átha Cliath.

Foilsíodh an *Budget Pack* go luath i 2006 freisin. Mar is gnáth, chuimsigh sé fainseis faoi bhearta fógartha i ráiteas an Bhuiséid i mí na Nollag 2005, i dteannta tionscnamh a fógraíodh timpeall thráth na Meastachán. Baineann soláthraithe seirbhísí agus eile leas as an Budget Pack mar acmhainn thagartha ar feadh na bliana.

D'fhoilsigh Comhairle ceithre fheasachán leictreonacha i 2006. Scaptear an feasachán leictreonach ar ríomhphost agus soláthraíonn sé fainseis faoi fhoinsí maoinithe d'obair dheonach agus phobail in Éirinn. Bíonn an feasachán leictreonach tiomsaithe ag CREATE, soláthraí d'fainseis faoi mhaoiniú, agus foilsitheoir (le Comhairle) *The Irish Fundraising Handbook*.

5.3 Seirbhísí oiliúna

Cuireann an Bord um Fhainseis do Shaoránaigh seirbhísí oiliúna ar fáil ar fud na tíre do Sheirbhísí um Fhainseis do Shaoránaigh, don tSeirbhís Gutháin um

Fhainseis do Shaoránaigh agus do chomhlacthaí deonacha agus reachtúla eile chun feabhas a chur ar a n-inniúlacht fainseis a sholáthar. Leagann seirbhísí oiliúna lárnacha caighdeán amach do dhearadh, seachadadh agus ábhar na hoiliúna, agus biónn Feidhmeannaigh Oiliúna Réigiúnacha laistigh de na réigiún freagrach as seachadadh na hoiliúna go náisiúnta.

I 2006, sheachaid Comhairle 70 cursa i níos mó ná 40 láthair ar fud na tíre. D'fhreastail níos mó ná míle duine ar na himeachtaí oiliúna mar ionadaithe na Seirbhísí um Fhainseis do Shaoránaigh agus eagraíochtaí deonacha agus reachtúla eile (féach thíos). Is éard atá i gceist leis an gClár Oiliúna Náisiúnta na cúig chlár oiliúna réigiúnacha agus clár lárnach amháin (dírithe den chuid is mó ar oiliúnóirí) a sheachadann oiliúint ar fainseis, scileanna idirphearsanta, scileanna dlíthiúla, bainistíochta agus eagraíochta.

Miondealú na ndaoine a d'fhreastail air de réir eagraíochta 2006: Seirbhísí óige, eagraíochtaí pobalbhunaithe, Eagraíochtaí deonacha náisiúnta, Comhlachtaí reachtúla, MABS, CICanna, Eagraíochtaí míchumais, Seirbhísí difhostaiochta)

Seimineáir fhainseise

Tionóladh dhá shraith de sheimineáir fhainseise le linn na bliana. Reáchtáladh Training and Information Workshop an earraigh sna cúig láthair réigiúnacha le 145 duine i láthair. Rinne roinnt eagraíochtaí, lena n-áirítear an Chomhairle d'Eisimircigh, Oifig an Choimisiúna um Shonraí, Coimisiún na hÉireann um Chearta an Duine, an tÚdarás Comhionannais agus rannóg Faisnéise agus Comhairle Chomhairle, láithreoirreachtaí ann. Tugadh *Meeting the Information Needs of Older People – Preparing for Action* ar sheimineáir an fhómhair agus d'fhreastail níos mó ná 400 duine orthu ag láithreacha réigiúnacha (déantar cur síos níos mionchruiinne air sin i gCaibidil 6).

Internet skills training

Before the launch of the new Citizens Information website, training sessions in internet skills were held in all five regions. Over 450 information providers were trained within a four-month period. Central training services designed the course, developed the training manuals and trained the trainers; the regional training services organised the training.



Development of training resources

A major training resource developed in 2006 was a set of IT training manuals for learners and trainers entitled *Finding Information Using the Computer*. These manuals are designed for trainers in the classroom situation and for learners who want to practise their IT skills either in their Citizens Information Centre or at home.

The *Training Toolkit* is the training and development framework document for Citizens Information Services. It was developed in 2006 following a joint working group of central and regional training services. It provides guidelines on developing training policy and plans, identifying training needs and keeping training records. Individual training records will be used for the FETAC-accredited Information Providers Programme by Recognition of Prior Learning.

Information Providers Programme

The Citizens Information Board continues to deliver an accredited Information Providers Programme validated by FETAC (Further Education and Training Awards Council). It is designated at level 6 on the National Qualifications Authority of Ireland (NQAI) framework. The programme consists of two locally devised modules:

- Information Advice and Advocacy Practice (L32072)
- Social and Civil Information (L32073)

Chris Glennon, Chair, with recipients of FETAC certificates, their supervisors and Comhairle staff. Recipients include participants from 14 Citizens Information Centres and four voluntary organisations (Dublin Centre for the Unemployed, Forum of People with Disabilities, St Andrews Resource Centre, Centre de Apoio de Brasileira Irlanda).

Chris Glennon, Cathaoirleach, leis an lucht a fuair teastais FETAC, a maoirseoirí agus foireann Chomhairle. Tháinig rannpháirtithe a fuair teastais ó 14 ionad um Phaisnéis do Shaoránaigh agus ó cheithre eagraíocht dheonacha (ionad Bhaile Átha Cliath do Dhifhostaithe, Fóram na nDaoine faoi Mhíchumas, ionad Acmhainne Naomh Andrew, Centre de Apoio de Brasileira Irlanda).

Comhairle was registered with FETAC as a training provider in 2003. By the end of 2006, it had completed delivery of 10 FETAC-accredited programmes. A total of 105 learners successfully completed their assessment certification in 2006. Three additional FETAC-accredited programmes are currently running in Region 3 (Kilkenny), Region 4 (Limerick) and for Regions 1 and 2 in Dublin at the National College of Ireland.

In May 2006, 25 participants successfully completed the Information Providers Programme delivered for the first time through distance learning. An essential part of the training took place in the Citizens Information Centres where the learners completed workplace-training activities and were supported by a number of workplace supervisors. An evaluation report was written on completion of the pilot programme. Its findings confirmed the effectiveness of this mode of delivery ensuring it will be promoted and available again in 2007.

Oiliúint ar scileanna idirlín

Roimh sheoladh an láithreán ghréasáin nua um Phaisnéis do Shaoránaigh, eagraíodh seisiún oiliúna i scileanna idirlín sna cúig réigiún. Cuireadh oiliúint ar níos mó ná 450 soláthraí seirbhísé laistigh de thréimhse ceithre mhí. Dhear seirbhísí oiliúna lárnacha an cursa, d'fhorbair siad na lámhleabhair oiliúna agus chuir siad oiliúint ar na hoiliúnóirí; d'eagraigh na seirbhísí oiliúna réigiúnacha an oiliúint.

Forbairt acmhainní oiliúna

Acmhainn oiliúna thábhachtach a forbraíodh i 2006 ná sraith de lámhleabhair TF d'fhoghlaimeoirí agus d'oiliúnóirí ar a dtugtar *Finding Information Using the Computer*. Dearadh na lámhleabhair sin chun a bheith mar acmhainn d'oiliúnóirí sa seomra ranga agus d'fhoghlaimeoirí a theastaíonn uathu a scileanna TF a chleachtadh san ionad um Phaisnéis do Shaoránaigh nó sa bhaile.

Is creat-cháipéis oiliúna agus forbartha é an Training Toolkit do Sheirbhísí um Phaisnéis do Shaoránaigh. Forbraíodh i 2006 é mar thoradh ar obair chomhgrúpa oibre de sheirbhísí oiliúna lárnacha agus réigiúnacha. Tugann sé treoirlínte faoi conas beartas agus pleananna oiliúna a fhorbairt, conas riachtanais oiliúna a aithint agus conas taifid oiliúna a choinneáil. Bainfear úsáid as taifid oiliúna aonair i gClár na Soláthraithe Faisnéise atá creidiúnaithe ag FETAC tríd an gclár um Réamh-Fhoghlaim a Aithint.

Clár na Soláthraithe Faisnéise

Tá an Bord um Phaisnéis do Shaoránaigh fós ag seachadadh Clár na Soláthraithe Faisnéise fíoraithe ag FETAC (Comhairle na nDámhachtain Breis-Oideachais agus Oiliúna). Tá an clár ag leibhéal 6 i gcreatlach Údarás Náisiúnta Cálíochtaí na hÉireann (NQAI). Tá dhá mhodúl deartha go háitiúil sa chlár:

- Comhairle Faisnéise agus Cleachtadh Abhcóideachta (L32072)
- Faisnéis Shóisialta agus Shíbhialta (L32073)

Cláraíodh Comhairle le FETAC mar sholáthraí oiliúna i 2003. Ag deireadh 2006, bhí 10 clár creidiúnaithe ag FETAC seachadta go hiomlán aige. D'éirigh le 105 foghlaimeoir measúnacht a dhéanamh agus teastais a fháil i 2006. Tá trí chlár bhreise creidiúnaithe ag FETAC ar siúl faoi láthair i Réigiún 3 (Cill Chainnigh), Réigiún 4 (Luimneach) agus do Réigiún 1, 2 agus 5 i mBaile Átha Cliath i gColáiste Náisiúnta na hÉireann.

I mí na Bealtaine 2006, chríochnaigh 25 rannpháirtí Clár na Soláthraithe Faisnéise go rathúil, a seachadadh den chéad uair trí mheán cianfhoghlama. Tharla cuid riachtanach den oiliúint sna hlonaid um Phaisnéis do Shaoránaigh inar thug na foghlaimeoirí gníomhaíochtaí oiliúna san ionad oibre chun críche agus inar thacaigh roinnt maoirseoirí ionaid oibre leo. Scríobhadh tuairisc mheastóireachta nuair a tugadh an clár píolóta chun críche. Dhearbaigh tortháí na tuairisce éifeachtúlacht an chineáil seo seachadta, rud a chinntíonn go gcothófar é agus go mbeidh sé ar fáil arís i 2007.

Le linn 2006, ceanglaíodh ar Chomhairle Creatlach Deimhnithe Cálíochta a fhorbairt chun a córais dheimhnithe cálíochta a aontú le FETAC. Áiríodh air sin beartais agus nósanna imeachta a fhorbairt chun measúnacht chothrom chomhsheasmhach a chinntí do na foghlaimeoirí. Tá an t-aighneas mionchruinn á chur faoi bhráid FETAC faoi láthair.

Clár Píolóta um Réamh-Fhoghlaim a Aithint

I 2006, d'oirigh Comhairle i gcompháirtíocht le FETAC ar thionscadal píolóta um Réamh-Fhoghlaim a Aithint (RPL). Is próiseas é RPL ar féidir le soláthraí faisnéise le taithí é a úsáid chun iarratas ar chreidiúnú a dhéanamh. Ní foláir d'íarrthóirí a léiriú go bhfuil an t-eolas agus na scileanna riachtanacha acu a chiallaíonn gur chóir gradam a dhámhachtain orthu. Déanann siad é sin trí phunann fianaise a chur i láthair, trí scileanna a léiriú agus trí na scrúdúithe a dhéanamh le foghlaimeoirí eile. Ghlac seisear iarrthóirí páirt sa

During 2006 Comhairle was required to develop a Quality Assurance Framework to agree its quality assurance systems with FETAC. This included the development of policies and procedures ensuring fair and consistent assessment for the learners. The detailed application is in the process of being submitted to FETAC.



Recipients of FETAC Certificates by distance learning with Chris Glennon, Chair, supervisors and Comhairle staff.

Chris Glennon, Cathaoirleach, leis an lucht a fuair teastais FETAC, a maoiseoirí agus foireann Chomhairle.

Pilot Recognition of Prior Learning Programme

In 2006 Comhairle worked in partnership with FETAC on a pilot project on the Recognition of Prior Learning (RPL). RPL is the process by which an experienced information provider can apply for accreditation. Candidates must demonstrate that they already have the requisite knowledge and skills to warrant the granting of an award. They do this by presenting a portfolio of evidence, demonstrating skills and undertaking the examination with other learners. Six candidates participated in the pilot project and received their awards.

The Citizens Information Board looks forward to offering this option for attaining accreditation to experienced information providers in the future when FETAC has finalised the guidelines for implementation.

Money Advice Training and Community Education Service

The Money Advice Training and Community Education Service had responsibility for the provision of dedicated training and support services for staff and management committees of 52 Money Advice and Budgeting Services (MABS) from 1996 to 2006.

Following an independent review of Comhairle's organisational structures, Comhairle and the Department of Social and Family Affairs agreed that these dedicated services would be integrated into the new MABS structures. Comhairle transferred responsibility for the services to MABS in June.

The focus for the first six months of the year was on the updating and completion of current resources and the production of new resources. The following resources were updated in 2006 to reflect the many changes in MABS and the delivery of money advice in recent years:

- *A Good Practice Manual For Money Advisers*
- *A Handbook for Administrators in Money Advice and Budgeting Services*
- *Guidelines on Recruitment and Conditions of Employment in MABS*

A new *Handbook for Management Committees / Boards of Directors of Money Advice and Budgeting Services* was produced as a key resource for those involved in the management of services. The Citizens Information Board will continue to work with MABS National Development Limited and MABS services around the country – particularly in relation to social policy, advocacy and training.

5.4 Promoting Citizens Information

In 2006 considerable emphasis was placed on the promotion of the three Citizens Information channels under a single Citizens Information brand. Identity guidelines were developed to establish a consistent visual identity for the Citizens Information brand. This maximised the effect of marketing and promotional activities and the simple, customer-

tionscadal píolóta agus fuair siad a ngradaim.

Tá an Bord um Fhaisnéis do Shaoránaigh ag tnúth go mór leis an rogha seo chun creidiúnú a fháil a thairiscint do sholáthraithe fainseise le taithí sa todhchaí nuair a bheidh na treoirlínte feidhmithe tugtha chun críche ag FETAC.

An tSeirbhís um Oiliúint ar Chomhairle Airgid agus Oideachas Pobail

Bhí an tSeirbhís um Oiliúint ar Chomhairle Airgid agus Oideachas Pobail freagrach as seirbhísí oiliúna agus tacaíochta tiomanta a sholáthar d'fhoireann agus do choistí bainistíocha 52 Seirbhís um Chomhairle agus Buiséadú Airgid (MABS) idir 1996 agus 2006.

I ndiaidh athbhreithnithe neamhspleách ar struchtúir eagraíochtúla Chomhairle, d'aontaigh Comhairle agus an Roinn Gnóthaí Sóisialta agus Teaghlaigh gur chóir na seirbhísí tiomanta sin a chomhtháthú leis na struchtúir nua MABS. D'aistrigh Comhairle an fhreagrácht as na seirbhísí chuig MABS i mí an Mheithimh.

Bhí fócas na chéad sé mhí den bhliain ar acmhainní reatha a nuashonrú agus a thabhairt chun críche agus ar acmhainní nua a sholáthar. Nuasonraíodh na hacmhainní seo a leanas i 2006 chun na hathruithe iomaí ar MABS agus ar sheachadadh comhairle airgid le blianta beaga anuas a léiriú:

- *A Good Practice Manual For Money Advisers*
- *A Handbook for Administrators in Money Advice and Budgeting Services*
- *Guidelines on Recruitment and Conditions of Employment in MABS*

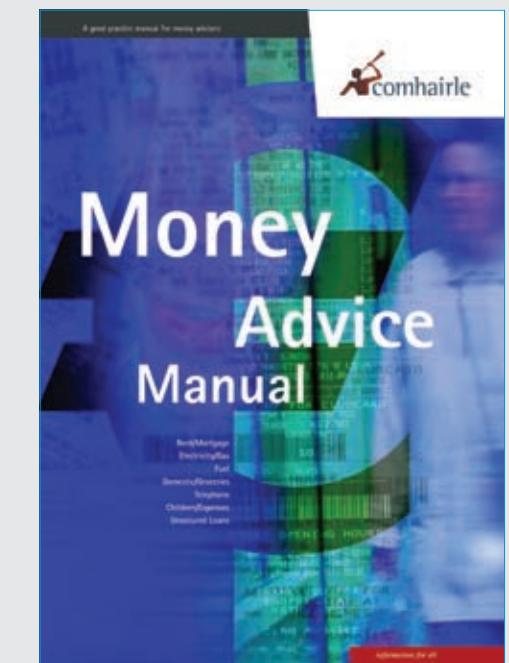
Tairgeadh *Handbook for Management Committees / Boards of Directors of Money Advice and Budgeting Services* nua mar acmhainn phríomhúil dóibh siúd a mbíonn baint acu le bainistíocht seirbhísí. Leanfaidh an Bord um Fhaisnéis do Shaoránaigh ar aghaidh ag obair le MABSndl agus seirbhísí MABS ar fud na tíre – go háirithe maidir le beartas sóisialta, abhcóideacht agus oiliúint.

5.4 Faisnéis do Shaoránaigh a chur chun cinn

I 2006, leagadh béim shuntasach ar chur chun cinn na trí chainéal um Fhaisnéis do Shaoránaigh faoi bhranda amháin um Fhaisnéis do Shaoránaigh. Forbraíodh treoirlínte féiniúlachta chun féiniúlacht amharc chomhsheasmhach a bhunú don bhranda Faisnéis do Shaoránaigh. Bhain sé sin an leas is fearr as gníomhaíochtaí margáiochta agus poiblíochta, agus treisíodh an teachtaireacht a oireann do chustaiméirí "logál isteach, cuir glaoch ar an uimhir lóglao nó buail isteach" d'Fhaisnéis do Shaoránaigh sna gníomhaíochtaí poiblíochta uile.

Is iad seo a leanas na príomh-ghníomhaíochtaí brandála agus margáiochta do 2006:

- Seoladh an láithreán gréasáin nua um Fhaisnéis do Shaoránaigh
- Seoladh an lógó nua
- Cuireadh na comharthaí nua ar na hionaid ar fud na tíre
- Dearadh agus seachadadh treoirlínte páipéarachais nua
- Dearadh agus forbraíodh ábhair phoiblíochta nua Déanann an Grúpa Stiúrtha Caidrimh Phoiblí maoirseacht fós ar chur chun cinn na Faisnéise do Shaoránaigh agus éascaíonn sé cumarsáid idir na



friendly message to "log on, lo-call or drop in" for Citizens Information was reinforced in all promotional activities. Below are the key branding and marketing activities for 2006:

- Launch of the new Citizens Information website
- Launch of the new logo
- Application of new storefront signage nationwide
- Design and delivery of new stationery guidelines
- Design and development of new promotional materials

The Public Relations Steering Group continues to oversee promotion of Citizens Information and facilitates communication of marketing activities between channels to ensure a co-ordinated approach. Membership includes representatives from all three channels, the National Association of Citizens Information Services (NACIS) and the Citizens Information Board.

National campaign

A multimedia campaign was carried out in 2006 to further increase awareness of Citizens Information. Three radio advertisements ran on national and regional radio in January, May/June and November/December. These advertisements were reinforced by press advertisements in 28 regional papers. In addition, radio interviews on RTE1, Newstalk 106



and FM104, among others, and on various regional radio stations raised the profile of Citizens Information. Attendance at events such as the National Ploughing Championships and the Over 50s Show also successfully promoted the service. Comhairle sponsored the Government-to-Government category at the Innovation Through Technology Awards presented by the Taoiseach, Bertie Ahern, and was an award winner at the O2 Ability Awards in February 2006.

Advertisements and promotional materials

A number of advertisements and associated editorials appeared in publications throughout the year and detailed listings of all Citizens Information Services ran in the *Phonebook* and the *Golden Pages* (all directories). New promotional materials were produced including leaflets, display stands and pens. In addition, 2,500 Citizens Information diaries and Christmas cards were designed and produced with the new branding.

Evaluation

Millward Browne IMS conducted the annual omnibus survey between 20 February and 6 March 2006 and gave benchmark figures on awareness of Citizens Information. Overall awareness is high – 7 in 10 adults have heard of the service. Word of mouth is one of the most significant sources for public awareness of the service and access to it. The introduction of feedback cards to the network of Citizens Information Services in 2006 aims to capture specific data on the impact of individual campaigns.

cainéil faoi ghníomhaíochtaí margaíochta chun cur chuige comhordaithe a chinntí. Tá ionadaithe ó na trí chainéal, ó Chumann Náisiúnta na Seirbhísí um Phaisnéis do Shaoránaigh (NACIS) agus ón mbord um Phaisnéis do Shaoránaigh mar bhaill de.

Feachtas náisiúnta

Rinneadh feachtas ilmheán i 2006 chun feasacht ar Phaisnéis do Shaoránaigh a ardú. Bhí trí fhógra raidió ar siúl ar raidió náisiúnta agus réigiúnach in Eanáir, Bealtaine/Meitheamh agus Samhain/Nollaig. Thacaigh fógraí preasa i 28 nuachtán réigiúnacha leis na fógraí sin. Le cois sin, d'ardaigh agallaimh raidió ar RTE1, Newstalk 106 agus FM104, i measc eile, agus ar stáisiúin raidió réigiúnacha éagsúla, próifil na Faisnéise do Shaoránaigh. Bealach rathúil eile inar cuireadh an tseirbhís chun cinn ná trí thinreamh ar imeachtaí cosúil leis an gCraobhchomórtas Treafa Náisiúnta agus an Over 50s Show. Thug Comhairle urraíocht don chatagóir Rialtas-le-Rialtas ag na Gradaim um Nuálaíocht trí mheán na Teicneolaíochta, a bhronn an Taoiseach, Bertie Ahern, agus bhuaigh sé gradam ag Gradaim Inniúlachta O2 i mí Feabhra 2006.

Fógraí agus ábhair phoiblíochta

Bhí roinnt fógraí agus eagairfhocail bhainteacha i bhfoilseacháin ar feadh na bliana agus bhí liostaí mionchruiinne de na Seirbhísí uile um Phaisnéis do Shaoránaigh sa *Phonebook* agus sa *Golden Pages* (na heolairí uile). Táirgeadh ábhair phoiblíochta nua lena n-áirítear bileoga, seastáin taispeántais agus pinn. Chomh maith leis sin, dearadh agus táirgeadh 2,500 dialann um Phaisnéis do Shaoránaigh agus cártai Nollag leis an mbranda nua.

Meastóireacht

Rinne Millward Browne IMS an t-ollsuirbhé bliantúil idir 20 Feabhra agus 6 Márta 2006 agus thug siad figiúirí tagarmharcála faoin bhfeasacht ar Phaisnéis do Shaoránaigh. Tríd is tríd, tá feasacht ard air – tá 7 duine fásta as gach 10 ar an eolas faoin tseirbhís. Is é focal béal ceann de na foinsí is suntasaí d'fheasacht phoiblí ar an tseirbhís agus ar conas teacht uirthi. Trí chártaí aiseolais a chur ar fáil sa líonra Seirbhísí um Phaisnéis do Shaoránaigh i 2006, táthar ag súil le sonraí sonracha a bhailíú faoi thionchar na bhfeachtas indibhidiúil.



This chapter highlights Comhairle's activities in partnership with other agencies, both nationally and regionally in 2006. It also gives details of funding to organisations and activities aimed at supporting and promoting the provision of information to the public.

The Citizens Information Board's strategic approach to the production, distribution and delivery of information is to work in partnership with other organisations. There are two strands to this partnership approach.

One focuses on the delivery of information to the public – fulfilling our information provision role. As well as providing information directly to the public, the Citizens Information Board partners with other agencies to ensure that the public is provided with relevant and timely information. The Board's partnerships with the network of Citizens Information Services and with the Citizens Information Phone Service are the most important of these relationships. Funding through grant schemes also promotes innovative information provision in a range of organisations – both nationally and regionally. This means that much of the information provision role of the Citizens Information Board takes place jointly with other agencies, linking its expertise in information provision with the subject-specific expertise of various agencies.

The second strand of the partnership approach involves the mandate of the Citizens Information Board to promote greater accessibility, co-ordination and public awareness of social services. In support of this mandate, the Citizens Information Board has links nationwide with statutory and voluntary organisations around generation of appropriate information content to meet the needs of target audiences. These links include the Department of Social and Family Affairs (the parent department

Partnering to meet information needs

Comhpháirtíocht chun freastal ar riachtanais faisnéise

6

Is é cur chuige straitéiseach an Bhoird um Phaisnéis do Shaoránaigh maidir le táirgeadh, scaipeadh agus seachadadh faisnéise oibriú i gcomhpháirtíocht le heagraíochtaí eile. Tá dhá shnáithe ag an gcur chuige comhpháirtíochta seo.

Tá snáithe amháin dírithe ar phaisnéis a sheachadadh don phobal – ag comhlónadh ár ról maidir le seachadadh faisnéise. Le cois faisnéis a sholáthar go díreach don phobal, bíonn an Bord um Phaisnéis do Shaoránaigh i gcomhpháirtíocht le gníomhaireachtaí eile chun a chinntí go soláthraítear faisnéis ábhartha agus thráthúil don phobal. Tá comhpháirtíochtaí an Bhoird leis an lónra Seirbhísí um Phaisnéis do Shaoránaigh agus le CIPS ar na caidrimh is tábhactaí dá leithéid. Bíonn soláthar nuálaíoch faisnéise i raon eagraíochtaí – náisiúnta agus réigíúnacha araon – cothaithe freisin ag maoiniú soláthraithe trí mheán scéimeanna deontas. Ciallaíonn sé sin go dtarlaíonn cuid mhaith de ról soláthair faisnéise an Bhoird um Phaisnéis do Shaoránaigh i gcomhar le gníomhaireachtaí eile, ag nascadh a shaineolas maidir le soláthar faisnéise le saineolas faoi ábhair shonracha na ngníomhaireachtaí éagsúla.

Baineann an dara snáithe den chur chuige comhpháirtíochta le sainordú an Bhoird um Phaisnéis do Shaoránaigh inrochtaineacht, comhordú agus feasacht phoiblí níos fearr a chothú i ndáil le seirbhísí sóisialta. Chun tacú leis an sainordú seo, tá naisc ag an mBord um Phaisnéis do Shaoránaigh le heagraíochtaí reachtúla agus deonacha ar fud na tire chun ábhar faisnéise cuí a tháirgeadh le freastal ar riachtanais spriocghráupaí. Áirítear ar na naisc sin an Róinn Gnóthaí Sóisialta agus Teaghláigh (roinn tuismitheora an Bhoird um Phaisnéis do Shaoránaigh), grúpaí tuismitheoirí aonair, grúpaí teifeach agus inimirceach agus eagraíochtaí na hearnála míchumais.

Aibhsíonn an chaibidil seo na gníomhaíochtaí déanta ag Comhairle i 2006 i gcomhpháirtíocht le

of the Citizens Information Board), lone parent groups, refugee and immigrant groups and disability sector organisations.

6.1 Key partnerships

The regional offices of the Citizens Information Board work in partnership with community and voluntary organisations to develop initiatives that meet the information, advice and advocacy needs of various targeted groups. Citizens Information Services (CISs) also partner with local organisations to meet the information needs of the communities in which they work. Joint working groups made up of representatives from the Citizens Information Board and CISs work closely together on matters of common interest.

National and voluntary organisations

National organisations that used the facilities of CISs in 2006 include the Money Advice and Budgeting Service (MABS), the Ombudsman, the Financial Information Services Centre (FISC), Threshold and Local Employment Services.

A number of organisations that provide support to CISs are funded by the Citizens Information Board:

- **Free Legal Advice Service (FLAC)** is a voluntary organisation which campaigns for full and equal access to justice for all members of Irish society. The Citizens Information Board provides funding to FLAC to operate a free and confidential legal advice service and helpline for Citizens Information Services (CISs) around the country. The service is operated by lawyers who volunteer their expertise and time, with a particular focus on the areas of social welfare and employment law. They also support the volunteer legal advisors providing clinics in CISs.

- **The Immigrant Council of Ireland (ICI)** is funded to provide a dedicated Citizens Information phone line for information providers (around 2,000 queries were answered in 2006). ICI also

gives training to information providers and contributes to website content.

- **National Association for Deaf People (NAD)** is funded annually to support the provision of an information service for people who are Deaf from their Dublin centre at North Frederick Street. This centre also connects with NAD resource centres in other locations.
- **Refugee Information Service (RIS)** was established in 1999 to deal with the information needs of refugees and asylum seekers. The Citizens Information Board assists with the employment of a manager, an information officer and administrator based in Dublin, and an information officer based in Galway. The service operates a range of clinics in the Dublin and Galway areas, several in conjunction with CISs.
- **Treoir** (Federation of Services for Unmarried Parents and their Children) is funded to provide a query back-up service to information providers in CISs. Treoir also liaises with central services teams to develop appropriate content for lone parents.
- **Inclusion Ireland** is funded to provide a query back-up service to CISs in the area of intellectual disability. It provides copies of Inclusion Ireland publications to CISs – in particular, accessible publications for people with learning difficulties. It also advises on the accessibility of publications for people with intellectual disability, provides training on intellectual disability and self-advocacy, and occasionally takes referrals of advocacy cases concerning people with intellectual disabilities and/or their carers.

Joint working groups

The Citizens Information Board's partnership with the network of Citizens Information Services is key to delivering services nationwide. In 2006 joint working groups made up of representatives from Comhairle and CISs worked together on specific issues related

gníomhaireachtaí eile, go náisiúnta agus go réigiúnach. Tugann sé sonraí freisin faoi mhaoiniú d'eagraíochtaí agus gníomhaíochtaí dírithe ar thacú le soláthar na fainnéise don phobal agus leis an soláthar sin a chur chun cinn.

6.1 Compháirtíochtaí príomhúla

Oibríonn oifigí réigiúnacha an Bhoird um Fhaisnéis do Shaoránaigh i gcompháirtíocht le heagraíochtaí pobail agus deonacha chun tionscnamh a fhorbairt a fhreastalaíonn ar riachtanais fainnéise, comhairle agus abhcóideachta spriocghrúpaí éagsúla. Bíonn Seirbhísí um Fhaisnéis do Shaoránaigh (CISanna) i gcompháirtíocht le heagraíochtaí áitiúla freisin chun freastal ar riachtanais fainnéise na bpobal a n-oibríonn siad iontu. Oibríonn comhghrúpaí oibre ar a bhfuil ionadaithe an Bhoird um Fhaisnéis do Shaoránaigh agus CISanna go dlúth le chéile ar ábhair chomhspéise.

Eagraíochtaí náisiúnta agus deonacha

Airíodh ar na heagraíochtaí náisiúnta a bhain leas as áiseanna CISanna i 2006: an tSeirbhís um Chomhairle agus Buiséadú Airgid (MABS), an tOmbudsman, an tIonad Seirbhísí Faisnéise Airgeadais (FISC), Threshold agus Seirbhísí Fostaíochta Áitiúla.

Maoíníonn an Bord um Fhaisnéis do Shaoránaigh roinnt eagraíochtaí a thugann tacaíocht do CISanna.

- An tSeirbhís um Chomhairle Dhlíthiúil Shaor (FLAC) – is eagraíocht dheonach í a chuireann feachtais i bhfeidhm chun rochtain iomlán agus chothrom ar dhlí agus ceart a fháil do bhaill uile shochaí na hÉireann. Cuireann an Bord um Fhaisnéis do Shaoránaigh maoiniú ar fáil do FLAC chun cur ar a chumas seirbhís comhairle dlíthiúla saor agus faoi rún a chur ar fáil i Seirbhísí um Fhaisnéis do Shaoránaigh (CISanna) ar fud na tíre. Bíonn dlíodóirí ag obair sa tseirbhís a chuireann a saineolas agus a gcuid ama ar fáil saor in aisce le fócas ar leith ar leas sóisialach agus dlí fostáochta. Tugann siad tacaíocht freisin do na

comhairleoirí dlí deonacha a chuireann clinicí ar fáil sna CISanna.

- Comhairle Inimirce na hÉireann (ICI) – maoinítear é chun líne gutháin tiomanta um Fhaisnéis do Shaoránaigh a sholáthar do sholáthraithe fainnéise (tugadh freagraí ar thart ar 2,000 ceist i 2006) Cuireann ICI oiliúint ar sholáthraithe fainnéise agus cuireann sé le hábhar an láithreáin ghréasáin freisin.
- Cumann Náisiúnta na mBodhar (NAD) – maoinítear é go bliantúil chun tacú le soláthar seirbhise fainnéise do dhaoine atá Bodhar óna ionad Bhale Átha Cliath ar Shráid Frederick Thuaidh, atá nasctha le hionaid acmhainne NAD i láithreacha eile freisin.
- An tSeirbhís um Fhaisnéis do Theifigh (RIS) – bunaíodh é i 1999 chun déileáil le riachtanais fainnéise teifeach agus an luchta a bhíonn ag lorg tearmainn. Cabhraíonn an Bord um Fhaisnéis do Shaoránaigh le fostú bainisteora, oifigigh fainnéise agus riarthóra lonnaithe i mBaile Átha Cliath, agus le fostú oifigigh fainnéise lonnaithe i nGaillimh. Feidhmíonn an tseirbhís raon clinicí i gceantair Bhaile Átha Cliath agus na Gaillimhe, roinnt acu i gcomhar le CISanna.
- Treoir (Cónaídum Seirbhísí do Thuismitheoirí Neamhpósta agus a Leanaí) – maoinítear iad chun seirbhís fiosruithe thacúil a chur ar fáil do sholáthraithe seirbhise i CISanna. Déanann Treoir idirchaidreamh le foirne seirbhísí lárnacha freisin chun ábhar cui a fhorbairt do thuismitheoirí aonair.
- Inclusion Ireland – maoinítear é chun seirbhís fiosruithe thacúil a sholáthar do CISanna i réimse an mhíchumais intleachtúil. Cuireann sé cóipeanna d'fhoilseacháin Inclusion Ireland ar fáil do CISanna – go háirithe foilseacháin inrochtana do dhaoine le deacrachtaí foghlama. Tugann sé comhairle freisin faoi inrochtaineacht foilseachán do dhaoine faoi mhíchumas intleachtúil, soláthraíonn sé oiliúint faoi mhíchumas

to the development of the network, communication channels between the two organisations and the delivery of services on the ground such as the Modernisation Action Plan for CISs. Joint working groups also liaised on specific projects such as the development of an information resource pack for secondary schools.

6.2 Meeting the information needs of older people

A major initiative in 2006 was the development of the action plan on the information needs of older people. In November 2005 Comhairle set up a broad-based working group to advise on the formulation of this plan. Organisations from the voluntary and the statutory sector included Active Retirement Ireland, Age Action Ireland, Age & Opportunity, the Department of Social and Family Affairs, the Health Service Executive and others.

Following this report, resources were developed for the Information Age campaign. The cornerstone of the campaign is the *Information Age* booklet, launched in early 2007. This is being directly distributed to the homes of all state pensioners (approximately 400,000 people). The booklet is also available in Citizens Information Centres, social welfare offices and local health offices, and through voluntary organisations working with older people.

The *Information Age* booklet highlights the range of state and voluntary agencies that offer assistance to older people. The pocket-sized booklet details core information sources such as Citizens Information Centres, HSE and social welfare offices. In addition, it highlights areas of special interest to older people such as retirement, health services, income and support, and safety and security – and directs people to a wide range of organisations that can answer questions on these topics.

The booklet includes a My Information sheet that allows people to note important personal information (such as the phone numbers of their GP and neighbours, and details of their PPS numbers and pension books) and to keep these details in the one place making them easy to find when they are needed.

The *Information Age* initiative also addresses the needs of organisations that provide information to older people. It includes a series of factsheets on

- Production of a range of information resources for older people and information providers
- Provision of training for information and service providers in relation to meeting the information needs of older people
- Publicising and promotion of information services for older people
- Promotion of partnership approaches and initiatives in local areas involving Citizens Information Services, Comhairle, the Department of Social and Family Affairs, the Health Service Executive and others

intleachtúil agus féin-abhcóideacht, agus uaireanta, glacann sé le tarchur cásanna abhcóideachta a bhaineann le daoine faoi mhíchumas intleachtúil nó lena gcuid cúramóiri.

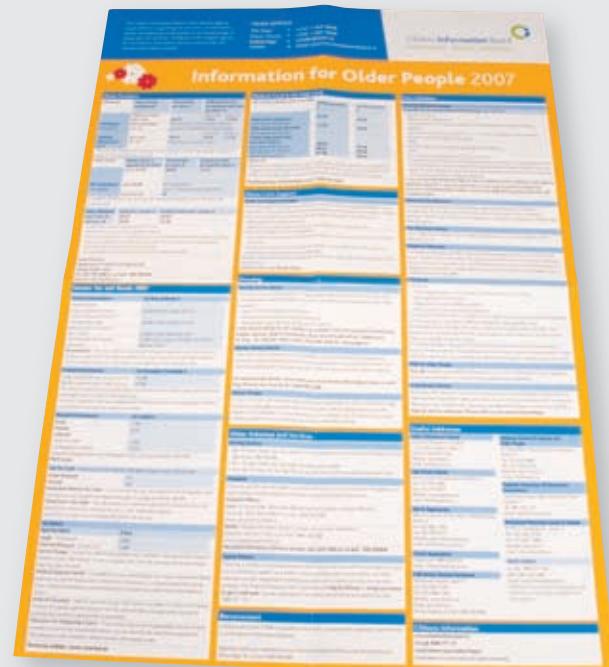
Comhgrúpaí oibre

Tá an chompháirtíocht idir an Bord um Fhaisnéis do Shaoránaigh agus an lónra seirbhísí um Fhaisnéis do Shaoránaigh riachtanach chun seirbhísí a sheachadadh ar fud na tíre. I 2006 chomhoibrigh comhgrúpaí oibre ar a raibh ionadaithe Chomhairle agus an lónra CISanna ar shaincheisteanna sonracha a bhain le forbairt an lónra agus seachadadh seirbhísí ar an talamh, cosúil leis an bPlean Gnímh um Nuachóiriú do CISanna agus cainéil chumarsáide idir an dá eagraíocht. Rinne comhgrúpaí oibre idirchaidreamh faoi thionscadail shonracha freisin cosúil le forbairt pacáiste faisnéise do mheánscoileanna.

6.2 Freastal ar riachtanais faisnéise daoine níos sine

Tionscnamh tábhachtach i 2006 ba ea forbairt an phlean ghnímh ar riachtanais faisnéise daoine níos sine. I mí na Samhna 2005, bhunaigh Comhairle grúpa oibre le bonn leathan chun comhairle a thabhairt faoi dhearradh an phlean sin. Áiríodh ar na heagraíochtaí ón earnáil dheonach agus reachtúil Active Retirement Ireland, Age Action Ireland, Age & Opportunity, an Roinn Gnóthaí Sóisialta agus Teaghlaigh, Feidhmeannacht na Seirbhise Sláinte (HSE), Comhairle Cleachtóirí Ginearálta na hÉireann, Parlaimint Shaoránaigh Shinsearacha na hÉireann, Muintir na Tíre, Cumann Náisiúnta na Seirbhísí um Fhaisnéis do Shaoránaigh, an Chomhairle Náisiúnta um Aosú agus Daoine Níos Aosta, Our Lady's Hospice agus an Senior Helpline

D'eisigh an grúpa oibre tuairisc i mí Mhéan Fómhair 2006. Ba é an téama tríd is tríd *Information Age: How to Access Senior Citizen Benefits*. Ba iad seo a leanas príomhghnéithe an phlean:



- Raon acmhainní faisnéise a thairgeadh do dhaoine níos sine agus do sholáthraithe faisnéise
- Oiliúint a sholáthar do sholáthraithe faisnéise agus seirbhís maidir le freastal ar riachtanais faisnéise daoine níos sine
- Seirbhís faisnéise do dhaoine níos sine a chur chun cinn agus poiblíocht a dhéanamh orthu
- Cuir chuige agus tionscnaimh chompháirtíocha a chur chun cinn i gceantair áitiúla i gcomhar le Seirbhísí um Fhaisnéis do Shaoránaigh, Comhairle, an Roinn Gnóthaí Sóisialta agus Teaghlaigh, Feidhmeannacht na Seirbhise Sláinte agus eile

I ndiaidh na tuairisce sin, forbraíodh acmhainní don fheachtas *Information Age*. Is é an leabhrán *Information Age*, a seoladh go luath i 2007, bunchloch an fheachtas. Tá sé sin á scaipeadh go díreach ar bhailte phinsinéirí uile an stáit (thart ar 400,000 duine). Tá an leabhrán ar fáil chomh maith in Ionaid um Fhaisnéis do Shaoránaigh, oifigi leasa shóisialtaigh agus Oifigí Sláinte Áitiúla, agus trí mheán eagraíochtaí deonacha a oibríonn le daoine níos sine.

Aibhsíonn an leabhrán *Information Age* an raon gníomhaireachtaí stáit agus deonacha a thairgeann



important topics such as moving into residential accommodation, illness, bereavement and income supports. The factsheets are accompanied by a wallchart detailing payment and services information, as well as guidelines for providing information to older people. The initiative was supported by a series of specialised training seminars around the country. Five training seminars were initially planned but were so successful (with over 400 participants) that two additional seminars were added.

A number of projects and initiatives, aimed at providing enhanced information services to older people, are being supported at local level by the regional staff of the Citizens Information Board. The Citizens Information website includes easily accessible information for older people as part of the Information Age strategy.

6.3 Other partnerships

Citizens Information and social welfare campaigns
During 2006, Citizens Information Services (CISs) and the Citizens Information Phone Service (CIPS) were involved in campaigns run by the Department of Social and Family Affairs, with particular focus on promoting the uptake of Family Income Supplement and carers' payments. CIPS's lo-call number was included in these campaigns on benefit awareness and take-up. CIPS was also involved with the Department's Budget Information Help Line, with callers to that line given the option of transferring to CIPS's lo-call number.

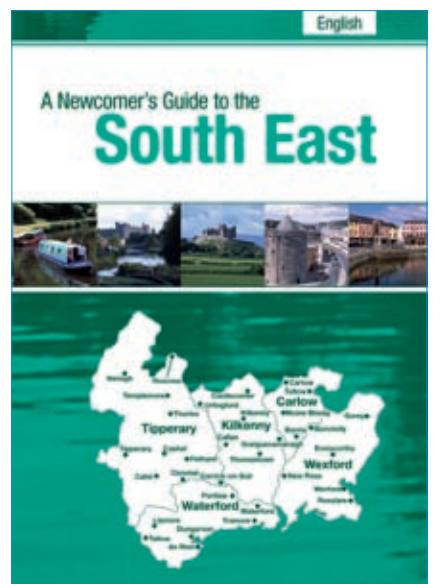
Cross-border integration – the Borderwise Project
The Borderwise Project is a cross-border information and advice initiative developed between Citizens Advice Northern Ireland and Comhairle. The project provides support to Citizens Information Services (CISs) and Citizens Advice Bureaux (CABx) in the border region when dealing with cross-border queries and responding to the information and advice needs

of people adversely affected by the Troubles.

Under the Peace 2 Funding Programme, the Community Foundation for Northern Ireland initially funded the project for a two-year period up to the end of November 2005. Comhairle and Citizens Advice provided interim funding during 2006 to maintain the cross-border information and advice support service while an application for further funding under the Peace 2 Extension Funding Programme was going through the assessment process. This provided one Cross-Border Advice and Information Worker to work on a shared basis in Monaghan CIC and Fermanagh CAB and the part-time Project Manager (until end June 2006). Funding of £250,000 sterling was awarded in December 2006 and will allow the project to employ three project staff who will develop a range of initiatives in the border region.

Having Your Say

As part of its *Having Your Say* three-year anti-poverty programme, the Combat Poverty Agency produced a series of guides in 2006 to help the community and voluntary sector understand, analyse and influence policy in a number of areas. These were published in partnership with Comhairle and the Northern Ireland Council for Voluntary Action.



cúnamh do dhaoine níos sine. Déanann an leabhrán ar mhéid pocá cur síos ar fhoinsí láracha faisnéise cosúil le hlonaid um Phaisnéis do Shaoránaigh, agus oifigí HSE agus leasa shóisiallaigh. Le cois sin, leagann sé béim ar réimsí a mbeadh suim ar leith ag daoine níos sine iontu cosúil le dul ar scor, seirbhísí sláinte, ioncam agus tacaíocht, agus sábháilteach agus slándáil – agus tugann sé sonraí teagmhála raon leathan eagraíochtaí a fhéadann freagraí a thabhairt ar cheisteanna faoi na hábhair sin.



Airíonn an leabhrán bileog M'Phaisnéis a ligean do dhaoine faisnéis phearsanta thábhachtach (cosúil le huimhreacha gutháin a ndochtúra agus a gcomharsan, agus sonraí a n-uimhreach PPS agus a leabhar pinsin) a bhreacadh síos agus na sonraí sin a choinneáil in aon áit amháin chun go mbeidh sé éasca teacht orthu nuair is gá.

Thug tionscnamh Information Age aghaidh freisin ar riachtanais eagraíochtaí a sholáthraíonn faisnéis do dhaoine níos sine. Airíonn sé craith bhileoga eolais faoi ábhair thábhachtacha cosúil le bogadh isteach i gcóiríocht chónaitheach, tinneas, méala agus tacaíonaim. Téann cairt bhalla leis na bileoga eolais a dhéanann cur síos ar faisnéis íocaíochta agus seirbhísí, agus a thugann treoirlínte faoi conas faisnéis a sholáthar do dhaoine níos sine. Thacaigh craith

sheimineáir oiliúna speisialtóra ar fud na tíre leis an tionscnamh. Ar dtús, pleánáadh cúig sheimineár ach d'éirigh chomh maith leo (le níos mó ná 400 rannpháirtí) gur eagraíodh dhá sheimineár bhreise.

Tá roinnt tionscadal agus tionscnamh a bhfuil mar aidhm acu seirbhísí faisnéise feabhsaithe a sholáthar do dhaoine níos sine á dtacú ag leibhéal áitiúil ag foireann réigiúnach an Bhoird um Phaisnéis do Shaoránaigh. Tá faisnéis fheabhsaithe agus éasca le teacht uirthi do dhaoine níos sine le fáil ar an láithreán gréasáin um Phaisnéis do Shaoránaigh mar chuid den straitéis Information Age.

6.3 Comhpháirtíochtaí eile

Faisnéis do shaoránaigh agus feachtais leasa shóisiallaigh

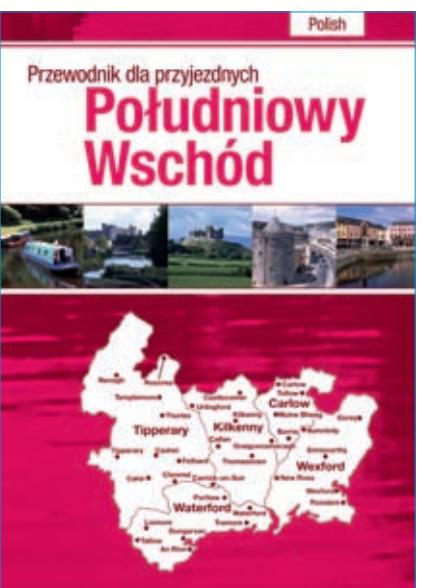
Le linn 2006, bhí baint ag na Seirbhísí um Phaisnéis do Shaoránaigh (CISanna) agus an tSeirbhís Gutháin um Phaisnéis do Shaoránaigh (CIPS) le feachtais a reáchtáil an Roinn Gnótháí Sóisialta agus Teaghlaigh, le fócas ar leith ar mhéadú ar an nglacadh le Forlónadh ar ioncam Teaghlaigh agus íocaíochtaí cúramóra. Áiríodh uimhir lóglao CIPS sna feachtais sin a bhain le feasacht ar agus glacadh le sochair. Bhí baint ag CIPS le Líne Cúaimh um Phaisnéis Buiséid na Roinne freisin, mar bhí sé de rogha ag daoine a chuir glaoch ar an líne sin aistriú chug uimhir lóglao CIPS.

Comhtháthú trasteorann – an Tionscadal Borderwise

Is tionscnamh faisnéise agus comhairle trasteorann é Tionscadal Borderwise a d'fhorbair Comhairle do Shaoránaigh Thuaisceart Éireann agus Comhairle le chéile. Tugann an tionscadal tacaíocht do Sheirbhísí um Phaisnéis do Shaoránaigh (CISanna) agus Biúrónna um Chomhairle do Shaoránaigh (CABanna) sa réigiún teorann nuair atáthar ag déileáil le fiosruithe trasteorann agus ag freagairt do riachtanais faisnéise agus comhairle daoine a ndeachaigh na Trioblóidí i gcion orthu.

Newcomer's Guide

Citizens Information Services (CISs) in the south-east developed a *Newcomer's Guide* in four languages (English, Polish, Russian and Czech) for each county (Carlow, Waterford, Wexford, Kilkenny and Tipperary). This initiative, developed and funded by Comhairle and the Health Service Executive, is a joint venture with a range of agencies including local authorities, the Garda Síochána, the Department of Social and Family Affairs, FÁS, area partnerships and vocational educational committees. CISs in the five counties played a lead role in the production of the guide.



The Ombudsman Link service

The Office of the Ombudsman investigates complaints about the administrative actions of government departments, the Health Service Executive, local authorities and An Post. The Ombudsman's staff attend certain Citizens Information Centres monthly to take complaints.

In May 2006 the Ombudsman Link service was launched. The new service enables a number of Citizens Information Services to take complaints directly from members of the public. An easy-to-use complaints form on which people can record details

of a complaint to the Office of the Ombudsman is available in the centres. Staff also received special training to help citizens with complaints. When complete, the complaints form can be sent directly to the Office of the Ombudsman in a prepaid envelope, or staff in the centre can forward it to the Office on behalf of clients. This service is currently running in association with the following Citizens Information Centres: Cork, Blackrock, Limerick, Newcastlewest, Galway, Clifden and Dublin Northside.

Online content partnerships

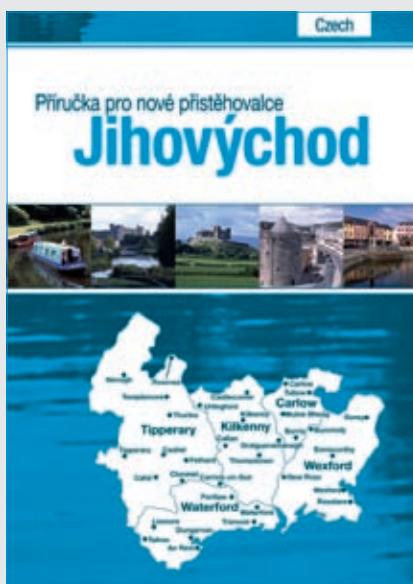
Comhairle and the Department of Health and Children worked together to produce information on the rights and entitlements of citizens to health services, published both on the Oasis website and on the Department's website. This information was expanded and further developed in 2006 and is now published on the Citizens Information website and on the Department's website. The project is managed by the Citizens Information Board, which maintains and develops the content in liaison with the Department. Any changes made on the Citizens Information website are then updated on the Department's website. The health information is accessible from the home pages of both websites and is widely linked to a range of statutory and other organisations throughout the country.

The Social Mentor Programme

The Social Mentor Programme offers organisations in the voluntary and community sector the opportunity to engage with a volunteer mentor to support their organisational development. The programme provides volunteering opportunities for older people to share their expertise with organisations.

The Social Mentor Programme has a membership of 25 volunteer mentors, and 30 organisations availed of their services in 2006. Mentoring requests in 2006 were mainly for strategic planning and financial management advice. Mentoring support is also

Ar dtús, mhaoinigh Fondúireacht Phobail Thuaisceart Éireann an tionscadal faoi Chlár Maoinithe Peace 2 ar feadh tréimhse dhá bhliain go dtí deireadh mhí na Samhna 2005. Sholáthar Comhairle agus Comhairle do Shaoránaigh maoiniú eatramhach le linn 2006 chun an tseirbhís tacaíochta fainnéise agus comhairle trasteorann a choinneáil ar siúl fad agus a bhí iarratas ar mhaoiniú breise ag dul trí phróiseas measúnachta Chlár Breis-Mhaoinithe Peace 2. D'íoc sé sin as Oibrí amháin um Chomhairle agus Faisnéis Trasteorann a d'oibriugh ar bhonn roinnt i CIC Mhuineacháin agus CAB Fhear Manach agus as Bainisteoir Tionscadail páirtaimseartha (go dtí deireadh mhí an Mheithimh 2006). Bronnadh maoiniú £250,000 i mí na Nollag 2006, agus mar sin



beidh sé ar chumas an tionscadail triúr baill foirne tionscadail a fhostú a fhobair idir aon tionscnamh i réigiún na teorann.

Having Your Say

Mar chuid dá chlár trí bliana frith-bhochtaineachta *Having Your Say*, d'eisigh an Ghníomhaireacht um Chomhrac na Bochtaine sraith treoracha i 2006 chun cabhrú leis an earnáil phobail agus dheonach beartas i roinnt réimsí a thuiscint agus a analísiú, agus dul i

gcion air. Foilsíodh iad sin i gcomhpháirtíocht le Comhairle agus an Northern Ireland Council for Voluntary Action.

Treoir do Núiosaigh

D'fhorbair Seirbhís um Fhaisnéis do Shaoránaigh (CISanna) san iardheisceart *Newcomer's Guide* i gceithre theanga (Béarla, Polainnis, Rúisis agus Seicis) do gach contae (Ceatharlach, Port Láirge, Loch Garman, Cill Chainnigh agus Tiobraid Árann). D'fhorbair agus mhaoinigh Comhairle agus Feidhmeannacht na Seirbhise Sláinte an tionscnamh seo, ar comhfhorntar é le raon gníomhaíochtaí lena n-áirítear údarás áitiúla, an Garda Síochána, an Roinn Gnótháí Sóisialta agus Teaghláigh, FÁS, comhpháirtíochaí ceantair agus coistí gairmoideachais. Bhí rannpháirtíocht CISanna sna cúig chontae ríthábhachtach i dtáirgeadh na treorach.

Seirbhís Link an Ombudsman

Déanann Oifig an Ombudsman scrúdú ar ghearáin faoi ghníomhartha riarracháin rann rialtais, Feidhmeannacht na Seirbhise Sláinte, údarás áitiúil agus an Phoist. Freastalaíonn foireann an Ombudsman ar roinnt ionad um Fhaisnéis do Shaoránaigh gach mí chun éisteacht le gearán.

I mí na Bealtaine 2005, seoladh seirbhís Link an Ombudsman. Cuireann an tseirbhís nua ar chumas roinnt Seirbhísí um Fhaisnéis do Shaoránaigh glacadh le gearán go díreach ón bpobal. Tá foirm gearán éasca le húsáid ar fáil sna hionaid agus féadann daoine sonraí na ngearán atá le déanamh chuig Oifig an Ombudsman a thaifeadadh uirthi. Fuair an fhoireann oiliúint speisialta freisin chun cur ar a cumas cabhrú le saoránaigh le gearán. Agus an fhoirm comhlánaithe, féadtar í a sheoladh díreach chuig Oifig an Ombudsman i gclúdach litreach réamhíoctha, nó féadann foireann an ionaid é a tharchur chuig an Oifig thar ceann cliant. Tá an tseirbhís seo ar siúl faoi láthair i gcomhar leis na hlonaid um Fhaisnéis do Shaoránaigh seo a leanas: Corcaigh, an Charraig

offered in a broad range of areas including marketing and public relations, human resources management, management best practice and architectural guidance. This is a free service to participant organisations.

Waterford befriending project

This peer befriending project provides peer advocacy, through a team of volunteers, to people with mental health difficulties in the community. The project was developed by Comhairle, Mental Health Ireland, and befriending projects in Waterford, Wexford, South Tipperary, Kilkenny and Carlow. The model has been so successful that it has been replicated in other counties including Cork, Limerick, Mayo, Roscommon, Donegal and North Dublin.

The highly trained volunteers (trained through an accredited programme in Waterford Institute of Technology) support people with mental health difficulties in very defined areas in their everyday lives. The project relies on promotion, such as leaflets in doctors' surgeries, to reach people with mental health difficulties in the community as this grouping is not readily identifiable.

6.4 Funding and grant schemes

Core funding for Citizens Information Services

The Citizens Information Board provides core funding to Citizens Information Services (CISs) nationwide and the Citizens Information Phone Service (CIPS). This funding enables CISs and CIPS to provide independent information, advice and advocacy services directly to the public.

CISs must meet a range of criteria to be eligible for funding, including adherence to financial control guidelines approved by the Citizens Information Board and submission of regular reports and yearly audited accounts to the Citizens Information Board. Each CIS must also adhere to Citizen Information Board policies and procedures for the running of CISs. Funding is allocated on the basis of having in place a strategic

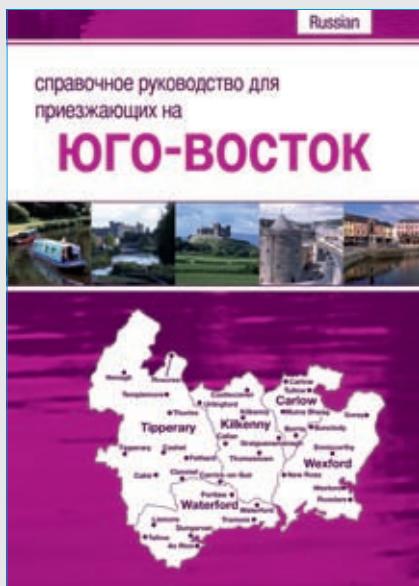
plan which is reviewed and evaluated on an annual basis. Continuation of funding is subject to satisfactory progression of the plan.

In 2006 this funding amounted to €12.8 million of which €9.9 million was allocated to CISs as direct annual funding, and the remainder as indirect funding to support their services.

Regional Information and Advocacy Fund

This fund was established in 2002 and operates within each of the Citizens Information Board's five regions. In 2006 each region had a maximum fund of €55,000. The objectives of the fund are to target marginalised groups, to support the development of advocacy services, to promote innovative information content and delivery mechanisms, and to create partnerships and linkages between the Citizens Information Board and other organisations. This fund has been particularly successful at targeting marginalised groups such as Travellers, people with disabilities and foreign nationals resident in Ireland. Innovative activities are funded, such as publications, DVDs, seminars and research. In all, 253 projects have been funded since 2002. In 2006, 64 projects were funded including the following:

- **Athlone CIC and the Voice of the Traveller** magazine have liaised to develop an insert on rights and entitlements to social services. This is included with each issue of the magazine (circulated to Traveller centres and organisations). The insert is presented in an accessible question-and-answer format.
- **Blanchardstown/Dublin 15 CIC** launched the updated *Dublin 15 Infolink Directory of Community Services* in October, co-ordinated with other agencies in the area.
- **Crumlin CIS** published, with Our Lady's Hospital for Sick Children, a directory of *Services for Children*.
- **Kilkenny CIS** held a *Positive Ageing Information Day* attended by over 250 people. Twenty-two



Dhubh, Luimneach, an Caisleán Nua Thiar, Gaillimh, Clochán agus Taobh Thuaidh Bhaile Átha Cliath.

Comhpháirtíochtaí ábhair ar líne

D'oibrigh Comhairle agus an Roinn Sláinte agus Leanaí le chéile chun faisnéis a thairgeadh faoi chearta agus teidíochtaí saoránach i leith seirbhísí sláinte, a foilsíodh ar láithreán gréasáin Oasis agus ar láithreán gréasáin na Roinne arao. Leathnaíodh agus rinneadh forbairt bhreise ar an bhfaisnéis seo i 2006 agus anois tá sí foilsithe ar an láithreán gréasáin um Phaisnéis do Shaoránaigh agus ar láithreán gréasáin na Roinne. Bainistíonn an Bord um Phaisnéis do Shaoránaigh í, agus coinníonn agus forbraíonn sé an t-ábhar i gcuibhreann leis an Roinn. Tugtar aon athruithe a dhéantar ar an láithreán gréasáin um Phaisnéis do Shaoránaigh suas chun dáta ar láithreán gréasáin na Roinne ansin. Is féidir teacht ar an bhfaisnéis sláinte ó leathanaigh bhaile an dá láithreán gréasáin, agus tá sí nasctha go forleathan le raon eagraíochtaí reachtúla agus eile ar fud na tíre.

Clár na Meantóirí Sóisialta

Tugann Clár na Meantóirí Sóisialta deis d'eagraíochtaí san earnáil dheonach agus phobail dul i dteagmháil le meantóir deonach chun tacú lena bhforbairt eagraíochtaí. Tugann an clár deiseanna saorálaíochta

do dhaoine níos sine a ligean doibh a saineolas a roinnt le heagraíochtaí.

Tá ballraíocht 25 meantóir deonacha ag Clár na Meantóirí Sóisialta agus bhain 30 eagraíochta leas as a seirbhísí i 2006. D'íarr formhór na n-iarratas meantóireachta i 2006 ar chomhairle faoi phleanáil straitéisearch agus bainistíochta airgeadais. Cuirtear tacaíocht meantóireachta ar fáil i raon leathan réimsí lena n-áirítear margáiocht agus caidreamh poiblí, bainistíochta acmhainní daonna, sárléachtas bainistíochta agus treoir ailtireachta. Is seirbhís saor in aisce í seo d'eagraíochtaí rannpháirteacha.

Tionscadal caradaithe Phort Láirge

Trí mheán grúpa saorálaithe, cuireann an tionscadal caradaithe piara seo abhcóideacht phíara ar fáil do dhaoine sa phobal le deacrachtaí meabhairshláinte. D'fhorbair Comhairle, Meabhairshláinte Éireann agus tionscadail charadaithe i bPort Láirge, Loch Garman, Tiobraid Árann Theas, Cill Chainnigh agus Ceatharlach an tionscadal. D'éirigh chomh maith leis an tsamhail go ndearnadh macasamhail uirthi i gcontaetha eile, lena n-áirítear Corcaigh, Luimneach, Maigh Eo, Ros Comáin, Dún na nGall agus Baile Átha Cliath Thuaidh. Tacaíonn na saorálaithe ard-cháilithe (a fhagheann oiliúint i gclár creidiúnaithe in Institiúid Teicneolaíochta Phort Láirge) le daoine le deacrachtaí meabhairshláinte i réimsí an-sainmhínithe dá saolta laethúla. Braitheann an tionscadal ar phoiblíocht, cosúil le bileoga in oifigí dochtaí, chun teagmháil a dhéanamh le daoine sa phobal le deacrachtaí meabhairshláinte mar ní féidir an grúpa sin a aithint go héasca.

6.4 Scéimeanna maoinithe agus deontas

Maoiniú lárnach do Sheirbhísí um Phaisnéis do Shaoránaigh

Tugann an Bord um Phaisnéis do Shaoránaigh maoiniú lárnach do Sheirbhísí um Phaisnéis do Shaoránaigh (CISanna) ar fud na tíre agus don tSeirbhís Gutháin um Phaisnéis do Shaoránaigh(CIPS). Cuireann an

organisations, voluntary and statutory, had stands in the hotel venue offering information and services for older people related to their individual needs. The day also included four talks on issues of particular interest to older people: equity release, enduring power of attorney, equality for older people and men's health.



Ian Coulter on the Comhairle stand at the Positive Ageing information day organised by Kilkenny Social Services in association with Comhairle

Ian Coulter ag seastán Chomhairle ag an lá fáisnéise Positive Ageing a d'eagraigh Seirbhísí Sóisialta Chill Chainnigh i gcomhar le Comhairle

- **Louth CIS** developed a series of booklets entitled *Disability Allowance, Benefit, Pension – Your Options*. The booklets present general and local information in a simple format, and were developed in conjunction with FÁS and the Department of Social and Family Affairs as a response to identified local needs.
Minister for Foreign Affairs, Dermot Ahern TD, launched the booklets.
- **Mayo CIS** in partnership with a local Family Resource Centre is providing a pilot service for foreign nationals. This involves outreach sessions with Russian and Polish translators to target the large (1,500) migrant worker population in the area.
- **Monaghan Community Forum** began an innovative project called *From the Outside In* which works with new communities in Monaghan

(60 nationalities are registered with Monaghan County Libraries, a sign of the newly multicultural nature of the county). The aim of the project was to gather the stories and experiences of representatives of these new communities in a series of workshops, and to combine these with details on how to access information on rights and entitlements.

- **South Kildare CIS** developed a pension pack and held a public information evening jointly with the Pension Board for people planning retirement. This evening was so successful that it was repeated in Longford and Westmeath.

The Publications Grants Scheme

The Citizens Information Board's Publications Grants Scheme supports voluntary organisations with an information provision role to meet specific publication needs – generally, information on social services and entitlements. Awards have been made to organisations to publish leaflets on entitlements and to create information websites. Translations are also funded. Small grants are available up to €3,000.

In 2006 publication grants were awarded to organisations such as the Cork Simon Community for translation and printing of leaflets in Polish, Lithuanian and Latvian, Energy Action Ltd for the production of a national community information leaflet focused on the needs of older people and to the Somali Youth Association of Ireland towards the development of a new website. In addition, the Migrant Rights Centre Ireland was funded by Comhairle to produce a research review entitled *Accessing Redress for Workplace Exploitation: the Experience of Migrant Workers*.

maoiniú sin ar chumas CISanna agus CIPS seirbhísí faisnéise, comhairle agus abhcóideachta neamhspleácha a sholáthar díreach don phobal.

Ní mór do CISanna raon critéar a bhaint amach chun a bheith i dtéideal maoinithe, lena n-airítear cloí le treoirlínte rialaithe airgeadais faofa ag an mBord um Phaisnéis do Shaoránaigh agus tuairiscí rialta agus cuntais bhliantúla iniúchta a chur faoi bhráid an Bhoird um Phaisnéis do Shaoránaigh. Ní foláir do gach CIS cloí le beartais agus nósanna imeacha an Bhoird um Phaisnéis do Shaoránaigh maidir le reáchtáil CISanna freisin. Riartar maoiniú bunaithe ar phlean straitéisearch a bheith curtha i bhfeidhm a ndéantar athbhreithniú agus meastóireacht air go bliantúil. Tá maoiniú leanúnach faoi réir dul chun cinn sásúil an phlean.

I 2006, ba ionann an maoiniú agus €12.796 milliún, le €9.902 riarthá do CISanna mar mhaoiniú bliantúil díreach, agus an t-iarmhéid riarthá mar mhaoiniú indíreach chun tacú lena gcuid seirbhísí.

An Ciste Réigiúnach Faisnéise agus Abhcóideachta
Bunaíodh an ciste seo i 2002 agus feidhmíonn sé laistigh de gach ceann de chúig réigiún an Bhoird um Phaisnéis do Shaoránaigh. I 2006 ba ionann uasmhéid ciste gach réigiún agus €55,000. Is iad cuspóirí an chiste síniú ar ghrúpaí imeallaithe, tacú le forbairt seirbhísí abhcóideachta, tacú le forbairt ábhar faisnéise agus modhanna seachadta nuálaíocha agus compháirtíochtaí agus naisc a chruthú idir an Bord um Phaisnéis do Shaoránaigh agus eagraíochtaí eile. D'éirigh go breá leis an gciste seo, go háirithe ó thaobh cabhrú le grúpaí imeallaithe cosúil le Lucht Siúil, daoine faoi mhíchumas agus náisiúnaigh choigríche a bhfuil cónaí orthu in Éirinn. Tugtar maoiniú do ghníomhaíochtaí nuálaíocha cosúil le foilseacháin, DVDanna, seimineáir agus taighde. San iomlán, maoiníodh 253 tionscadal ó 2002. I 2006, maoiníodh 64 tionscadal, na tionscadail seo a leanas san áireamh:

- Tháinig CIC Bhaile Átha Luain agus an iris *Voice of the Traveller* le chéile chun bileog a fhorbairt faoi chearta agus teidlíochtaí maidir le seirbhísí sóisialta. Cuirtear an bheileog sin i ngach eagrán den iris (a scaptear ar ionaid agus eagraíochtaí an Luchta Siúil). Tá an bheileog i bhformáid inrochtana ceisteanna agus freagraí.
- Sheol CIC Bhaile Bhainséir/Bhaile Átha Cliath 15 an tEolaire Infolink nuashonraithe de Sheirbhísí Pobail do Bhaile Átha Cliath 15 i mí Dheireadh Fómhair, éacht a comhordaíodh le gníomhairescaí eile sa cheantar.
- D'fhoilsigh CIS Chromghlinne, i gcomhar le hOspidéal Muire do Pháistí Breoite, eolaire Services for Children.
- Thionól CIS Chill Chainnigh *Positive Ageing Information Day* a d'fhreastail níos mó ná 250 duine air. Bhí seastáin ag dhá eagraíocht is fiche, deonacha agus reachtúla, san óstlann ina raibh an imeachta ar siúl, agus thairg siad fáisnéis agus seirbhísí do dhaoine níos sine bunaithe ar a riachtanais shonracha. Bhí sraith de cheithre chaint faoi shaincheisteanna a mbeadh spéis ar leith ag daoine níos sine iontu ar siúl ar an lá freisin: scaoileadh cothromais, cumhacht aturnae bhuan, comhionannas do dhaoine níos sine agus sláinte na bhfear.
- D'fhorbair CIS Lú sraith leabhrán ar a dtugtar *Disability Allowance, Benefit, Pension – Your Options*. Cuireann na leabhráin sin fáisnéis ghinearáltá agus áitiúil i láthair i bhformáid shimplí, agus forbraíodh iad i gcomhar le FÁS agus an Roinn Gnóthaí Sóisialta agus Teaghlaigh mar fhreagra ar riachtanais áitiúla aitheanta. Sheol an tAire Gnóthaí Eachtracha, Dermot Ahern, TD, na leabhráin.
- I gcompháirtíocht le hlonad Acmhainne Teaghlaigh áitiúil, tá CIS Mhaigh Eo ag cur seirbhís phíolóta ar fáil do náisiúnaigh choigríche. Tá seisiún for-rochtana le haistritheoirí Rúisise agus Polainnise i gceist leis seo chun díriú ar an daonra

Information grants and social policy grants

The Citizens Information Board's Information Grants Scheme for Voluntary and Community Organisations supports innovative initiatives and measures to improve access to information, advice and advocacy services. A review of the scheme was started at the end of 2006. This review had a dual purpose: to determine the value and effectiveness of the current approach, and to recommend a future direction (in particular, a framework for supporting innovation) in light of developments in the Citizens Information Board's role and the wider environment. Funding for the scheme in 2006 went to the information campaign for older people (further details are given in Section 6.2).

The purpose of the Social Policy Grant Scheme is to provide small-scale support for social policy initiatives undertaken by independent information providers, particularly Citizens Information Centres (CICs) working on their own or in conjunction with other CICs and/or local voluntary and community organisations. In 2006 grants were awarded to Tallaght CIS and Roscommon Marginalised Men's Group.



Minister for Foreign Affairs, Dermot Ahern TD launching the booklets *Disability Allowance, Benefit, Pension – Your Options* with Josette Cuthbert, Citizens Information Board and Anne Keeley, Chair of Dundalk CIS

An tAire Gnótháí Eachtracha, Dermot Ahern TD, ag seoladh na leabhrán Disability Allowance, Benefit, Pension – Your Options le Josette Cuthbert, an Bord um Fhaisnéis do Shaoránaigh agus Anne Keely, Cathaoirleach Dún Dealgan CIS

mór (1,500) de spailpíní fánacha sa cheantar.

- Chuir Fóram Pobail Mhuineacháin tú le tionscadal nuáláoch ar a dtugtar *From the Outside In* a oibríonn le pobail nua i Muineachán (tá 60 náisiúntacht cláraithe le Leabharlanna Chontae Mhuineacháin, comhartha de nádúr ilchultúrtha nua an chontae). Ba é aidhm an tionscadail scéalta agus eispéiris ionadaithe na bpobal nua sin a bhailíú i sraith ceardlann agus ag an am céanna sonraí a scaipeadh faoi conas teacht ar fhaisnéis faoi chearta agus teidlíochtaí.
- Tá pacáiste pinsin forbartha ag CIS Chill Dara Theas agus reáchtáil siad tráthnóna faisnéise poiblí i gcomhar leis an mBord Pinsean do dhaoine a bhí ag pleanáil dul ar scor. D'éirigh thar barr leis an tráthnóna agus mar sin reáchtáladh arís i Longfort agus san larmhí é.

An Scéim Deontas Foilsíúcháin

Tugann Scéim Deontas Foilsíúcháin an Bhoird um Fhaisnéis do Shaoránaigh tacaíocht d'eagraíochtaí deonacha le ról soláthair faisnéise chun cur ar a gcumas a riachtanais foilsíúcháin shonracha a bhaint amach – de ghnáth, faisnéis a fhoilsíú faoi sheirbhísí sóisialta agus teidlíochtaí. Bronnadh deontais ar eagraíochtaí chun cabhrú leo billeoga faoi theidlíochtaí nó láithreán gréasáin faisnéise a fhoilsíú. Maoinitear aistriúcháin freisin. Tá deontais bheaga suas le €3,000 ar fáil. I 2006 bronnadh deontais foilsíúcháin ar eagraíochtaí cosúil le Pobal Síomóin Chorcaí chun billeoga a aistriú agus a chló i bPolainnis, Liotuáin agus Laitvis, ar Energy Action Teo. chun billeog faisnéise pobail náisiúnta a thairgeadh thírithe ar riachtanais dhaoine níos sine, agus ar Chumann Óige Somáile na hÉireann chun cabhrú leo láithreán gréasáin nua a fhorbairt.

Chomh maith leis sin, thug Comhairle maoiniú d'ionad um Chearta Imirceach na hÉireann chun athbhreithniú taighde a sholáthar ar a tugadh *Accessing Redress for Workplace Exploitation: the Experience of Migrant Workers*.

Deontais faisnéise agus deontais bheartais shóisialta

Tacaíonn Scéim Deontas Faisnéise le Eagraíochtaí Deonacha agus Pobail an Bhoird um Fhaisnéis do Shaoránaigh le tionscnaimh agus bearta nuáláiocha chun feabhas a chur ar rochtain ar sheirbhísí faisnéise, comhairle agus abhcóideachta. Cuireadh tú le hathbhreithniú ar an scéim ag deireadh 2006. Bhí dhá chuspóir ag an athbhreithniú sin: luach agus éifeachtúlacht an chuir chuige reatha a mheas, agus treoir don todhchaí a mholadh (go háirithe, creatlach chun tacú le nuáláiocht) i bhfianaise forbairtí ar ról an Bhoird um Fhaisnéis do Shaoránaigh agus sa timpeallacht níos leithne. Caitheadh an maoiniú a fuair an scéim i 2006 ar an bhfeachtas faisnéise do dhaoine níos sine (tá sonraí breise le fáil in Alt 6.2).

Is é cuspóir na Scéime Deontas Beartais Shóisialta tacaíocht ar scála beag a sholáthar do thionscnaimh bheartais shóisialta a dhéanann soláthraithe faisnéise neamhspleácha, go háirithe ionaid um Fhaisnéis do Shaoránaigh (CICanna) atá ag oibriú leo féin nó i gcomhar le CICanna eile agus/nó eagraíochtaí áitiúla deonacha agus pobail. I 2006, bronnadh deontais ar CIS Thamhlactha agus Grúpa Fear Imeallaithe Ros Comáin.

"Advocacy is a means of empowering people by supporting them to assert their views and claim their entitlements and where necessary representing them and negotiating on their behalf."
(Comhairle Advocacy Guidelines 2005)

There is an important link between the provision of information and advocacy. Equality of opportunity and access to services can be enhanced by having access to independent, accurate information and a range of options from which to make choices. However, some people are at a disadvantage when claiming their entitlements or seeking the services that they need because of disability, social inequalities, literacy or language difficulties, or because the information they need is so complex.

7.1 Advocacy in Citizens Information Services

In the context of Citizens Information Services (CISs), advocacy helps people who have difficulty accessing services to obtain their entitlements and, on occasion, to appeal a decision. Most information providers offer basic advocacy to clients in terms of helping them apply for social welfare and other allowances. Sometimes they assist clients with appeals in the areas of social welfare, equality and employment. Advocacy in CISs is now being enhanced by the Advocacy Resource Officer (ARO) programme which was extended to four areas in 2006 (Dublin, the midlands, the mid-west and the north-east). Each project is a partnership between three CISs and employs an Advocacy Resource Officer (ARO) to assist and train other staff in the provision of advocacy. In total, 20 CISs used the services of seven AROs in 2006.

7.2 Disability legislation

The Disability Bill published in 2001 set out the requirement for a personal advocacy service to be

Developing advocacy services

Seirbhísí abhcóideachta a fhorbairt



"Is bealach é abhcóideacht cumhacht a thabhairt do dhaoine trí thacú leo a ndearcaí a chur in iúl agus a dteidlíochtaí a éileamh agus mar is gá trí ionadaíocht a dhéanamh orthu agus caibidlíocht a dhéanamh ar a son."
(Comhairle Advocacy Guidelines 2005)

Tá nasc tábhachtach idir soláthar na fainseáise agus abhcóideacht. Féadtar feabhas a chur ar chomhionannas deiseanna agus rochtain ar sheirbhísí trí rochtain ar fhaisnéis neamhspleách chruinn agus ar raon roghanna ar féidir an ceann is fearr a roghnú a sholáthar. Tá roinnt daoine faoi mhíbhuntáiste, áfach, agus iad ag éileamh teidlíochtaí nó ag lorg na seirbhísí atá de dhíth orthu, mar thoradh ar mhíchumas, éagothroimí sóisialta, deacrachartaí litearthachta nó teanga, nó toisc go bhfuil an fhaisnéis atá de dhíth orthu chomh casta.

7.1 Abhcóideacht i Seirbhísí um Fhaisnéis do Shaoránaigh

I gcomhthéacs na Seirbhísí um Fhaisnéis do Shaoránaigh (CISanna), cabhraíonn abhcóideacht le daoine le deacrachartaí teacht ar sheirbhísí a dteidlíochtaí a fháil, agus uaireanta, a chomharc a dhéanamh i gcoinne cinnidh. Cuireann formhór na soláthraithe seirbhise abhcóideacht bhunúsach ar fáil do chliaint ag cabhrú leo iarratas a dhéanamh ar leas sóisialach agus liúntais eile. Uaireanta, cabhraíonn siad le cliaint a chomháirc a dhéanamh i réimsí cosúil le leas sóisialach, comhionannas agus fostáiocht. Anois tá clár na nOifigeach Acmhainne Abhcóideachta (ARO), a leathnaíodh chuir ceithre cheantar i 2006 (Baile Átha Cliath, lár tíre, an t-iarthar láir agus an t-oirthuaisceart), ag cur feabhas ar abhcóideacht i CISanna. Is compháirtíocht idir 3 CIS é gach tionscadal agus fostáionn sé Oifigeach Acmhainne Abhcóideachta (ARO) chun cabhrú le foirne agus chun oiliúint a chur orthu faoi sholáthar na habhcóideachta.

provided by Comhairle. This was replaced by the Comhairle (Amendment) Bill published in 2004 and the Citizens Information Bill published in 2006. *Developing an Advocacy Service for People with Disabilities*, which was commissioned from Goodbody Economic Consultants and published in July 2004, sets out a strategic approach to developing these services. A three-stranded approach is recommended:

- A personal advocacy service
- A programme of support for community and voluntary organisations to provide advocacy services
- A community visitors programme, which will be volunteer based and involve visiting people with disabilities in residential centres

7.3 Community and Voluntary Sector Disability Advocacy Programme

In 2004 Comhairle began a process of engaging with the community and voluntary sector in relation to providing advocacy services for people with disabilities in accordance with strand two of the programme as set out in the Goodbody report.

This Community and Voluntary Disability Advocacy Programme forms part of the Citizens Information Board advocacy strategy and will complement the Personal Advocacy Service (PAS) when it is set up. The aim is to provide a range of advocacy services throughout the country offering individual representative advocacy prior to the establishment of the Personal Advocacy Service.

Three projects were funded in 2004 and thirteen in 2005. A further fourteen were approved in 2006.

Update on projects funded in 2004 and 2005

Projects funded in 2004 and 2005 have recruited advocates who are working in various settings supporting people with disabilities to access their entitlements and vindicate their rights. The settings vary. Some are residential settings like Moore Abbey in Monasterevin and St Joseph's Intellectual Disability

Service in St Ita's Portrane where the advocate (employed by Inclusion Ireland to ensure independence) works with a small number of very vulnerable clients over an extended period. Others are county-wide, cross-disability advocacy services such as that offered by the Monaghan Area Partnership and the Roscommon Advocacy Network. The service in the Alzheimer Society of Ireland advocates on behalf of people with different forms of dementia and again works with a small number of clients in an intensive way. People with Disabilities in Ireland (PwDI) is working in partnership with the Health Service Executive to provide an independent advocacy service to adults with intellectual disabilities in three large residential services in the midlands.

Some of the advocacy projects now up and running work with the broad range of disability while others offer a service to a more targeted group. A number of projects are providing an advocacy service to mental health service users, including STEER Ireland in Donegal and the partnership between Schizophrenia Ireland and the Irish Advocacy Network which is offering an advocacy service to those leaving mental health hospitals. The Centre for Independent Living in Carlow is providing an advocacy service (SEAS) to people with physical disability in the south-east and the National Learning Network's advocate is working with people in its training services. The Bray Area Partnership and the Sligo Interagency Project (Our Voice) are targeting their advocacy services at people with intellectual disability.

Supports for advocacy projects

During 2006 Comhairle continued to support these projects in a number of ways. A representative sits on each steering group. *Comhairle Advocacy Guidelines* outline the principles underpinning good advocacy practice. A self-evaluation framework and a resource pack have been provided to each project. A networking day for all projects was held in April 2006 and, following needs assessment, case management

San iomlán, bhain 20 CIS úsáid as seirbhísí seachtar ARO i 2006.

7.2 Reachtaíocht mhíchumais

Rinne an Bille Míchumais a foilsíodh i 2001 foráil don riachtanas seirbhís abhcóideachta pearsanta a chur ar fáil a sholáthródh Comhairle. Cuirteadh an Bille um Chomhairle (Leasú) a foilsíodh i 2004 agus an Bille um Fhaisnéis do Shaoránaigh a foilsíodh i 2006 ina ionad sin. Leagann Developing an Advocacy Service for People with Disabilities, a coimisiúnaíodh ó Goodbody Economic Consultants agus a foilsíodh i mí Iúil 2004, bealach straitéiseach amach chun na seirbhísí sin a forbairt. Moltar cur chuige le trí shnáithe:

- Seirbhís abhcóideachta pearsanta
- Clár tacaíochta d'eagraíochtaí pobail agus deonacha chun seirbhísí abhcóideachta a sholáthar
- Clár cuairteoirí pobail, bunaithe ar shaorálaithe, a mbeadh i gceist leis cuairt a thabhairt ar dhaoine faoi mhíchumas in ionaid chónaitheacha

7.3 Clár Abhcóideachta Míchumais na hEarnála Pobail agus Deonáí

I 2004, chuir Comhairle túis le próiseas chun idirghníomhaíocht a dhéanamh leis an earnáil phobail agus dheonach maidir le seirbhísí abhcóideachta a sholáthar do dhaoine faoi mhíchumas de réir shnáithe a dó den chlár mar a leagtar amach i dtuairisc Goodbody é.

Tá an Clár Abhcóideachta Míchumais Pobail agus Deonach mar chuid de straitéis abhcóideachta an Bhoird um Fhaisnéis do Shaoránaigh agus cuideoidh sé leis an tSeirbhís Abhcóideachta Pearsanta (PAS) nuair a bhunófar é. An aidhm atá leis ná raon seirbhísí abhcóideachta a sholáthar ar fud na tíre ag tairgeadh abhcóideachta ionadaíoch don duine aonair roimh bhunú na Seirbhise Abhcóideachta Pearsanta.

Maoíníodh trí thionscadal i 2004 agus trí thionscadal déag i 2005. Faomhadh ceithre thionscadal déag eile i 2006.

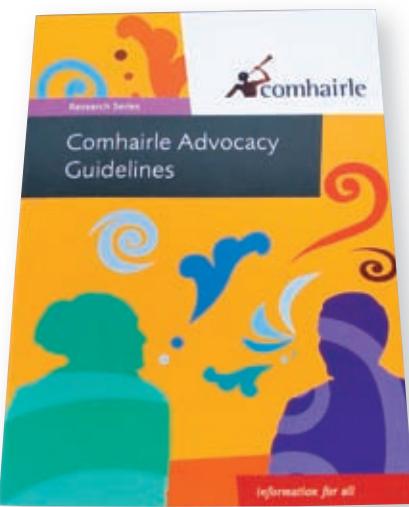
Nuacht thionscadail a maoíníodh i 2004 agus 2005

D'earcaigh tionscadail a maoíníodh i 2004 agus 2005 abhcóidí atá ag obair anois i suímh éagsúla ag cabhrú le daoine faoi mhíchumas teacht ar a dteidlóchtaí agus ar a gcearta. Tá suímh éagsúla i gceist. Is suímh chónaitheacha iad roinnt acu, cosúil e Mainistir Moore i Mainistir Eimhín agus Seirbhís um Míchumas Intleachtúil Naomh Iósaf i Naomh Ita Portrane, áit a n-oibríonn an t-abhcóide, fostaithe ag Inclusion Ireland chun neamhspleáchas a chinntíú, le líon beag cliant an-leocheileach ar feadh tréimhse fada. Is seirbhísí abhcóideachta a bhaineann le contaetha iomlána agus míchumais éagsúla iad seirbhísí eile, cosúil leis an tseirbhís a sholáthraíonn Compháirtíocht Cheantar Mhuineacháin agus Lónra Abhcóideachta Ros Comáin. Déanann an tseirbhís i gCumann Alzheimer na hÉireann abhcóideachthar ceann daoine le cineálacha éagsúla néalraithe agus oibríonn sé le líon beag cliant ar bhealach dian. Tá Daoine faoi Míchumas Éireann (PwDI) ag obair i gcompháirtíocht le Feidhmeannacht na Seirbhise Sláinte chun seirbhís abhcóideachta neamhspleách a sholáthar do dhaoine fásta faoi mhíchumas intleachtúil i dtrí sheirbhís chónaitheacha mhóra i láir na tíre.

Oibríonn roinnt de na tionscadail abhcóideachta atá ar siúl anois le raon leathan míchumais agus cuireann tionscadail eile seirbhís ar fáil do ghrúpa níos dírithe. Tá roinnt tionscadal ag cur seirbhís abhcóideachta ar fáil d'úsáideoirí seirbhísí meabhairshláinte, lena n-áirítear STEER Ireland i nDún na nGall agus an chompháirtíocht idir Scitsifréine Éireann agus Lónra Abhcóideachta na hÉireann a chuireann seirbhís abhcóideachta ar fáil don lucht a fhágann ospidéil mheabhairshláinte. Tá an tlionad um Maireachtáil Neamhspleách ag cur seirbhís abhcóideachta (SEAS) ar fáil do dhaoine faoi mhíchumas fisiciúil san oardheisceart agus tá abhcóide an Lónra Foghlama Náisiúnta ag oibriú le daoine i seirbhísí oiliúna na heagraíochta sin. Tá

and negotiation skills training were provided for advocates. A facilitated day was organised to allow advocates to discuss how they might develop a peer support system.

In order to enhance learning and develop standards of good practice, an external evaluation of the three 2004 projects was completed in 2006 and an external evaluation began of a sample six of the 2005-funded projects. Projects are required to report progress on a six-monthly and annual basis and the first annual reports were submitted in December 2006. Funding is initially granted for a pilot period of two years and consists of approximately €70,000 a year to cover employment of one advocate and associated costs. The total funding provided to these projects in 2006 was €1.862 million.



New projects funded in 2006

In 2006, Comhairle placed an advertisement in the national press seeking expressions of interest from organisations representing people with disabilities, from service providers in the voluntary sector and from partnership groupings. All interested organisations were invited to regional information seminars (held in Dublin, Cork and Galway). These seminars provided information on the legislative background and Comhairle's approach to advocacy

service development. They were also an opportunity to present the *Comhairle Advocacy Guidelines* and outline the support available from Comhairle, the standards required and the issue of evaluation. An assessment panel then selected 14 projects from the applications received. The full list of projects funded in 2006 appears in Appendix 2.

7.4 Disability and self-advocacy

The Citizens Information Board's current support for community and voluntary advocacy is mainly focused on representative advocacy – that is, the provision of a trained person who can advise and, if necessary, represent a person with a disability who is seeking to claim a service or decide on an option. However, an important aspect of advocacy is empowerment of a person with a disability to undertake his/her own advocacy. Self-advocacy needs to be promoted wherever possible to avoid the possibility of over-dependency. A decision was taken in early 2006 to set aside €120,000 to support a number of small self-advocacy projects.

In order to discuss self-advocacy initiatives and the potential for developing independent self-advocacy projects, a number of meetings were held between Comhairle staff and key players in the self-advocacy area. Three projects were funded as a result of these discussions, taking into account geographical spread and the range of disability. These involved the Interagency Advocacy Movement, the Irish Deaf Society and the Mentoring West Programme. A small amount of funding is also being provided to the National Institute for the Study of Intellectual Disabilities to look at the feasibility of setting up a national platform for self-advocates. Discussions also took place in 2006 with Inclusion Ireland to enable this organisation to provide some support to relevant advocacy projects, including those delivered by Citizens Information Services.

Compháirtíocht Cheantar Bhré agus Tionscadal Idirghníomhaireachta Shligigh (Our Voice) ag díriú a seirbhísí abhcóideachta ar dhaoine faoi mhíchumas intleachtúil.

Tacaí le haghaidh tionscadal abhcóideachta

Le linn 2006, lean Comhairle ar aghaidh ag tacú leis na tionscadail sin ar roinnt bealaí. Tá ionadaí ar gach grúpa stiúrtha. Míníonn Comhairle Advocacy Guidelines na prionsabail ar a bhfuil dea-chleachtas abhcóideachta bunaithe. Cuireadh creatlach féin-mheastóireachta agus pacáiste acmhainne ar fáil do gach tionscadal. Eagraíodh lá lónraithe do na tionscadail uile i mí Aibreáin 2006, agus, i ndiaidh na riachtanas a mheas, cuireadh oiliúint faoi bhainistíocht cásanna agus scileanna caibidíochta ar fáil d'abhcóidí. Eagraíodh lá éascaithe chun ligean d'abhcóidí plé a dhéanamh faoi conas a d'fhorbróidís córas tacaíochta piara.

Chun feabhas a chur ar fhoghlaim agus chun caighdeán dea-chleachtais a phobair, tugadh meastóireachta sheachtrach ar na trí thionscadal a rinneadh i 2004 chun críche i 2006 agus cuireadh túis le meastóireachta sheachtrach ar shé thionscadal shamplacha as na tionscadail a maoiníodh i 2005. Ní mór do thionscadail dul chun cinn a thuairisciú gach sé mhí agus gach bliain, agus seoladh na chéad tuarascálacha bliantúla isteach i mí na Nollag 2006. Ar dtús, tugtar maoliniú thart ar €70,000 in aghaidh na bliana ar feadh tréimhse píolóta dhá bliain (chun ioc as fostú abhcóide amháin agus na costais lena mbaineann). Tugadh maoliniú iomlán €1.862 milliún do na tionscadail sin i 2006.

Tionscadail nua a maoiníodh i 2006

I 2006, chuir Comhairle fógra sa phreas náisiúnta ag lorg léirithe spéise ó eagraíochtaí a ionadaíonn daoine faoi mhíchumas, ó sholáthraithe seirbhíse san earnáil dheonach agus ó ghrúpálacha compháirtíochta. Tugadh curí do na heagraíochtaí uile a raibh spéis acu ann teacht ar sheimineáir faisnéise réigiúnacha (a bhí

ar síúl i mBaile Átha Cliath, Gaillimh, agus Corcaigh). Thug na seimineáir sin faisnéis faoin gcúlra reachtach agus faoi chur chuige Chomhairle maidir le forbairt na seirbhíse abhcóideachta. Ba dheis iad na seimineáir freisin *Comhairle Advocacy Guidelines* a chur i láthair agus cur síos a dhéanamh ar an tacaíocht atá ar fáil ó Chomhairle, na caighdeáin a éiltear agus saincheist na meastóireachta. Roghnaigh painéal measúnachta 14 tionscadal ó na hiarratais a fuarthas ansin. Tá liosta iomlán de na tionscadail mhaoinithe i 2006 ar fáil in Agusín 2.

7.4 Míchumas agus féin-abhcóideachta

Tá tacaíocht reatha an Bhoird um Fhaisnéis do Shaoránaigh d'abhcóideachta phobail agus dheonach thíre den chuid is mó ar abhcóideachta ionadaíoch – is é sin, duine oilte a sholáthar ar féidir leis nó léi comhairle a thabhairt agus, más gá, ionadaíoch a dhéanamh ar dhuine faoi mhíchumas atá ag iarraidh seirbhís a éileamh nó rogha a dhéanamh. Mar sin féin, gné thábhachtach den abhcóideachta ná cumhacht a thabhairt do dhuine faoi mhíchumas abhcóideachta a dhéanamh thar a c(h)eann féin. Caithfear féin-abhcóideachta a chur chun cinn gach uair is féidir chun féidearthacht an róchleithiúnais a sheachaint. Rinneadh cinneadh go luath i 2006 €120,000 a chur ar leataobh chun tacú le líon beag tionscadal féin-abhcóideachta.

Chun plé a dhéanamh ar thionscnamh féin-abhcóideachta agus an poiténseal tionscadail féin-abhcóideachta neamhspleácha a phobair, tionóladh roinnt cruinnithe idir foireann Chomhairle agus imreoirí tábhachtacha i réimse na féin-abhcóideachta. Maoiníodh trí thionscadal mar thoradh ar na cainteanna sin, ag cur scaipeadh geografach agus raon an mhíchumais san áireamh. Bhain na tionscadail leis an nGluaiseacht Abhcóideachta Idirghníomhaireachta, Cumann Daoine Bodhra na HÉireann agus Clár Meantóireachta an Iarthair. Tá líon beag maoinithe á thabhairt don Institiúid Náisiúnta um Staidéar a Dhéanamh ar Mhíchumais Intleachtúla chun féachaint

7.5 Linking mainstream and disability advocacy services

It is very important that the setting up of advocacy services specifically for vulnerable people with disabilities does not further exclude them from the mainstream or prevent them from finding the information they need to advocate on their own behalf. For this reason, the Citizens Information Board has asked that, where possible, the local Citizens Information Service (CIS) is represented on the steering group of disability advocacy projects and that people with disabilities are referred to their local CIS or supported to use their local CIS on an ongoing basis. Specialist disability advocates can then concentrate on more complex areas and seek out more vulnerable people who find it difficult to access the mainstream services.

Citizens Information Services are also involved in the disability advocacy programme as lead organisations and employers of the advocate in seven of the disability advocacy projects in Longford, Westmeath, Roscommon, Sligo, Ballyfermot, Cork City Centre and South County, and Mayo.

7.6 Speaking up for Advocacy

Speaking up for Advocacy is an occasional newsletter that discusses advocacy issues and details projects and research relating to advocacy. It concentrates on advocacy in Ireland but also makes reference to what happens abroad. *Speaking up for Advocacy* was published once in 2006.

7.7 Higher Certificate in Arts in Advocacy

To cater for the need to provide training at third level for advocates, Comhairle, the Equality Authority and Sligo Institute of Technology (IT) developed an innovative advocacy course. Comhairle provided funding, took part in the steering group and review meetings, prepared material for modules, assisted with the delivery of seminars, and initiated an evaluation process.

Planning began in 2006 to extend the course to degree level within the following two years. This course, the Higher Certificate in Arts in Advocacy, is delivered by distance learning supported by seminars in Sligo, Dublin or Limerick. November 2006 saw the first 25 students, 16 of these from Citizens Information Centres, graduate with this qualification from Sligo IT.



Connie Geraghty, Longford CIS and Richard Regan, Roscommon CIS (winner of the governing body as student of the year) receive their certificates

Faigheann Connie Geraghty, CIS Longfort agus Richard Regan, CIS Ros Comáin (Buaiteoir Bhonn an Chomhlachta Rialaithe mar mhac léinn na bliana) a gcuid teastas

ar fhéidearthacht ardán náisiúnta a bhunú d'fhéin-abhcóidí. Rinneadh cainteanna le Inclusion Ireland freisin chun cur ar chumas na heagraíochta sin roinnt tacaíochta a sholáthar do thionscadail abhcóideachta ábhartha, na cinn seachadta ag Seirbhísí um Fhaisnéis do Shaoránaigh san áireamh.

7.5 Seirbhísí abhcóideachta príomhshrutha agus míchumais a nascadh

Tá sé an-tábhachtach nach mbeidh bunú seirbhísí abhcóideachta sonracha do dhaoinne leocheileacha faoi mhíchumas mar chuíos leo a bheith eisíata ón bpríomhshruth ná nach gcuirfeadh sé isteach orthu an fhaisnéis a fháil ar gá léi chun abhcóideachta dhéanamh thar a ginn féin. Chun na críche sin, d'iarr an Bord um Fhaisnéis do Shaoránaigh go mbeadh ionadaí ón tSeirbhís um Fhaisnéis do Shaoránaigh (CIS) áitiúil ar ghrúpa stiúrtha na dtionscadal abhcóideachta míchumais nuair is féidir, agus go dtarchuirfí daoine faoi mhíchumas chuig a CIS áitiúil, nó go dtabharfaí an tacálocht chuí dóibh chun cur ar a gcumas leas a bhaint as a CIS áitiúil ar bhonn leanúnach. Mar sin, is féidir le habhcóidí míchumais speisialtórá diríú ar réimsí níos casta agus daoine níos leochailí a lorg a bhfuil sé deacair orthu teacht ar na seirbhísí príomhshrutha.



Faigheann na chéad chéimithe san Ard-Teastas sna Dána san Abhcóideachta dteastaí i Sligo Shligigh (ag seoladh Helen Lahert)

The first graduates from the Higher Certificate in Arts in Advocacy (pictured with Helen Lahert) receive their certificates in Sligo IT

Tá baint ag Seirbhísí um Fhaisnéis do Shaoránaigh leis an gclár abhcóideachta míchumais mar phríomh-eagraíochtaí agus fostóirí an abhcóide i seacht gcinn de na Tionscadail Abhcóideachta Míchumais i Longfort, san larmhí, i Ros Comáin, Sligeach, Baile Formaid, Lár Chathair agus Dheisceart Chontae Chorcaí, agus i Maigh Eo.

7.6 Ag Labhairt ar son na hAbhcóideachta

Nuachtlitir a fhoilsítear ó am go ham é *Speaking up for Advocacy* a phléann saincheisteanna abhcóideachta agus a dhéanann cur síos ar thionscadail agus taighde a bhaineann le habhcóideachta. Bíonn sé thírithe ar abhcóideachta in Éirinn ach déanann sé tagairt freisin don mhéid a tharlaíonn thar lear. Foilsíodh *Speaking up for Advocacy* uair amháin i 2006.

7.7 Ard-Teastas sna Dána san Abhcóideachta

Chun freastal ar an riachtanas oiliúint tríu leibéal a sholáthar d'abhcóidí, d'fhorbair Comhairle, an tÚdarás Comhionannais agus Institiúid Teicneolaíochta Shligigh cursa abhcóideachta nuálaíoch. Mhaoinigh Comhairle é, ghlac sé páirt sa ghrúpa stiúrtha agus sna cruinnithe athbhreithnithe, d'ullmhaigh sé ábhair do mhodúil, chabhraigh sé le seachadadh seimineár, agus chuir sé túis le próiseas meastóireachta.

Cuireadh túis le pleináil i 2006 chun an cursa a leathnú chuig leibéal céime sa dhá bliain amach romhainn. Cianseachadtar an cursa seo, an tArd-Teastas sna Dána san Abhcóideachta, agus tacáonna seimineár i Sligeach, Baile Átha Cliath nó Luimneach leis. I mí na Samhna 2006, fuair an chéad 25 mac léinn, 16 acu sin ó lonaid um Fhaisnéis do Shaoránaigh, an cháilíocht sin ó IT Shligigh.

The Citizens Information Board's participation in social policy work is based on its functions as set out in the Comhairle Act 2000:

"to support, promote and develop the provision of information on the effectiveness of current social policy and services and to highlight issues which are of concern to users of those services"

In carrying out this function, the Citizens Information Board relies heavily on Citizens Information Services (CISs) to identify, as part of their work, queries that have a policy feedback dimension. These are queries where:

- The services available are inadequate or inappropriate to meet the needs of the client
- Information is lacking or the information available is inaccurate or inappropriate
- Rules are not properly applied or legislation, such as employment legislation, is breached
- There are inequities, inconsistencies or anomalies in services
- The application process for benefits and services is too complex or too slow

The Citizens Information Board invites CISs to send in social policy records based on such queries. These are analysed and the policy issues arising are incorporated in pre-budget and other submissions to Government and in social policy reports. The full texts of these reports and submissions are available on the Citizens Information Board website (www.citizensinformationboard.ie).

During 2006 CISs submitted a total of 1,559 social policy records. This was an increase of 14% on the 2005 figure. Records in 2006 referred to a wide range of matters including income supports, housing, employment rights and immigration issues.



8



"tacú le soláthar na faisnéise faoi éifeachtúlacht beartais agus seirbhísí sóisialta reatha, agus an soláthar sin a chur chun cinn agus a forbairt agus saincheisteanna aibhsíú a bhfuil spéis ag úsáideoirí na seirbhísí sin iontu"

Agus an fheidhm sin á déanamh aige, tá an Bord um Phaisnéis do Shaoránaigh ag brath go mór ar Sheirbhísí um Phaisnéis do Shaoránaigh (CISanna) chun fiosruithe a aithint, le linn a gcuid oibre, a mbaineann gné aiseolaí bheartais leo. Is fiosruithe den chineál seo a leanas iad:

- Níl na seirbhísí atá ar fáil leordhóthanach nó níl siad cuí chun freastal ar riachtanais an chliaint
- Tá easpa faisnéise ann nó tá an phaisnéis atá ar fáil neamhchruiinn nó míchuí
- Níl rialacha á gcur i bhfeidhm i gceart nó tá reachtaíocht, cosúil le reachtaíocht fostáiochta, á sárú
- Tá éagothroimí, neamhchomhsheasmhachtaí nó aimhrialtachtaí sna seirbhísí
- Tá an próiseas um iarratais a dhéanamh ar shochair agus ar sheirbhísí ró-chasta nó ró-mhall larrann an Bord um Phaisnéis do Shaoránaigh ar CISanna taifid bheartais shóisialta bunaithe ar fiosruithe dá leithéid a sheoladh chucu. Déantar analís orthu agus cuimsítear na saincheisteanna bheartais a eascaíonn astu in aighnis réamh-bhuiséid agus eile chuig an Rialtas agus i dtuarascálacha bheartais shóisialta. Tá téacs iomlán na dtuarascálacha agus na n-aighneas sin ar fáil ar láithreán gréasáin an Bhoird um Phaisnéis do

Social welfare issues continued to make up the largest category of records received, followed by employment issues.

8.1 Social policy reports

Social Policy Quarterly Reports

The Social Policy Quarterly Reports produced by the Citizens Information Board contain a representative review of the social policy records compiled by information providers around the country. The data in the case studies provided by Citizens Information Services (CISs) and the Citizens Information Phone Service (CIPS) in social policy reports allow the Citizens Information Board to examine the type of problems experienced by clients.

Employment Rights – from information to redress

The people who seek information and advice on employment protection matters from CISs and CIPS are generally non-unionised employees who are most at risk of not being able to exercise their rights under employment legislation. They are often people in low-paid jobs or migrant workers.

Comhairle's social policy report, *Employment Rights – from information to redress*, highlights areas of concern based on evidence from social policy records. These concerns include failure to pay the minimum wage, problems obtaining holiday entitlements, confusion about the rights of part-time employees, abuses of the work permit system, illegal deductions from wages and difficulties accessing documentation from employers such as terms and conditions of employment, P60s and P45s. The report details numerous situations where migrant workers and other employees experience multiple breaches of employment protection legislation.

The report makes recommendations about specific aspects of employment legislation but points out that the most significant problem relates to

enforcement of existing legislation. The report also endorses the proposal to establish a single point of contact for all employment rights bodies.

Employment Rights – from information to redress was launched in August 2006 at a function attended by the media and policy makers who contributed to a lively discussion on employees' rights.

Pathways to information and services for foreign nationals

This research documents and evaluates pathways to information for foreign nationals and reviews the factors that help or hinder users in getting appropriate information. The study looks at the information needs of selected categories of foreign nationals, actual and potential barriers to information and the role of statutory and non-statutory agencies in information provision. In autumn 2006, a consultation meeting took place with representatives from Citizens Information Services and a number of non-governmental agencies involved in giving information to foreign nationals. The report will be published in mid-2007.

Shaoránaigh (www.citizensinformationboard.ie).

Le linn 2006, sheol CISanna 1,559 taifead beartais shóisialta isteach. Ba mhéadú 14% é sin ar fhigiúr 2005. Bhain taifid i 2006 le raon leathan ábhar lena n-áirítear tacáil ioncaim, tithíocht, cearta fostáiochta agus saincheisteanna inimirce. Bhí saincheisteanna leasa shóisialaigh fós mar an chatagóir taifead is mó a fuarthas agus bhí saincheisteanna fostáiochta sa dara háit.

8.1 Tuarascálacha beartais shóisialta

Tuarascálacha Beartais Shóisialta Ráithiúla

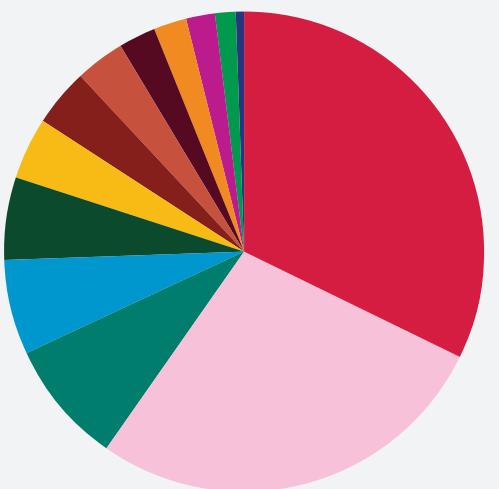
Tugann na Tuarascálacha Beartais Shóisialta Ráithiúla a thairgeann an Bord um Fhaisnéis do Shaoránaigh athbhreithniú ionadaíoch ar na taifid bheartais shóisialta tiomsaithe ag soláthraithe faisnéise ar fud na tíre. Cuireann sonraí na gcás-staidéar a sholáthraigheann na Seirbhísí um Fhaisnéis do Shaoránaigh (CISanna) agus an tSeirbhís Gutháin um Fhaisnéis do Shaoránaigh (CIPS) sna tuarascálacha beartais shóisialta ar chumas an Bhoird um Fhaisnéis do Shaoránaigh scrúdú a dhéanamh ar chineál na bhfadhbanna a bhíonn ag claint.

Social policy records by type of query in 2006

- Social Welfare (503)
- Employment (430)
- Health (131)
- Housing (99)
- Supplementary Welfare Allowance (86)
- Migration (64)
- Tax (61)
- Consumer (53)
- Education (38)
- Driving/Transport (36)
- Family (28)
- Law/Justice (25)
- Equality related (5)

Total: 1559

Taifid bheartais shóisialta de réir chineál an phiosruithe i 2006



Iomlán: 1559

Cearta Fostaiochta – ó fhaisnéis go ceartú

De ghnáth is fostaithe gan cheardchumainn iad na daoine a lorgaíonn faisnéis agus comhairle faoi ábhair chosanta fostáiochta ó CISanna agus CIPanna, an grúpa fostaithe is mó a bhfuil riosca ann nach mbeidh siad in ann a gcearta a fháil faoi reachtaíocht fostáiochta. Is minic gur daoine i bpoist ar phá íseal nó spailpí fánacha iad.

Aibhsíonn tuarascál bheartais shóisialta Chomhairle, *Employment Rights – from information to redress*, na réimsí ar cúiseanna imní iad de réir na fianaise a thagann ó thaifid bheartais shóisialta. Áirítear ar na cúiseanna imní sin mainneachtain an iospá a íoc, fadhbanna maidir le teidlíochtaí saoire a fháil, fuadar faoi chearta fostaithe páirtaimseartha, mí-úsáid an chórais cheadúnais oibre, asbhaintí mídhleathacha ó phá agus deacrachaí teacht ar chápéisí cosúil le téarmaí agus coinníollacha fostáiochta, P60anna agus P45anna ó fhostóirí. Déanann an tuarascál cur síos mionchruinn ar go leor cásanna inar sáraíodh reachtaíocht chosanta fostáiochta do spailpí fánacha agus d'fhostaithe eile.

Déanann an tuarascál moltaí faoi ghnéithe sonracha na reachtaíochta fostáiochta, agus luann sé

Housing and accommodation needs of people with disabilities

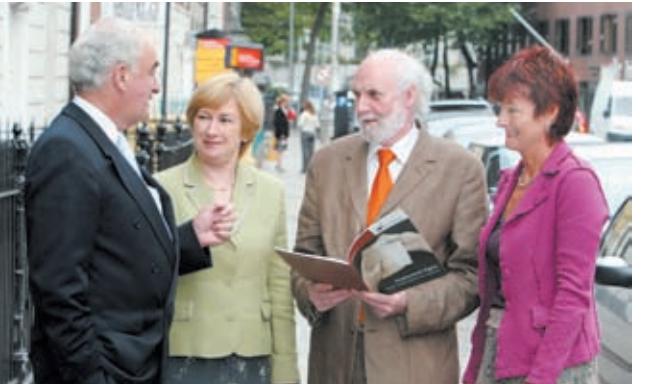
A joint Comhairle and Disability Federation of Ireland (DFI) study to explore the experiences and perspectives of people with disabilities attempting to access appropriate accommodation got underway in late 2006. The study considers the experiences of people (children and young people included) with mental health difficulties, intellectual disabilities, physical and/or sensory disabilities and acquired brain injury. The study aims to investigate their experiences with information, availability, access, grants and other supports for independent living. In December 2006 a preliminary research questionnaire was sent to a number of organisations which work with people with disabilities.

CIS policy feedback success on the Scheme of Community Support for Older People

A number of the recommendations contained in the 2005 Comhairle report on the Scheme of Community Support for Older People were wholly or partially adopted in the 2006 scheme. This report, based on social policy records, highlights the positive outcomes that can emanate from social policy feedback work. Announcing details of the scheme for 2006 on 3 May, Noel Ahern, Minister of State at the Department of Community Rural and Gaeltacht Affairs, acknowledged the contribution of Comhairle social policy feedback on the administration of the scheme.

8.2 Social policy submissions

Every year, the Citizens Information Board prepares a number of submissions on different areas of social policy. Submissions are made in response to invitations by government departments and working groups undertaking a review of an existing or a proposed new policy. All submissions are directly based on evidence from social policy records. Submissions are available on the Citizens Information Board website (www.citizensinformationboard.ie).



At the launch of *Employment Rights – from information to redress* are Chris Glennon, Chair; Leonie Lunny, Chief Executive; Michael Browne, report author; and Eileen Fitzgerald, Senior Manager Regional Services.

Ag seoladh Employment Rights – from information to redress tá Chris Glennon, Cathaoirleach; Leonie Lunny, Priomhfeidhmeannach; Michael Browne, údar na tuarascála; agus Eileen Fitzgerald, Bainisteoir Sinsearach Seirbhísí Réigiúnacha.

Comhairle Pre-Budget Submission

The main emphasis of the Pre-Budget Submission for the 2007 Budget was on low-income families and related income support and service issues. The submission linked in with policy recommendations agreed in *Towards 2016* and identified key policy considerations relating to the experience of low-income families in terms of equality of access to income and social services. It addressed issues that affect low-income families with children, people with disabilities and older people in low-income households.

Recommendations in the submission included the following:

- Targeted child income supports
- Family Income Support (FIS) improvements
- Addressing of welfare-to-work traps
- Community care services including home care packages and occupational therapy services
- Cost of disability payment for people with significant disabilities
- Payments to full-time carers

go mbaineann an fhadhb is suntasaí le forfheidhmiú na reachtaíochta reatha. Formhuiníonn an tuarascáil an moladh freisin pointe teagmhála amhán a bhunú do na comhlactaí cearta fostaiochta uile.

Lainseáladh Employment Rights – from information to redress i mí Lúnasa 2006 ag ócáid a d'fhreastail na meáin chumarsáide agus déantóirí beartais air, agus ghlac siad páirt in agallamh bríomhar faoi chearta fostaithe ann.

Conairí chuig faisnéis agus seirbhísí do náisiúnaigh choigríche

Taifeadann agus déanann an taighde seo meastóireacht ar chonairí chuig faisnéis do náisiúnaigh choigríche agus déanann sé athbhreithniú ar na factóirí a chuidíonn le húsáideoirí nó a chuireann isteach orthu agus iad ag iarraidh an fhaisnéis chuí a fháil. Féachann an staidéar ar riachtanais faisnéise catagóirí roghnaithe maidir le náisiúnaigh choigríche, bacainní iarbhir agus poitéinsiúla ar fhaisnéis agus ról na ngníomhaireachtaí reachtúla agus neamhreachtúla i soláthar na faisnéise. Tionóladh cruinniú comhchomhairle le hionadaithe na Seirbhísí um Fhaisnéis do Shaoránaigh agus roinnt gníomhaireachtaí neamhrialtais a bhfuil baint acu le faisnéis a thabhairt do náisiúnaigh choigríche i bhfómhar 2006. Foilseofar an tuarascáil i lár 2007.

Riachtanais titheóchta agus chóiríochta daoine faoi mhíchumas

Go déanach i 2006, cuireadh túis le comhstaidéar Chomhairle agus Chónaídhm na hÉireann um Dhaoin le Míchumas (DFI) a fhéachfaidh ar eispéiris agus dearcaí daoine faoi mhíchumas a bhíonn ag iarraidh teacht ar chóiríocht chuí. Measann an staidéar eispéiris na ndaoine (leanáí agus daoine óga san áireamh) le deacrachtá meabhairshláinte, míchumais intleachtúla, míchumais fhisiciúla agus/nó chéadfacha agus gortú inchinne faigte. Tá sé d'aidhm ag an staidéar scrúdú a dhéanamh ar a dtáithí ar fhaisnéis, infhaighteacht, rochtain, deontais agus tacáil eile don

mhaireachtáil neamhspleách. I mí na Nollag 2006, seoladh ceistneoir taighde tosaigh chuig roinnt eagraíochtaí a oibríonn le daoine faoi mhíchumas.

Rathúlacht aiseolaíse bheartais CISanna maidir leis an Scéim um Thacaíocht Phobail do Dhaoine Níos Sine

Glacadh i bpáirt nó go hiomlán le roinnt de na moltaí a cuimsíodh i dtuarascáil 2005 Chomhairle faoin Scéim um Thacaíocht Phobail do Dhaoine Níos Sine i scéim 2006. Léiríonn an tuarascáil seo, bunaithe ar thaifid bheartais shóisialta, na tortaí dearfacha ar féidir a bheith ar aiseolas faoi bheartas sósialta. Ag fógaírt sonraí scéim 2006 an 3 Bealtaine, thug Noel Ahern, an tAire Stáit ag an Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta, aitheantas don chabhair a thug aiseolas beartais shóisialta Chomhairle do riadarad na scíme.

8.2 Aighnis bheartais shóisialta

Gach bliain, ullmhaíonn an Bord um Fhaisnéis do Shaoránaigh roinnt aighneas faoi réimsí éagsúla an bheartais shóisialta. Déantar na haighnis mar fheagras ar chuirí ó ranna rialtais agus grúpaí oibre atá ag déanamh athbhreithnithe ar bheartas reatha nó beartas molta nua. Bíonn na haighnis uile bunaithe go díreach ar fhianaise ó thaifid bheartais shóisialta. Tá na haighnis ar fáil ar láithreán gréasáin an Bhoird um Fhaisnéis do Shaoránaigh (www.citizensinformationboard.ie).

Aighneas Réamh-Bhuiséid Chomhairle

Leagadh príomhbhéim an Aighnis Réamh-Bhuiséid do Bhuiséad 2007 ar theaghláigh ar ioncam íseal agus saincheisteanna bainteacha maidir le tacaíocht ioncam agus seirbhísí. Chuaigh an t-aighneas leis na moltaí beartais aontaithe in /dTreo 2016 agus d'aithin sé príomhghnéithe beartais a bhaineann le taithí teaghlaigh ar ioncam íseal ó thaobh chomhionannas na rochtana ar ioncam agus ar sheirbhísí sósialta de. Thug sé aghaidh ar shaincheisteanna a mbíonn

- Housing needs in relation to social housing provision, rent supplement and the exclusion of low-income earners from support
- A number of concerns relating to the administration of social services were also raised. These resulted from evidence supplied by CISs and the Citizens Information Phone Service both of which deal with the complex difficulties regularly faced by low-income families. CISs also gave more detailed feedback on these concerns at the Comhairle Pre-Budget Forum (held in July 2006) where key issues highlighted in social policy returns were discussed and



analysed.

Attending the Comhairle Pre-Budget Consultative forum were representatives from the CIS network and Comhairle: Standing: Caitriona Ryan, Breda Gormally, Martina Cronin, Anne McCloskey, Geraldyn McGarry (Comhairle), Teresa Kelly and Andrew McCann. Seated: Michael Browne (Comhairle), Sinéad Hyland (Comhairle) and Stella O'Brien

Ag freastal ar Fóram Comhairliúcháin Réamh-Bhuiséid Chomhairle bhí ionadaithe ó líonra CIS agus ó Comhairle: Ina seasamh: Caitriona Ryan, Breda Gormally, Martina Cronin, Anne McCloskey, Geraldyn McGarry (Comhairle), Teresa Kelly agus Andrew McCann. Ina sui: Michael Browne (Comhairle), Sinéad Hyland (Comhairle) agus Stella O'Brien

Other submissions

During 2006 Comhairle responded to calls for submissions to the following:

- Family Support Agency (FSA) on strategy for 2007–2009
- Task Force on Active Citizenship
- The National Economic and Social Forum (NESF)

project team on improving the delivery of quality public services

- Interim Health Information and Quality Authority (HIQA) on the delivery of health and social services
- National Disability Authority Strategic Plan for 2007–2009
- Mainstreaming Social Inclusion to the Combat Poverty Agency

These submissions are available on the Citizens Information Board website (www.citizensinformationboard.ie).

8.3 Voice: influencing social policy

Voice is a Citizens Information Board newsletter which highlights the concerns of users of information services. It reports back to information providers on how these issues are documented as evidence in submissions and reports to government agencies and departments. The newsletter also documents how policy can be influenced at local and national level. Two editions of *Voice* were published in 2006 and distributed to Citizens Information Services (CISs) and other voluntary organisations.

8.4 Social policy training

Eleven social policy training events were presented in 2006 around the country. Five half-day courses were delivered regionally under the Information Providers Training Programme (FETAC accredited). A level 1 social policy training course, Social Policy – Making a Difference at Local and National Level, was delivered in Region 1. Another five social policy training events were provided outside the scheduled calendar of training events. One event was organised as part of a pilot project devised by Cavan Social Policy Network to identify and progress social policy issues with local service providers. The others were provided at the request of CIS Development Managers.

tionchar acu ar theaghlach ar ioncam íseal le leanáí, daoine faoi mhíchumas agus daoine níos sine i dteaghlach ar ioncam íseal.

- Áiríodh na moltaí seo a leanas san aighneas:
- Tacaí ioncaim dirithe ar leanáí
 - Feabhas ar Thacaíocht ioncaim Teaghlaigh (FIS)
 - Aghaidh a thabhairt ar ghaistí maidir le haistriú ó leas sóisialach go dtí an obair
 - Seirbhísí cúraim phobail lena n-áirítear pacáistí cúraim bhaile agus seirbhísí teiriú saothair
 - Costas íocaíochta míchumais do dhaoine faoi mhíchumas suntasach
 - Íocaíochtaí le cúramóirí lánaimsearcha
 - Riachtanais tithíochta i ndáil le soláthar tithíochta sóisialta, forlónadh cíosa agus eisiamh saothraithe ioncaim ísil ó thacaíocht

Ardaíodh roinnt cúiseanna imní freisin a bhain le riarradh na seirbhísí sóisialta. D'eascair siad as fianaise a sholáthar CISanna agus an tSeirbhís Gutháin um Fhaisnéis do Shaoránaigh, dhá eagraíocht a dhéileáinn go rialta leis na deacrachtá casta a bhíonn ag teaghlaigh ar ioncam íseal. Thug CISanna aiseolas níos mionchruiinne faoi na cúiseanna imní sin ag Fóram Réamh-Bhuiséid Chomhairle (a tionóladh i mí Iúil 2006) áit ar pléadh agus ar anailísíodh príomh-shaincheisteanna a aibhsíodh i dtuairisceán bheartais shóisialta.

Aighnis Eile

Le linn 2006, rinne Comhairle aighnis mar thoradh ar na glaonna seo a leanas:

- An Ghníomhaireacht um Thacaíocht Teaghlaigh (FSA) faoi straitéis 2007–2009
- An Tascfhórsa ar Shaoránacht Ghníomhach Foireann tionscadail an Fhóram Náisiúnta Eacnamaíoch agus Shóisialta (NESF) faoi fheabhas a chur ar sheachadadh seirbhísí poiblí ar chaighdeán ard
- An túdarás Eatramhach um Fhaisnéis agus Cáilíocht Sláinte (HIQA) faoi sheachadadh seirbhísí sláinte agus sóisialta

- Plean Straitéiseach an Údarás Náisiúnta um Míchumas 2007–2009
- Cuimsitheacht Shóisialta a Phríomhshruithe don Ghníomhaireacht do Chomhrac na Bochtaine Tá na haighnis seo ar fáil ar láithreán gréasáin an Bhoird um Fhaisnéis do Shaoránaigh (www.citizensinformationboard.ie)

8.3 Voice: ag dul i gcion ar bheartas sóisialta

Is nuachtlitir de chuid an Bhoird um Fhaisnéis do Shaoránaigh é *Voice* a aibhsíonn cúiseanna imní úsáideoirí na seirbhísí faisnéise. Tugann sé tuairisc do sholáthraithe faisnéise faoi conas a thaifeadtar na saincheisteanna sin mar fhianaise in aighnis agus i dtuairisci do ghníomhaireachtaí agus ranna rialtais. Déanann an nuachtlitir cur síos freisin ar conas is féidir dul i gcion ar bheartas ar leibhéal áitiúil agus náisiúnta. Foilsíodh dhá eagrán de *Voice* i 2006 agus scaipeadh ar na Seirbhísí um Fhaisnéis do Shaoránaigh (CISanna) agus ar eagraíochtaí deonacha eile iad.

8.4 Oiliúint ar bheartas sóisialta

Cuireadh aon imeacht déag um oilyúint ar bheartas sóisialta i láthair ar fud na tíre i 2006. Seachadadh cúig chúrsa leathlae go réigiúnach faoi Chlár Oiliúna na Soláthraithe Faisnéise (creidiúnaithe ag FETAC). Seachadadh cúrsa oilyúna leibhéal 1 ar bheartas sóisialta, Social Policy – Making a Difference at Local and National Level, i Réigiún 1. Soláthraíodh cúig imeacht oilyúna ar bheartas sóisialta sa bheis ar na himeachtaí oilyúna sceidealta. Eagraíodh imeacht amháin mar chuid de thionscadal píolóta deartha ag Líonra Beartais Shóisialta an Chabháin chun saincheisteanna beartais shóisialta a aithint agus a chur chun cinn le soláthraithe seirbhísí áitiúla. Soláthraíodh na cinn eile ar iarratas Bainisteoirí Forbartha CISanna.

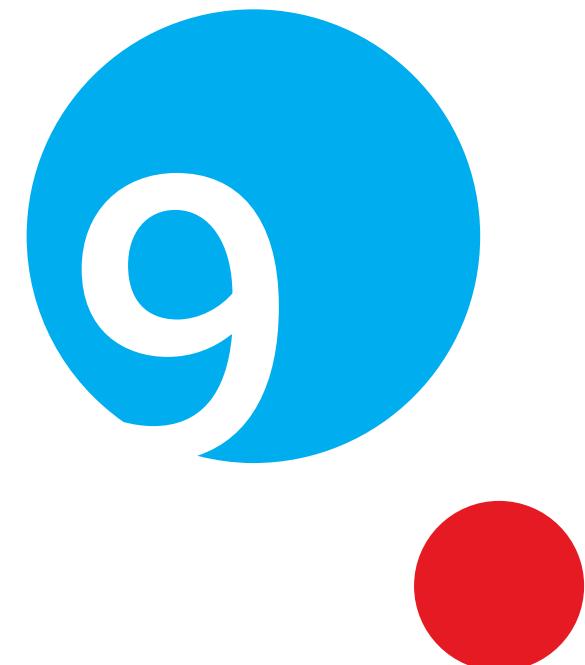
The Citizens Information Board's fourth strategic priority is to enhance accessibility to information, advice and advocacy services with particular reference to vulnerable groups and those most in need. Vulnerable groups in society are often most in need of social and civil services but may have great difficulty in accessing them. Identifying barriers to access and putting initiatives in place to combat them is central to the work of the Citizens Information Board. This chapter looks in more detail at barriers to access and reports on specific projects that dealt with accessibility in 2006.

Comhairle won two O2 Ability Awards in 2006 – in the categories of Environmental Accessibility and Learning, Development and Progression. The awards reward organisations that recognise the contribution that people with disabilities can make to business, thus encouraging other organisations to do the same.

9.1 Barriers to access

Barriers to access include:

- **Knowledge barriers** such as awareness of services
- **Social and cultural barriers** such as ethnic differences, language, religion, and ability/disability
- **Physical barriers** relating primarily to the built environment, including barriers for people with disabilities and barriers for people living in remote rural locations



Promoting accessibility Inrochtaineacht a chur chun cinn

Is é an ceathrú tosaíocht straitéiseach de chuid an Bhoird um Fhaisnéis do Shaoránaigh feabhas a chur ar inrochtaineacht na seirbhísí faisnéise, comhairle agus abhcóideachta le béim ar leith ar ghrúpaí leochaileacha agus na daoine is mó a bhíonn ina ngátar. Is minic a bhíonn seirbhísí sóisialta agus sibhialta de dhíth ar ghrúpaí leochaileacha sa tsochaí ach go mbíonn an deacracht is mó ag na grúpaí sin teacht orthu. Tá faisnéis, agus, le deireanas, comhairle agus abhcóideachta, riachtanach chun a chinntíú go mbíonn rochtain ag na grúpaí sin. Is cuid lárnach d'obair an Bhoird um Fhaisnéis do Shaoránaigh bacanní ar rochtain a aithint agus tionscnamh a bhunú chun dul i ngleic leis na bacanní sin. Féachann an chaibidil seo ar bhacanní ar rochtain ar bhealach níos mionchruinne agus tugann sé tuairisc ar thionscadail shonracha a bhain le hinrochtaineacht i 2006.

Bhuaigh Comhairle dhá Ghradam Inniúlachta O2 i 2006 – sna catagóirí Inrochtaineacht Timpeallachta agus Foghlaim, Forbairt agus Dul Chun Cinn. Bronntar na gradaim ar eagraíochtaí a thuigeann féidearthacht daoine faoi mhíchumas cabhrú leis an ngnó, rud a spreagann eagraíochtaí eile an rud céanna a dhéanamh.

- **Communications barriers** which include language, access to technology and the use of assistive technologies

Knowledge barriers

Promotion and awareness of services offered by the Citizens Information Board is a key aspect of accessibility. People looking for information need to know where to find it. In 2006 Comhairle continued to raise awareness of the three information channels to ensure that people know where and how they can access information, advice and advocacy as a gateway to services at the most appropriate level. Publicity around the three-channel message has resulted in an increase in the overall awareness of Citizens Information.

Social and cultural barriers

Social and cultural barriers are addressed by targeting relevant information at the groups who need it. Foreign nationals living in Ireland were a particular focus of activity in 2006 with Citizens Information Services (CISs) recruiting foreign national volunteers to support translation services.

The Citizens Information Board also works with various organisations targeting marginalised groups to ensure that relevant information reaches them. The *Newcomers Guide* produced in different languages by CISs in the south-east is an example of this. The Information Age campaign, initiated in 2006, is another example. This is a major project aimed at developing a targeted approach to providing information to older people. (Chapter 6 has further information on these and other partnerships.)

Comhairle continued to work closely during 2006 with Treoir and the Immigrant Council of Ireland to ensure that relevant information reached lone parents and foreign nationals.

During 2006 Comhairle also entered an agreement with Inclusion Ireland to work in partnership to advise, among other things, on

the accessibility of Comhairle's publications for people with intellectual disabilities and to provide training to Comhairle and CIS staff in the area of intellectual disability.



Pictured at the opening of 'A Traveller's Ireland' in Kilkenny CIC are Eileen Fitzgerald, Senior Manager, Regional Services; John Paul Collins, Pavee Point; Councillor Seán Ó hArgáin, Mayor of Kilkenny and Martin Collins, Pavee Point.

Ag oscailt 'A Traveller's Ireland' i CIC Chill Chainnigh tá Eileen Fitzgerald, Bainisteoir Sinsearach Seirbhísí Réigiúnacha; John Paul Collins, Pavee Point; Comhairleoir Seán Ó hArgáin, Méara Chill Chainnigh agus Martin Collins, Pavee Point.

Physical barriers

The Citizens Information Board has engaged in a programme of supporting Citizens Information Services (CISs) to make their premises fully accessible to people with disabilities so that services and employment opportunities are equally available to all.

A programme to improve access for people with disabilities was introduced in 2003 arising from the results of an audit of all Citizens Information Centre (CIC) premises. In 2006, Comhairle continued its policy of upgrading access to all CIC premises.

Of the 105 centres, 102 are currently fully accessible to service users and 83 are accessible both to service users and to employees with disabilities. This represents a doubling in the number of accessible centres since 2003.

Outreach services improve accessibility for people who may have difficulty travelling to a Citizens

9.1 Bacainní ar rochtain

Is iad seo a leanas roinnt bacainní ar rochtain:

- Bacainní eolais cosúil le feasacht ar sheirbhísí
- Bacainní sóisialta agus cultúrtha cosúil le difriochtaí eitneacha, teanga, creidimh agus cumaíocht/míchumais
- Bacainní fisiciúla a bhaineann den chuid is mó leis an timpeallacht thóghtha, bacainní ar dhaoine faoi mhíchumas agus bacainní ar dhaoine a chónaíonn i láithreacha tuaithe iargúlta san áireamh
- Bacainní cumarsáide lena n-áirítear teanga, rochtain ar theicneolaíocht agus úsáid teicneolaíochtaí oiriúnaitheacha

Bacainní eolais

Is gné lárnach den inrochtaineacht é cur chun cinn agus feasacht ar sheirbhísí a chuireann an Bord um Phaisnéis do Shaoránaigh ar fáil. Ní mór do dhaoine ag lorg faisnéise a bheith ar an eolas faoi cá háit a bhfuil sí ar fáil. I 2006, lean Comhairle ar aghaidh ag ardú feasachta ar na trí chainéal faisnéise chun a chinntí go dtuigeann daoine cá háit agus conas is féidir leo teacht ar phaisnéis, chomhairle agus abhcóideacht mar bhealach isteach ar sheirbhísí ag an leibhéil is cuí. Mar thoradh ar an bpoiblíocht a rinneadh ar theachtaireacht na dtrí chainéal, tá méadú tagtha ar an bhfeasacht tríd is tríd ar Phaisnéis do Shaoránaigh.

Bacainní sóisialta agus cultúrtha

Tugtar aghaidh ar bhacainní sóisialta agus cultúrtha trí phaisnéis ábhartha a spriocdhíriú ar na grúpaí a bhfuil sé de dhíth orthu. Bhí fócas ar leith ag gníomhaíochtaí i 2006 ar náisiúnaigh choigríche ina gcónaí in Éirinn, le Seirbhísí um Phaisnéis do Shaoránaigh (CISanna) ag earcú saorálaithe ar náisiúnaigh choigríche iad chun tacú le seirbhísí aistriúcháin.

Tá an Bord um Phaisnéis do Shaoránaigh i gcompháirtíocht le heagraíochtaí éagsúla thírithe ar ghrúpaí imeallaíthe freisin chun a chinntí go bhfaigheann siad faisnéis ábhartha. Eiseamláir de sin

ná an *Newcomers Guide* a thairg CISanna san oirdheisceart i dteangacha éagsúla. Eiseamláir eile ná an feachtas Information Age ar cuireadh túis leis i 2006. Is tionscadal tábhachtach é sin le haidhm cur chuige spriocdhírithe a fhorbairt maidir le faisnéis a sholáthar do dhaoine níos sine. (Tá níos mó faisnéise fúthu seo agus faoi chomhpháirtíochtaí eile i gCaibidil 6.)

D'oibrigh Comhairle i ndlúth-chomhpháirtíochtaí le Treoir agus Comhairle Inimirce na hÉireann arís i 2006 chun a chinntí go bhfuair tuismitheoirí aonair agus náisiúnaigh choigríche faisnéis ábhartha.

Le linn 2006, rinne Comhairle comhaontú le Inclusion Ireland freisin, chun oibriú i gcompháirtíocht leis, chun comhairle a fháil faoi inrochtaineacht fhoilseacháin Chomhairle do dhaoine faoi mhíchumas intleachtúil, i measc eile, agus chun oiliúint a chur ar fhoirne Chomhairle agus CISanna i réimse an mhíchumais intleachtúil.



Caroline Casey, Priomhfeidhmeannach, the Aisling Foundation, Leonie Lunny, Priomhfeidhmeannach, Frank Fahey TD (Aire Stáit ag an Roinn Dlí agus Cirt, Comhionannais agus Athchóirithe Dlí) agus Danuta Grey, O2 ag an Grámad Inniúlachta O2.

Caroline Casey, Chair of the Aisling Foundation, Leonie Lunny, Chief Executive, Frank Fahey TD (Minister of State at the Department of Justice, Equality and Law Reform) and Danuta Gray of O2 at the O2 Ability Awards

Bacainní fisiciúla

Chuir an Bord um Phaisnéis do Shaoránaigh clár tacaíochta ar fáil chun cabhrú le Seirbhísí um Phaisnéis

Information Centre. Additionally, two mobile units are available for use by Citizens Information Services. In 2006 these units were used by 14 CISs for a total of 43 weeks.

Communications barriers

The new Citizens Information website (www.citizensinformation.ie) is fully accessible to users with disabilities. The Citizens Information Phone Service (CIPS) offers a range of communication channels: phone email, text message, Live Advisor service (a confidential one-to-one web-based chat room) and videophone with Irish Sign Language interpretive service (by appointment). The Citizens Information Board provides publications, on request, in Braille, large print, signed video and audiotape.

Other regional initiatives to tackle communications barriers include Limerick CIS's project with the Paul Partnership to provide clinics for Deaf people in Irish Sign Language (ISL).

9.2 Interpretative service for people who are Deaf

A major initiative in 2006 was the publication of the *Review of Sign Language Interpretation Services and Service Requirements in Ireland*. This review was undertaken in response to the Department of Social and Family Affairs Outline Sectoral Plan 2004 which required Comhairle to prepare a scheme relating to sign language interpretation services in Ireland. As a result of the review, a new organisation, the Sign Language Interpreting Service (SLIS), is being set up.

Prospectus was commissioned to carry out this review of interpreting services. During the consultative process, it held workshops with members of the Deaf Community such as the Irish Deaf Society and the National Association of the Deaf, public sector service providers and organisations such as Irish Sign Link, and other individuals with a particular expertise or involvement in the area.

The resulting report highlights issues of concern and recommends a model for future delivery of services. The estimated 5,000 Deaf people in Ireland whose first language is Irish Sign Language (ISL) have fewer than 50 sign language interpreters available to them. This makes it very difficult for people who are Deaf to access basic state and other services. It can create almost insurmountable barriers for Deaf people trying to access emergency medical, legal or other services.



The report recommends a phased approach to service delivery:

Phase 1 (cost estimated at €1.35 million)

- The establishment (in the years 1 to 3) of a new entity – the Sign Language Interpreting Service (SLIS) – to develop and deliver quality sign language interpretation (SLI) services and commence piloting remote interpreting.
- This new entity, SLIS, with appropriate funding levels to ensure effective service delivery, will put in place a responsive, professional and user-friendly central booking system and

do Shaoránaigh (CISanna) a n-áitribh a dhéanamh go hiomlán inrochtana ag daoine faoi mhíchumais, chun go mbeadh seirbhísí agus deiseanna fostaiochta ar fáil do gach duine ar bhonn comhionann.

Tugadh clár isteach i 2003 chun feabhas a chur ar rochtain daoine faoi mhíchumas mar thoradh ar thorthaí iniúchta ar áitribh uile na n-ionad um Fhaisnéis do Shaoránaigh (CIC). I 2006, lean Comhairle ar aghaidh lena beartas chun rochtain ar áitribh uile CIC a uasghrádú.

As na 105 ionad, tá rochtain iomlán ag úsáideoirí seirbhíse ar 102 acu, agus tá rochtain ag úsáideoirí seirbhíse agus fostaithe faoi mhíchumas araon ar 83 acu. Ciallaíonn sé sin go bhfuil dhá uair líon na n-ionad inrochtana ann anois ná mar a bhí ann i 2003. Cuireann seirbhísí for-rochtana feabhas ar inrochtaineacht do dhaoine a d'fhéadfadh sé a bheith deacair orthu taisteal go hlonad um Fhaisnéis do Shaoránaigh agus tá dhá aonad shoghluaise, ceann amháin inrochtana ag cathoir rothaí, a fhéadann Seirbhísí um Fhaisnéis do Shaoránaigh iad a úsáid. I 2006, d'úsáid 14 CIS an dá aonad shoghluaise ar feadh 43 seachtain san iomlán.

Bacáinní cumarsáide

Tá an láithreán gréasán nua um Fhaisnéis do Shaoránaigh (www.citizensinformation.ie) inrochtana go hiomlán ag úsáideoirí faoi mhíchumas. Cuireann an tSeirbhís Gutháin um Fhaisnéis do Shaoránaigh (CIPS) raon cainéal cumarsáide ar fáil lena n-áirítear ríomhphost (trí www.citizensinformation.ie nó ríomhphost díreach chuig CIPS), téacstechtaireacht (sms), seirbhís Comhairleora Bheo (seomra cainte gréasánbhunaithe duine le duine agus faoi rún) agus físguthán le seirbhís teangaireachta Theanga Chomharthaíochta na hÉireann (faoi réir coinne). Soláthraíonn an Bord um Fhaisnéis do Shaoránaigh foilseacháin, ar iarratas, i mBraille, cló mór, físteip le teanga chomharthaíochta agus téip fuaime.

Airítear ar thionscnaimh réigiúnacha eile chun dul i ngleic le bacáinní cumarsáide tionscadal CIS

Luimnígh leis an gComhpháirtíocht Paul chun clinicí i dTeanga Chomharthaíochta na hÉireann (ISL) a sholáthar do dhaoine bodhra.

9.2 Seirbhís teangaireachta do dhaoine Bodhra

Tionscnamh móri i 2006 ná foilsíú *Review of Sign Language Interpretation Services and Service Requirements in Ireland*. Rinneadh an t-athbhreithniú sin mar fhreagra ar Phlean Earnála Imlíne 2004 na Roinne Gnóthaí Sóisialta agus Teaghláigh a d'éisigh ar Comhairle scéim a ullmhú a bhain le seirbhísí teangaireachta teanga comharthaíochta in Éirinn. Mar thoradh ar an athbhreithniú, tá eagraíocht nua, Seirbhís Teangaireachta na Teanga Comharthaíochta (SLIS) á bunú.

Coimisiúnaíodh Prospectus chun an t-athbhreithniú sin a dhéanamh ar sheirbhísí teangaireachta. Le linn an phróisis chomhairliúcháin, thionól sé ceardlanna le baill an phobail Bhodhair cosúil le Cumann Daoine Bodhra na hÉireann agus Cumann Náisiúnta na mBodhar, soláthraithe seirbhise san earnáil phoiblí agus eagraíochtaí cosúil le Irish Sign Link agus daoine eile le saineolas ar leith nó rannpháirtíocht ar leith sna saincheisteanna.

Aibhsíonn an tuarascáil a eisíodh mar thoradh air sin cúiseanna imní agus molann sé samhail do sheachadadh seirbhísí sa todhchaí. Tá níos lú ná 50 ateanga teanga comharthaíochta ar fáil don thart ar 5,000 duine Bhodhra in Éirinn a bhfuil Teanga Chomharthaíochta na hÉireann (ISL) mar a gcéad teanga acu. Mar sin, bíonn sé an-deacair ar dhaoine Bodhra teacht ar sheirbhísí bunúsacha stáit agus eile. Féadann sé bacáinní beagnach dosháraithe a chruthú do dhaoine Bodhra atá ag iarraidh teacht ar sheirbhísí Leighis éigeandála, dlí nó eile.

Molann an tuarascáil cur chuige céimnithe maidir le seachadadh na seirbhísé:

Pas 1 (costas measta €1.35 milliún)

- Bunú (i mblianta 1 go 3) aonán nua – Seirbhís

develop a repository of relevant management information on SLI services as a key data source for future developments.

- SLIS will also assess the appropriate technology for SLI services in Ireland, highlight the benefits of technology-enabled remote interpreting (for example, the use of videophone and webcam) to complement face-to-face interpreting and plan and pilot the use of appropriate technology.

Phase 2 (cost estimated at €1.6 million)

- Development (in years 4 to 6) and rollout of remote interpreting services.
- Videophones and other appropriate technology will be installed in public service locations.
- SLIS interpreters will be employed or contracted to meet demand and staff the service on a rota basis.



Pictured at the launch of *Review of Sign Language Interpretation and Services in Ireland* are Tony McQuinn, Development and Support Services and Katie Burke, Director of Prospectus and author of the report.

Ag seoladh Review of Sign Language Interpretation and Services in Ireland tá Tony McQuinn, Bainisteoir Sinsearach, Seirbhí Forbatha agus Tacaíochta agus Katie Burke, Stiúrthóir Prospectus agus údar na tuarascála.

The Sign Language Interpreting Service (SLIS) will be funded and supported by the Citizens Information Board. It will be managed by an independent board of management and will be staffed by a team of manager, finance officer, administrative/booking officer and part-time project manager. An SLI

Advisory Group (to be established in 2007) will include stakeholders from the Deaf Community, representative organisations, advocacy groups, users of SLI services and service providers, interpreter associations and international experts.

As recommended in the report, a steering group was set up to establish the new organisation. It is chaired by Anne Coogan (Chairperson of Irish Sign Link). The group's work began in September 2006 and, to date, includes the following:

- A new organisation called the Sign Language Interpreting Service is being established as a limited company. The board members will be appointed by the Citizens Information Board and will include steering group members as well as additional members who will bring an appropriate mix of skills and experience to the service
- A manager and staff are to be recruited
- Suitable premises are being acquired
- Plans are in preparation for the commencement of the Sign Language Interpreting Service in April 2007

9.3 Web accessibility

The Citizens Information website was designed from the start to be accessible to all users, including those with disabilities using assistive technology software such as screen readers. The site complies with the WAI (Web Accessibility Initiative) Web Content Accessibility Guidelines, as developed by the World Wide Web Consortium.

Users can adjust the display including the colour and size of text, line-spacing size and background colour. The site is accessible using any browser. It delivers information in French, Romanian and Polish in addition to Irish and English. The Citizens Information Board website (www.citizensinformationboard.ie) carries all the Board's publications in accessible HTML.

Teangaireachta na Teanga Comharthaíochta (SLIS) – chun seirbhísí teangaireachta teanga comharthaíochta (SLI) ar ardchaighdeán a fhorbairt agus a sheachadadh agus chun tionscadail phíolóta de chiantearachta a dhéanamh.

- Cuirfidh an t-aonán nua, SLIS, le leibhéal chuí mhaoinithe chun seachadadh éifeachtúil seirbhise a chinntíú, córas áirithinte lárnach, freagrach, gairmiúil agus éasca le húsáid ar fáil agus forbróidh sé acmhainn d'fhaisnéis bhainistíochta chuí faoi sheirbhísí SLI a bheidh mar phríomhfhoinsé sonraí d'fhorbairt sa todhchaí.
- Déanfaidh SLIS measúnacht freisin ar an teicneolaíocht chuí do sheirbhísí SLI in Éirinn, aibhseoidh sé na tairbhí a bhaineann le ciantearachta trí mheán na teicneolaíochta (mar shampla, úsáid físguthán agus ceamara gréasáin) chun tacú le teangaireachta aghaidh ar aghaidh, agus pleanálfайдh agus bainfidh sé úsáid phíolóta as an teicneolaíocht chuí.

Pas 2 (costas measta €1.6 milliún)

- Forbairt (i mblianta 4 go 6) agus cur i ngníomh seirbhísí ciantearachta.
- Suiteálfar físguthán agus teicneolaíocht chuí eile i láithreacha seirbhise poiblí.
- Fostófar ateangairí SLIS nó cuirfear ar conradh iad chun freastal ar éileamh agus chun an tseirbhís a chur ar fáil de réir uainchláir. Maoineoidh agus tacóidh an Bord um Fhaisnéis do Shaoránaigh le Seirbhís Teangaireachta na Teanga Comharthaíochta (SLIS). Bainisteoidh bord bainistíochta neamhspleách é agus beidh foireann de bhainisteoir, oifigeach airgeadais, oifigeach riarracháin/áirithinte agus bainisteoir tionscadail páirtaimseartha aige. Cuimseoidh Grúpa Comhairleach SLI (a bhunófar i 2007) lucht leasmhar ón bPobal Bodhar, eagraíochta ionadaíocha, grúpaí abhcóideachta, úsáideoirí seirbhísí SLI agus soláthraithe seirbhise, cumainn ateangairí

agus saineolaithe idirnáisiúnta.

Mar a moladh sa tuarascáil, bunaíodh grúpa stiúrtha chun an eagraíocht nua a bhunú. Tá Anne Coogan (Cathaoirleach Irish Sign Link) ina cathaoirleach air. Cuireadh tú le hobair an ghrúpa i mí Mheán Fómhair agus go dtí seo áirítéar na nithe seo a leanas air:

- Tá eagraíocht nua ar a dtugtar Seirbhís Teangaireachta na Teanga Comharthaíochta á



bunú mar chuideachta theoranta. Ceapfaidh an Bord um Fhaisnéis do Shaoránaigh baill an bhoird, agus beidh baill an ghrúpa stiúrtha agus baill bhreise san áireamh, a thabharfaidh meascán cuí scileanna agus taithí don tseirbhís. - Earcófar bainisteoir agus foireann - Tá áitreabh cuí á fháil - Tá pleananna á ndéanamh chun tú a chur leis an tSeirbhís Teangaireachta na Teanga Comharthaíochta i mí Aibreáin 2007. Ag seoladh na tuarascála tá Chris Glennon, Cathaoirleach Chomhairle, Anne Coogan, Cathaoirleach Irish Sign Link agus Katie Burke, Stiúrthóir Prospectus agus údar na tuarascála.

Ag seoladh Review of Sign Language Interpretation and Services in Ireland tá Tony McQuinn, Comhairle agus Katie Burke, Stiúrthóir Prospectus agus údar na tuarascála.

Ag seoladh na tuarascála tá Chris Glennon, Cathaoirleach, Anne Coogan, Cathaoirleach Irish Sign Link agus Katie Burke, Stiúrthóir Prospectus agus údar na tuarascála.

9.4 Assist Ireland

Assist Ireland is an online database of information about aids and appliances (or assistive technology) for older people and people with disabilities. It was launched in June 2005 by the Minister for Social and Family Affairs, Séamus Brennan TD, and has received very positive feedback both from the public and professional users. Assist Ireland content is in constant development. The addition of new product content during 2006 created 1,000 entries. At the end of 2006 the database offered details of more than 6,000 products from almost 200 Irish suppliers.

The database also contains more than 30 comprehensive information sheets, which are useful tools both for the public and professionals who use the website. These information sheets help to explain the many different types of equipment available and what people should consider when choosing equipment to assist them in their daily living.

Assist Ireland website users in 2006	
January	53,000
February	52,800
March	71,000
April	58,700
May	77,570
June	72,350
July	72,350
August	75,000
September	79,350
October	77,770
November	68,153
December	72,185

Users of the website in 2006 averaged 70,000 monthly. In addition, the query support service has experienced a steady increase in demand since the website's launch. During 2006 queries

increased from just over a hundred calls per month to an average of almost 200 queries per month. Queries are received, in the main, from people using the dedicated Assist Ireland lo-call phone number and the support email address.



Pictured at the launch of the report on Sign Language Interpretation Services are Chris Glennon, Chair, Anne Coogan, Chair of Irish Sign Link and Katie Burke, Director of Prospectus and author of the report.

9.3 Inrochtaineacht ghréasáin

Ón túis, dearadh an láithreán gréasáin um Phaisnéis do Shaoránaigh chun go mbeadh sé inrochtana ag na húsáideoirí uile, daoine faoi mhíchumas ag baint úsáide as bogearraí teicneolaíochta oiriúnaithí cosúil le lítheoirí scáileáin san áireamh. Cloíonn an suíomh leis na WAI (Web Accessibility Initiative) Web Content Accessibility Guidelines, a d'fhorbair an World Wide Web Consortium.

Féadann úsáideoirí an scáileán taispeána a choigeartú, an dath agus méid an chló, an spás idir línte agus dath an chúrla san áireamh. Tá an suíomh inrochtana ag na brabhsálaithe uile. Cuireann sé faisnéis ar fáil sa bhFraincis, sa Rómáinis, agus sa Pholainnis, i dteannta na Gaeilge agus an Bhéarla. Tá foilseacháin uile an Bhoird le fáil in HTML inrochtana ar láithreán gréasáin an Bhoird um Phaisnéis do Shaoránaigh (www.citizensinformationboard.ie).

9.4 Assist Ireland

Is bunachar sonrai ar líne é Assist Ireland a thugann faisnéis faoi áiseanna cúnaimh agus gairis (nó teicneolaíocht oiriúnaitheach) do dhaoine níos sine agus daoine faoi mhíchumas. Sheol an tAire Gnótháif Sóisialta agus Teaghlaigh, Séamus Ó Braonáin TD, é i mí an Mheithimh 2005, agus tá aiseolas an-dearfach faigte faoin suíomh ó bpobal agus ó úsáideoirí gairmiúla arao. Tá ábhar Assist Ireland á fhorbairt i gcónaí. Cuireadh 1,000 iontráil nua isteach le linn 2006 mar thoradh ar phaisnéis nua faoi thaigí. Ag deireadh 2006, thug an bunachar sonrai eolas faoi níos mó ná 6,000 tarige ó bheagnach 200 soláthraí Éireannacha.

Úsáideoirí láithreán gréasáin Assist Ireland i 2006

Éanáir	53,000
Fheabhra	52,800
Márta	71,000
Aibreán	58,700
Bealtaine	77,570
Meitheamh	72,350
Iúil	72,350
Lúnasa	75,000
Meán Fómhair	79,350
Deireadh Fómhair	77,770
Samhain	68,153
Nollaig	72,185

Tá níos mó ná 30 bileog faisnéise chuimsitheacha sa bhunachar sonrai freisin, ar urlís úsáideacha don phobal agus don lucht gairmiúil a úsáideann an láithreán gréasáin arao. Míníonn na bileoga faisnéise na cineálacha éagsúla trealaimh atá ar fáil agus na rudaí ar chóir do dhaoine iad a mheas nuair atá siad ag roghnú trealaimh chun cabhrú leo ina saol laethúil.

Ar an meán i 2006, bhain 70,000 duine úsáid as an láithreán gréasáin gach mí. Chomh maith leis sin, tá méadú seasta tagtha ar na fiosruithe faigte ag an tseirbhís tacaíochta fiosruithe ó seoladh an láithreán gréasáin. Le linn 2006, mhéadaigh fiosruithe ó bheagán níos mó ná céad glao in aghaidh na míosa chuit beagnach 200 fiosrú, ar an meán, in aghaidh na míosa. Faigtear fiosruithe, den chuid is mó, ó dhaoine atá ag baint úsáide as an uimhir ghutháin lóglao thiomanta de chuid Assist Ireland agus as an seoladh ríomhphoist le haghaidh tacálochta.

"Enhancing Ireland's competitive advantage in a changing world economy and building sustainable social and economic development." (*Towards 2016*).

10.1 Organisational development

Partnership Steering Group

The steering group is made up of representatives from management, staff and unions. It dealt with a range of organisation-wide initiatives in 2006. These included actively participating in the development of the Citizens Information Strategic Plan 2006–2009 and the second Modernisation Action Plan.

An Employee Well-Being Programme was developed and successfully implemented. In late 2006, a staff survey was carried out by Weafer and Associates on behalf of the group. In addition, the group continued to review and, where necessary, amend a range of HR policies and systems.

Modernisation Action Plan

A new national agreement, *Towards 2016*, was agreed and ratified on 5 September 2006. State agencies were asked to prepare a Modernisation Action Plan (MAP) in relation to the commitments in the 'Public Service Modernisation' chapter of the agreement. A draft MAP was prepared by Comhairle management and taken to the Comhairle Partnership Steering Group for consultation and approval. The draft MAP was based largely on the contents of the Citizens Information Strategic Plan 2006–2009 and its Implementation Plan. Over 70 initiatives were identified in the plan. Partnership approved the draft Modernisation Action Plan and it was submitted to the Secretary General of the Department of Social and Family Affairs for approval in accordance with the performance verification requirements set out in *Towards 2016*.

"Ag cur feabhas ar bhuntáiste iomaíoch na hÉireann i ngeilleagar domhanda atá ag athrú agus forbairt eacnamaíoch agus sóisialta inmharthana a thógáil" (*I dTreo 2016*).

10.1 Forbairt eagraíochtúil

Grúpa Stiúrtha Compháirtíochta

Tá ionadaithe na bainistíochta, na foirne agus na gceardchumann ar an ngrúpa stiúrtha. Dhéileáil sé le raon tionscnamh a bhain leis an eagraíocht uile i 2006. Áiríodh orthu sin páirt ghníomhach a ghlacadh i bhforbairt an Phlean Straitéisigh um Fhaisnéis do Shaoránaigh 2006-2009 agus an dara Plean Gnímh um Nuachóiriú.

Forbraíodh Clár um Dhea-Bhraistint Fostaithe agus cuireadh i bhfeidhm go rathúil é. Go déanach i 2006, rinne Weafer and Associates suirbhé ar an bhfoireann thar ceann an ghrúpa. I dteannta sin, lean an grúpa ar aghaidh ag déanamh athbhreithnithe ar raon beartas agus córas acmhainní daonna, agus ag leasú iad mar ba ghá.

An Plean Gnímh um Nuachóiriú

Aontaíodh agus daingníodh comhaontú náisiúnta nua *I dTreo 2016* an 5 Meán Fómhair 2006. Iarradh ar ghníomhairescaí stáit Plean Gnímh um Nuachóiriú (MAP) a ullmhú i ndáil leis na tiomantais i gcaibidil an chomhaontaithe a bhain le "Nuachóiriú na Seirbhís Poiblí". D'ullmhaigh bainistíocht Chomhairle dréacht den MAP agus cuireadh faoi bhráid Ghrúpa Stiúrtha Compháirtíochta Chomhairle é le haghaidh comhchomhairle agus faofa. Bhí an dréacht den MAP bunaithe den chuid is mó ar Phlean Straitéiseach um Fhaisnéis do Shaoránaigh 2006-2009 agus a Phlean Feidhmithe. Aithníodh níos mó ná 70 tionscnamh sa phlean. D'fhaomh Compháirtíocht an dréacht-Phlean Gnímh um Nuachóiriú agus cuireadh



Buildings

The Citizens Information Board owns and leases a number of properties across the country. In 2006, developments included the following:

- Disposal of premises at Tullamore.
- Renovation of premises in Letterkenny was commenced. Completion is scheduled for early 2007.
- Disposal process for premises at Sligo was progressed with completion scheduled for 2007.
- A process was put in place to examine accommodation issues for Hume House in the context of the Personal Advocacy Service (PAS), requirements of new and existing services, changed ownership of Hume House and decentralisation. A committee of the Board will oversee the process and make recommendations.

Health and safety

A Health and Safety Committee was established in keeping with the requirements of the Safety, Health and Welfare at Work Act 2005. The committee is working on the drafting of an updated Health and Safety Statement, rolling out of manual handling training, workstation assessments and the provision of a forum for staff to raise issues which affect their health, safety and welfare.

10.2 Internal technology

The Information Communications and Technology (ICT) Service is responsible for all hardware, software, and telecommunications services in the Citizens Information Board and Citizens Information Services (CISs) throughout the country. The main project for 2006 was the development of the customer management suite. This customer-centric system will replace the current customer database and will provide an electronic data collection system for the network of CISs. When complete, it will serve as a central source for information on bodies that the Citizens Information Board works with. This will result

in major cost and efficiency benefits. The new system will enable the CIS network to return detailed reports while cutting down on the time required to enter and analyse the data.

A review of Comhairle's email solution was completed. This resulted in a successful tender process, paving the way for a more robust email platform that provides cost-effective, centrally managed email and messaging.

The rollout of mobile technologies continued in 2006, with staff availing of handheld and data card devices for improved access when out of the office. An evaluation of secure network access through the Internet was conducted to investigate its viability for roaming staff.

The final phase of broadband rollout was completed for CISs in 2006. A network-wide audit of IT hardware was also completed. This provided a baseline of hardware equipment within the CIS network and resulted in over 90 PCs being replaced.

Supports were also provided to Comhairle's online resources in 2006 – the Citizens Information website, Assist Ireland and the Resource Database for the Community and Voluntary sectors.

faoi bhráid Ard-Rúnaí na Roinne Gnóthaí Sóisialta agus Teaghlach é le haghaidh faofa de réir na riachtanas deimhnithe feidhmíochta leagtha amach in /dTreo 2016.

Foirdnimh

Tá roinnt maoine i seilbh agus roinnt maoine léasaithe ag an mBord um Phaisnéis do Shaoránaigh ar fud na tíre. Áiríodh na nithe seo a leanas ar fhorbairt i 2006:

- Diúscairt áitribh i dTulach Mhór.
- Cuireadh tús le hathchóiriú áitribh i Leitir Ceannainn. Tá sé beartaithe é a chríochnú go luath i 2007.
- Cuireadh an próiseas diúscartha d'áitribh i Sligeach chun cinn le bheith tugtha chun críche i 2007.
- Cuireadh próiseas i bhfeidhm chun scrúdú a dhéanamh ar shaincheisteanna cóiríochta i dTeach Hume i gcomhthéacs na Seirbhise Abhcóideachta Pearsanta (PAS), riachtanais na seirbhísí nua agus reatha, úinéireachta athraithe Theach Hume agus an díláraithe. Déanfaidh coiste an Bhoird Bhainistíochta maoirseacht ar an bpróiseas agus déanfaidh sé moltaí don Bhoard.

Sláinte agus sábháilteachta

Bunaíodh Coiste Sláinte agus Sábháilteachta ag dul le riachtanais an Acharta um Shábháilteachta, Sláinte agus Leas ag an Obair 2005. Tá an coiste ag dréachtú Ráiteas Sláinte agus Sábháilteachta nuashonraithe, agus ag soláthar oiliúna ar láimhseáil shábháilte, measúnachtaí ar ionaid oibre agus fóram don fhoireann ina mbeidh siad in ann saincheisteanna a phlé a mbíonn tionchar acu ar a sláinte, sábháilteachta agus leas.

10.2 Teicneolaíocht inmheánach

Tá an tSeirbhís Faisnéise Cumarsáide agus Teicneolaíochta (ICT) freagrach as na crua-earraí, bogearraí agus seirbhísí teileachumarsáide uile sa Bhoard um Phaisnéis do Shaoránaigh agus sna Seirbhísí

um Phaisnéis do Shaoránaigh (CISanna) ar fud na tíre. Ba é príomhthionscadal 2006 na bogearraí um bainistíocht custaiméirí a fhorbairt. Cuirfear an córas custaiméir-lárnach seo in ionad an bhunachair shonraí chustaiméirí reatha agus soláthróidh sé córas bailiúcháin sonraí leictreonacha do líonra na CISanna. Nuair a bheidh sé críochnaithe, beidh sé mar fhoinse lárnach faisnéise faoi chomhlactha a n-oibríonn an Bord um Phaisnéis do Shaoránaigh leo. Bainfidh tairbh móra costais agus éifeachtacha leis sin. Mar thoradh ar an gcóras nua beidh an líonra CIS in ann tuarascálacha mionchruinne a dhéanamh gan an méid céanna ama a chaitheamh ar shonraí a chur isteach agus a analísiú.

Tugadh athbhreithniú ar réiteach ríomhphoist Chomhairle chun críche. Bhí próiseas rathúil tairisceana mar thoradh air sin, agus mar sin cuirfear ardán ríomhphoist níos urrúnta agus bainistithe go lárnach ar fáil lenar féidir ríomhphoist agus teachtaireachtaí a sheoladh ar bhealach costéifeachtúil.

Leanadh ar aghaidh le cur i bhfeidhm na dtéicneolaíochtaí soghluaise i 2006 le foirne ag baint úsáid as gairis bhoise agus cártá sonraí chun feabhas a chur ar inrochtaineacht nuair nach raibh siad san oifig. Rinneadh meastóireacht ar rochtain shlán ar an líonra trí mheán an Idirlín chun a fháil amach an mbeadh sé oriúnach do bhaill foirne fhánacha.

Tugadh an pas deireanach de chur i bhfeidhm an leathanbanda chun críche do CISanna i 2006. Tugadh iniúchadh ar chrúa-earraí TF ar fud an líonra chun críche freisin. Thug sé sin bunlín do na crua-earraí ar fáil laistigh den líonra CIS agus athchuireadh níos mó ná 90 ríomhaire mar thoradh air.

Tacaíodh le hacmhainní ar líne Chomhairle i 2006 freisin – an láithreán gréasáin um Phaisnéis do Shaoránaigh, Assist Ireland agus an Bunachar Sonraí Acmhainní do na hearnálacha Pobail agus Deonacha.



Appendix 1 – Comhairle Board Members 2006

Chris Glennon (Chair) (Appointed 17/1/2006)
Michael Butler (Appointed 18/10/2006)
Máirín Byrne (Appointed 16/1/2006)
Gerry Daly (Appointed 2/2/2006)
Detta Fanning (Appointed 16/1/2006)
Brian Flynn (Resigned 1/2/2006)
Hilary Haydon (Appointed 16/1/2006)
John Hogan (Term completed 18/6/2006;
reappointed 13/9/2006)
Hubert Kearns (Term completed 3/11/2006)
Mary Lyne
Maria Mangan (Term completed 7/7/2006;
reappointed 18/10/2006)
Joe Meagher (Term completed 18/6/2006;
reappointed 13/9/2006)
Martin Naughton (Term completed 18/6/2006;
reappointed 13/9/2006)
David Ormonde (Term completed 18/6/2006;
reappointed 13/9/2006)
James Smyth (Appointed 16/1/2006)
Michael Walsh (Term completed 18/6/2006)
Patricia Walshe (Term completed 18/6/2006;
reappointed 2007)

Board Committee Membership

Accommodation Committee

Chris Glennon
Gerry Daly
Detta Fanning
Martin Naughton



Aguisín 1 – Baill Bhord Chomhairle 2006

Chris Glennon (Cathaoirleach) (Ceaptha 17/1/2006)
Michael Butler (Ceaptha 18/10/2006)
Máirín Byrne (Ceaptha 16/1/2006)
Gerry Daly (Ceaptha 2/2/2006)
Detta Fanning (Ceaptha 16/1/2006)
Brian Flynn (D'éirigh as oifig 1/2/2006)
Hilary Haydon (Ceaptha 16/1/2006)
John Hogan (Téarma críochnaithe 18/6/2006;
athcheaptha 13/9/2006)
Hubert Kearns (Téarma críochnaithe 3/11/2006)
Mary Lyne
Maria Mangan (Téarma críochnaithe 7/7/2006;
athcheaptha 18/10/2006)
Joe Meagher (Téarma críochnaithe 18/6/2006;
athcheaptha 13/9/2006)
Martin Naughton (Téarma críochnaithe 18/6/2006;
athcheaptha 13/9/2006)
David Ormonde (Téarma críochnaithe 18/6/2006;
athcheaptha 13/9/2006)
James Smyth (Ceaptha 16/1/2006)
Michael Walsh (Téarma críochnaithe 18/6/2006)
Patricia Walshe (Téarma críochnaithe 18/6/2006;
athcheaptha 2007)

Ballraíocht Choistí an Bhoird

An Coiste Córíochta

Chris Glennon
Gerry Daly
Detta Fanning
Martin Naughton

Audit Committee

Chris Glennon
John Hogan (Chair)
Máirín Byrne
Gerry Daly
Brian Flynn (Resigned 1/2/2006)
Hilary Haydon
Martin Naughton (Term completed 18/6/2006)

An Coiste Iniúchta

Chris Glennon
John Hogan (Chair)
Máirín Byrne
Gerry Daly
Brian Flynn (D'éirigh as oifig 1/2/2006)
Hilary Haydon
Martin Naughton (Téarma críochnaithe 18/6/2006)

Finance Committee

John Hogan (Chair)
Máirín Byrne
Gerry Daly
Brian Flynn (Resigned 1/2/2006)
Hilary Haydon
Martin Naughton (Term completed 18/6/2006)

An Coiste Airgeadais

John Hogan (Cathaoirleach)
Máirín Byrne
Gerry Daly
Brian Flynn (D'éirigh as oifig 1/2/2006)
Hilary Haydon
Martin Naughton (Téarma críochnaithe 18/6/2006)

Remuneration Committee

Chris Glennon (Chair)
Gerry Daly
John Hogan
Maria Mangan

An Coiste lócaíochta

Chris Glennon (Cathaoirleach)
Gerry Daly
John Hogan
Maria Mangan

Computerisation Committee

Gerry Daly (Chair)
Colm Butler, Department of the Taoiseach
Jim Duffy, Department of Finance
Brian Flynn (Resigned 1/2/2006)
John Hogan
Helen McDonald, Department of Social and Family Affairs
David Ormonde
Ned Rispin, Co. Meath Citizens Information Service

An Coiste Ríomhaireithe

Gerry Daly (Chair)
Colm Butler, Roinn an Taoisigh
Jim Duffy, An Roinn Airgeadais
Brian Flynn (D'éirigh as oifig 1/2/2006)
John Hogan
Helen McDonald, An Roinn Gnótháí Sóisialta agus Teaghláigh
David Ormonde
Ned Rispin, Seirbhís um Fhaisnéis do Shaoránaigh Chontae na Mí



Appendix 2 – Advocacy funding in 2006

The Acquired Brain Injury Advocacy Association (BRI)

The Acquired Brain Injury Advocacy Association (BRI) is based in the National Rehabilitation Hospital in Dun Laoghaire. Its partner is Dun Laoghaire Citizens Information Centre (CIC). Approximately 13,000 people sustain an acquired brain injury (ABI) in Ireland each year. Of these, 10,000 are admitted to hospital with significant injuries. Many require assistance in order to have their voices heard. In conjunction with Dun Laoghaire CIC, the advocate will work with people to access all the possible services and entitlements that would enhance their quality of life.

Cork City Centre and South County Citizens Information Service

Cork City Centre and South County CIS, in partnership with Enable Ireland and St Laurence Cheshire Home in Cork, will establish an independent advocacy service for service users who are engaged in person-centred planning to facilitate a period of transition in their lives. These transitions are generally from school to adult services, from training to employment or day activities, or from home to residential service settings. The project aims to develop an advocacy service that acknowledges and supports the right of individuals to determine their own future.

The Disability Equality Specialist Support Agency (DESSA)

The Disability Equality Specialist Support Agency (DESSA) pursues the active involvement and full participation of people with disabilities in society by delivering strategic supports to community development projects and family resource centres. Its partners are the Family Support Agency and St Brigid's Family Resource Centre in Waterford. This project will provide information to people with disabilities who are cut off from supports and services

and will offer representative advocacy through the family resource centre model. In particular, it will target young people in the education system.

Donegal Physical and Sensory Disability Consortium

Donegal Physical and Sensory Disability Consortium is made up of representatives from the local Health Service Executive and many of the disability organisations in the Donegal area – Brainwave, Centre for Independent Living, Cheshire Ireland, Disability Federation of Ireland, Irish Wheelchair Association, Muscular Dystrophy in Ireland, National Association for Deaf People, Peter Bradley Foundation, People with Disabilities Ireland (PwDI) and Údarás na Gaeltachta. Its main partner is the National Council for the Blind in Ireland. The consortium will set up a professional advocacy service for people with disabilities – particularly those living in inappropriate accommodation, in rural areas and in border areas.

Dublin 7 Centre for Independent Living (CIL) and Partners

This project is a partnership between Dublin 7 Centre for Independent Living, CIL Carmichael House, the Dublin Leader Forum and the Macro Resource Centre. The project aims to extend the restricted advocacy services available for CIL members to those with disabilities in residential and family settings who wish to move to more independent living or who have issues with their present entitlements and supports. It aims to make specialist knowledge and skills available to the target group and to empower them in getting the type of services they need.

Disabled People of Clare (DPOC)

Disabled People of Clare (DPOC), an organisation of people with disabilities, has partnered with the National Council for the Blind of Ireland and the Clare Network of People with Disabilities in Ireland. DPOC is affiliated to the national and international



Aguisín 2 – Maoiniú abhcóideachta i 2006

Cumann Abhcóideachta na nGortuithe Inchinne Faughte (BRI)

Tá Cumann Abhcóideachta na nGortuithe Inchinne Faughte (BRI) bunaithe san Ospidéal Athshlánaithe Náisiúnta i nDún Laoghaire. Is compháirtí d'ionad um Fhaisnéis do Shaoránaigh (CIC) Dhún Laoghaire é. Faigheann thart ar 13,000 duine gortú inchinne faughte (ABI) in Éirinn gach bliain. As sin, freastalaíonn 10,000 ar an ospidéal le gortuithe suntasacha. Bíonn cúnamh ag teastáil ó go leor acu chun a dtuairimí a chur in iúl. I gcomhar le CIC Dhún Laoghaire, oibreoidh an t-abhcóide le daoine chun cabhrú leo teacht ar na seirbhísí agus teidlíochtaí féideartha uile a chuirfeadh feabhas ar chaighdeán a saol.

Seirbhís um Fhaisnéis do Shaoránaigh Lár Chathair agus Dheisceart Chontae Chorcaí

I gcompháirtíocht le Enable Ireland agus Baile Cheshire Naomh Laurence i gCorcaigh, bunóidh COS Lár Chathair agus Dheisceart Chontae Chorcaí seirbhís abhcóideachta neamhspleách d'úsáideoirí seirbhise a bhfuil pleanáil duine-lárnochád déanamh acu chun cabhrú leo déileáil le tréimhse dá saol ina bhfuil aistriú ag tarlú. De ghnáth is na haistrithe a bhíonn i gceist ná dul ó scoil go seirbhísí daoine fásta, ó oiliúint go fostaíocht nó gníomhaíochtaí lae, nó ón mbaile go suímh sheirbhise chónaitheacha. Tá sé d'aidhm ag an tionscadal seirbhís abhcóideachta a fhorbairt a aithníonn cearta daoine cinntí a dhéanamh faoina dtodhchaí féin agus a thacaíonn leis na cearta sin.

An Ghníomhaireacht Tacaíochta Speisialtóra um Chomhionannas Míchumais (DESSA)

Is é cuspóir na Gníomhaireachta Tacaíochta Speisialtóra um Chomhionannas Míchumais (DESSA) idirghníomhaíocht ghníomhach agus rannpháirtíocht iomlán daoine faoi mhíchumas sa tsochaí a bhaint amach trí thacaí straitéiseacha a sholáthar do

thionscadail forbartha pobail agus ionaid acmhainne teaghlaigh. Compháirtíthe leis ná an Ghníomhaireacht um Thacaíocht Teaghlaigh agus ionad Acmhainne Teaghlaigh Naomh Bríd i bPort Láirge. Soláthroidh an tionscadal seo fainseis do dhaoine faoi mhíchumas atá sciolte ó thacaí agus seirbhísí agus soláthroidh sé abhcóideach ionadaíoch trí mheán shamhail an ionaid acmhainne teaghlaigh. Go háirithe, díreoidh sé ar dhaoine óga sa chóras oideachais.

Cuibhreannas Míchumais Fhisiciúil agus Chéadfaigh Dhún na nGall

Tá ionadaithe Fheidhmeannacht na Seirbhise Sláinte agus go leor de na heagraíochtaí míchumais i gceantar Dhún na nGall – Brainwave, an tlonad um Maireachtáil Neamhspleách, Cheshire Ireland, Cónaидhm na hÉireann um Dhaoine faoi Mhíchumas, Cumann Cathaoireacha Rothaí na hÉireann, Diostróife Mhatánach Éireann, Cumann Náisiúnta na mBodhar, Fondúireacht Peter Bradley, Daoine faoi Mhíchumas Éireann (PwDI) agus Údarás na Gaeltachta – ar Chuibhreannas Míchumais Fhisiciúil agus Chéadfaigh Dhún na nGall. An príomh-chompháirtí leis ná Comhairle Náisiúnta na hÉireann do na Daill. Bunóidh an cuibhreannas seirbhís abhcóideachta ghairmiúil do dhaoine faoi mhíchumas – go háirithe dóibh sin a bhfuil cónaí orthu i gcóiríocht mhíchuí, i gceantair tuaithe agus i gceantair teorann.

Ionad um Maireachtáil Neamhspleách (CIL) Bhaile Átha Cliath 7 agus Chompháirtithe

Is compháirtíocht é an tionscadal seo idir Ionad um Maireachtáil Neamhspleách Bhaile Átha Cliath 7, CIL Theach Carmichael, Fóram Ceannairí Bhaile Átha Cliath agus Ionad Acmhainne Macro. Tá sé d'aidhm ag an tionscadal na seirbhísí abhcóideachta srianta atá ar fáil do bhaill CIL a leathnú chuig daoine faoi mhíchumas i suímh chónaitheacha agus teaghlaigh a theastaíonn uathu bogadh i dtreo maireachtáil níos neamhspleáiche nó a bhfuil fadhbanna acu lena

independent living movements. Having carried out research and developed a model of representative advocacy in 2001, DPOC names advocacy as one of its four strategic priorities. This project will provide representative, independent advocacy to people with disabilities in Clare. It has prioritised helping people in long-term residential services or living at home to move towards independent living.

Eastern Vocational Enterprises (EVE) Ltd

Eastern Vocational Enterprises is a subsidiary of the Health Service Executive and provides services for people with disabilities – mainly in the mental health area. Its partners are ASPIRE, Tuiscint, KITE and Gheel. Tuiscint is a training service, a subsidiary of EVE, and the others are voluntary organisations for people on the autistic spectrum. The project aims to provide a one-to-one, case-based advocacy service for people with Asperger Syndrome, sometimes known as high functioning autism, to help them address their needs. The initial target group is students attending the Tuiscint service with the aim of rolling it out to other services.

Galway Advocacy Service

Galway Advocacy Service consists of a number of partners. Galway Centre for Independent Living is the lead partner, employing the advocate. Other partners are the Galway branches of Enable Ireland, the National Association for Deaf People, the Brothers of Charity Services and Citizens Information Centres in Tuam and Clifden. The project aims to provide professional advocacy to people with physical, sensory and intellectual disabilities living in Co. Galway. The advocacy service will prioritise the most complex and urgent cases and actively seek out the most marginalised and vulnerable people with disabilities in Co. Galway.

Irish Wheelchair Association (IWA) Cork

IWA Cork provides services for people with physical disabilities in the Cork Area. Partners are Avondu Development, the Mallow Access Group and Women Aloud (a group run by women with physical and/or sensory disabilities in the North Cork area). The project aims to provide a one-to-one advocacy service for people with physical and/or sensory disabilities in the North Cork area (Mallow and Fermoy) from a new resource centre and through outreach services.

Longford Advocacy Forum

Co. Longford Advocacy Forum is based in Longford Citizens Information Service. Its partner organisations are the Irish Wheelchair Association, Irish Association of Supported Employment, Longford CDP Acorn, Disabled People of Longford, St Christopher's Services, Schizophrenia Ireland, National Learning Network and the Centre for Independent Living – with support from Longford Co. Council, Longford C&V Forum, RAPID and CLAR, the Health Service Executive, the Disability Federation of Ireland (DFI) and People with Disabilities Ireland (PwDI). The new service is aimed at vulnerable people with disabilities in Co. Longford – particularly those who wish to move to independent living and require support, those in residential care and those in supported employment.

Mayo CIS and Partners

Co. Mayo Citizens Information Service has partnered with the National Learning Network, Mayo Centre for Independent Living, HSE West and the Western Care Association. Their advocate will work with people with disabilities who seek to live independently in the community but have an ongoing need of support due to intellectual, physical, mental health and sensory disabilities. The advocate will help this group access the services they need in the areas of housing, social welfare, education, training, employment, consumer rights and legal issues.

dteidlíochtaí agus tacaí reatha. Déanann sé iarracht saineolas agus sain-scileanna a sholáthar don spriocghrápa sin agus an chumhacht a thabhairt dóibh na cineálacha seirbhísí atá de dhíth orthu a fháil.

Daoine faoi Mhíchumas an Chláir (DPOC)

Tá Daoine faoi Mhíchumas an Chláir (DPOC), eagraíocht daoine faoi mhíchumas, tar éis comhpháirtíochta bhunú le Comhairle Náisiúnta na hÉireann do na Daill agus Lónra an Chláir de Dhaoine faoi Mhíchumas Éireann. Tá DPOC cleamhnaithe leis na gluaiseachtaí um maireachtáil neamhspleách náisiúnta agus idirnáisiúnta. Agus taighde déanta acu agus samhail d'abhcóideacht ionadaíoch forbartha acu i 2001, tá abhcóideacht ainmnithe ag DPOC mar cheann dá cheithre thosaíocht straitéiseacha. Cuirfidh an tionscadal seo abhcóideacht ionadaíoch, neamhspleách ar fáil do dhaoine faoi mhíchumas sa Chlár, agus tá tosaíocht tugtha aige do dhaoine a theastaíonn uathu bogadh ó sheirbhísí cónaitheacha fadtréimhseacha agus daoine ina gcónaí sa bhaile a bhfuil deacrachtáí comhchosúla acu a sprioc maireachtáil neamhspleách a bhaint amach uaireanta.

Eastern Vocational Enterprises (EVE) Teo

Is fochuideachta d'Fheidhmeannacht na Seirbhise Sláinte é Eastern Vocational Enterprises Teo. agus soláthraíonn sé seirbhísí do dhaoine faoi mhíchumas - go háirthe i réimse na meabhairshláinte. Comhpháirtithe leis ná ASPIRE, Tuiscint, KITE agus Gheel. Is seirbhís oiliúna agus fochuideachta de EVE é Tuiscint, agus is eagraíochtaí deonacha do dhaoine ar an speictream uathach iad na heagraíochtaí eile. Tá sé d'aidhm ag an tionscadal seirbhís abhcóideachta duine le duine bunaithe ar chás a sholáthar do dhaoine le Siondróm Asperger, ar a dtugtar uathachas ard-fheidhmithe uaireanta, chun cabhrú leo aghaidh a thabhairt ar a gcuid riachtanas. Is é an spriocghrápa tosaigh mic léinn atá ag freastal ar sheirbhís Thuiscint, agus ansin táthar chun é a chur ar fáil do sheirbhísí eile.

Seirbhís Abhcóideachta na Gaillimhe

Tá roinnt comhpháirtithe i gceist le Seirbhís Abhcóideachta na Gaillimhe. Is é an príomh-chomhpháirtí Ionad um Maireachtáil Neamhspleách na Gaillimhe, a fhostaíonn an t-abhcóide.

Comhpháirtithe eile ná brainsí Gaillimhe Enable Ireland, Cumann Náisiúnta na mBodhar, Seirbhís na mBráithre Carthanachta agus Ionad um Fhaisnéis do Shaoránaigh i dTuaim agus sa Chlochán. Cuspóir an tionscadail ná abhcóideachta ghairmiúil a sholáthar do dhaoine faoi mhíchumas fisiciúil, céadfhach agus intleachtúil ina gcónaí i gCo. na Gaillimhe. Tabharfaidh an tseirbhís abhcóideachta an tosaíocht do na cásanna is casta agus is práinní, agus guardóidh sé go gníomhach na daoine is imeallaithe agus is leochailí faoi mhíchumas i gCo. na Gaillimhe.

Cumann Cathaoireacha Rothaí na hÉireann (IWA)

Cuireann IWA Chorcaí seirbhísí ar fáil do dhaoine faoi mhíchumas fisiciúil i gCeantar Chorcaí. Comhpháirtithe leis ná Avondu Development, Grúpa Rochtana Mhala agus Women Aloud (grúpa a ritheann mná faoi mhíchumas fisiciúil agus/nó céadfhach i dTuaisceart Chorcaí). Tá sé d'aidhm ag an tionscadal seirbhís abhcóideachta duine le duine a sholáthar do dhaoine faoi mhíchumas fisiciúil agus/nó céadfhach i dTuaisceart Chorcaí (Mala agus Mainistir Fhear Maí) ó ionad acmhainne nua agus trí mheán seirbhís for-rochtana.

Fóram Abhcóideachta Longfoirt

Tá Fóram Abhcóideachta Cho. Longfoirt bunaithe i Seirbhís um Fhaisnéis do Shaoránaigh Longfoirt, a chuireann seirbhísí faisnéise, comhairle agus abhcóideachta ar fáil i Longfort. Is iad na heagraíochtaí ar comhpháirtithe leis iad ná Cumann Cathaoireacha Rothaí na hÉireann, Cumann na hÉireann um Fhostaíocht Thacaithe, CDP Acorn Longfoirt, Daoine faoi Mhíchumas Longfoirt, Seirbhísí Naomh Criostóir, Scitsifréine Éireann, an Lónra Foghlama Náisiúnta, agus an tlonad um Maireachtáil Neamhspleách - le

Offaly Citizens Information Service

Offaly Citizens Information Service is working in partnership with Aontacht Phobail Teoranta (APT), the Irish Wheelchair Association, BRI, CIL, FÁS Employment Services, National Association for Deaf People, National Council for the Blind, Mental Health Ireland, National Learning Network, the Health Service Executive and the Midlands Regional Authority. Together, they aim to provide an advocacy service for people with a disability living in Co. Offaly and seeking a social service. The advocacy service will be based in Tullamore and will be independent, professional, free and confidential.

Sliabh Luachra People with Disability Network

Sliabh Luachra People with Disability Network aims to provide a professional advocacy service for people with an intellectual disability, assisting clients to understand their needs and options and, if necessary, negotiating for them. Partners include Sliabh Luachra Local Development, Breannan Services and Kerry Parents and Friends (Castleisland Branch). The network has identified its target group of about 100 people with intellectual disability in North Kerry, and sees challenges in the area of social services, employment and education.

Westmeath Mental Health Advocacy Network

Westmeath Citizens Information Service is working in partnership with the Westmeath Mental Health Advocacy Network including many local voluntary and representative organisations and Westmeath Community Development. The project aims to provide a mental health advocacy service in Co. Westmeath, initially concentrating on the Athlone area. The advocate will work with clients to represent their views and empower them to take decisions. The project aims to ensure that the most marginalised and vulnerable people with a disability can have access to the advocacy service by the provision of outreach and home visiting services.

tacaíocht ó Chomhairle Contae Longfoirt, Fóram C&V Longfoirt, RAPID agus CLÁR, Feidhmeannacht na Seirbhise Sláinte, Cónaidhm na hÉireann um Dhaoine faoi Mhíchumas (DFI) agus Daoine faoi Mhíchumas Éireann (PwDI). Tá an tseirbhís nua dírithe ar dhaoine leochaileacha faoi mhíchumas i gCo. Longfoirt - go háirithe orthu sin ar mian leo bogadh chuig maireachtáil neamhspleách agus a bhfuil tacaíocht de dhíth orthu, daoine faoi chúram cónaitheach agus daoine i bhfostaíocht thacaite.

CIS Mhaigh Eo agus Comhpháirtithe

Tá Seirbhís um Fhaisnéis do Shaoránaigh Chontae Mhaigh Eo tar éis comhpháirtíochta a chruthú leis an Líonra Foghlama Náisiúnta, Ionad um Maireachtáil Neamhspleách Mhaigh Eo, HSE Thiar agus Cumann Cúraim an Iarthair. Oibreoidh a abhcóide le daoine faoi mhíchumas a theastaíonn uathu maireachtáil go neamhspleách sa phobal ach a bhfuil gá tacaíocht leanúnach a thabhairt dóibh mar thoradh ar mhíchumas intleachtúil, fisiciúil, meabhairshláinte agus céadfach. Cabhróidh an t-abhcóide leis an ngrúpa seo rochtain a fháil ar na seirbhísí atá de dhíth orthu i réimsí cosúil le tithíocht, leas sóisialach, oideachas, oiliúint, fostáiocht, cearta tomholtóirí agus saincheisteanna dlí.

Seirbhís um Fhaisnéis do Shaoránaigh Uíbh Fhailí

I gcomhpháirtíocht le hAontacht Phobail Teoranta, (APT), Cumann Cathaoireacha Rothaí na hÉireann, BRI, CIL, Seirbhís Fostaíochta FÁS, Cumann Náisiúnta na mBodhar, an Chomhairle Náisiúnta do na Daill, Meabhairshláinte Éireann, an Líonra Foghlama Náisiúnta, Feidhmeannacht na Seirbhise Sláinte agus an tÚdarás Réigiúnach Lár Tíre, tá sé d'aidhm ag Seirbhís um Fhaisnéis do Shaoránaigh Uíbh Fhailí seirbhís abhcóideachta a sholáthar do dhaoine faoi mhíchumas a chónaíonn in Uíbh Fhailí agus a bhíonn ag lorg seirbhise sóisialta. Beidh an tseirbhís abhcóideachta lonnaithe i dTulach Mhór agus beidh sé neamhspleách, gairmiúil, saor agus faoi rún.

Líonra Daoine faoi Mhíchumas Shliabh Luachra

Tá sé d'aidhm ag Líonra Daoine faoi Mhíchumas Shliabh Luachra seirbhís abhcóideachta ghairmiúil a sholáthar do dhaoine faoi mhíchumas intleachtúil, ag cabhrú le claint tuiscint a fháil ar a gcuid riachtanas agus roghanna agus ag déanamh caibidlíochta ar a son más gá. Comhpháirtithe leis ná Forbairt Áitiúil Shliabh Luachra, Seirbhísí Breannan agus Tuismitheoirí agus Cairde Chiarraí (Brainse Oileán Ciarrai). Tá a spriocghráupa de thart ar 100 duine faoi mhíchumas intleachtúil i dTuaisceart Chiarraí aitheanta ag an líonra, agus dar leis, beidh dúshláin i gceist i réimsí cosúil le seirbhísí sóisialta, fostáiocht agus oideachais.

Líonra Abhcóideachta Meabhairshláinte na hIarmhí

Tá Seirbhís um Fhaisnéis do Shaoránaigh na hIarmhí ag oibriú i gcomhpháirtíocht le Líonra Abhcóideachta Meabhairshláinte na hIarmhí, a chuimsíonn go leor eagraíochtaí áitiúla deonacha agus ionadaíocha agus Forbairt Pobail na hIarmhí. Is é aidhm an tionscadail seirbhís abhcóideachta meabhairshláinte a sholáthar i gContae na hIarmhí, ag díriú ar dtús ar cheantar Bhaile Átha Luain. Oibreoidh an t-abhcóide i gcomhpháirtíocht le claint chun a gcuid dearcaí a chur in iúl agus chun cumhacht a thabhairt dóibh cinntí a dhéanamh. Is é aidhm an tionscadail a chinntí go mbeidh na daoine faoi mhíchumas is imeallaithe agus is leochailí in ann teacht ar an tseirbhís abhcóideachta trí na seirbhísí for-rochtana agus cuairteanna ar baile a chuirfear ar fáil.

Appendix 3 – Customer Service Charter

This section outlines how Comhairle met the commitments in its Customer Service Charter during 2006.

Information

A key information initiative in 2006 was the launch of the Citizens Information website – one channel of the three-channel approach to information provision. The website provides clear, accurate and up-to-date information. The public can also obtain information on social and civil services from the Citizens Information Phone Service or face-to-face at a local Citizens Information Centre.

Between 2003 and 2006, 228 information providers completed the Accredited Information Providers Training Programme and received FETAC certificates. Accredited training for information providers is another step in the provision of quality service to those seeking information.

Timeliness, courtesy and responding to the customer

The Customer Service Action Plan sets out principles in relation to good practice in communicating with customers such as timeliness of response to written, telephone and other communications.

Standards for staff email and voicemail are in place. Staff are reminded of adherence to these principles in their dealings with customers.

In January 2006, Comhairle's Head Office extended telephone cover so that its switchboard remains open from 9.00am to 5.00pm (including lunchtime) Monday to Friday.

Equality and diversity

In 2006, a multi-agency working group was set up by Comhairle to address meeting the information needs of older people. A framework to address their needs

has been put in place by the working group and this will be launched in early 2007.

The Citizens Information Board has links at a national level with organisations such as The Homeless Agency, lone parent groups, the Immigrant Council, Treoir and disability sector organisations around generation of appropriate information content to meet the needs of target audiences.

During 2006 Comhairle staff were involved in supporting initiatives by Citizens Information Services to meet the information needs of foreign nationals.

Access

Surveys highlight increases in awareness of the Citizens Information Phone Service and of Citizens Information Services since 2004. Currently 7 in 10 adults are aware of the services.

Initiatives during 2006 included the continuation of support to Advocacy Resource Officers (AROs) working with Citizens Information Services to strengthen the advocacy role in Citizens Information Centres.

The Citizens Information Board has an ongoing programme of support for advocacy projects in the voluntary and community sector targeting people with disabilities. This commenced in 2004 with a number of pilot projects.

The *Review of Sign Language Interpretation Services and Service Requirements in Ireland*, carried out on Comhairle's behalf by Prospectus, was launched by the Minister for Social and Family Affairs, Séamus Brennan TD, in November 2006. The recommendations of the review will be implemented early in 2007.

Customer comments and complaints

During 2006 Comhairle dealt with one complaint in relation to the inclusion of means-tested pension payments in assets to be reassessed. In response, information on the Oasis and Citizens Information websites was revised and information on the issue

Aguisín 3 – Cairt um Sheirbhís do Chustaiméiri

Déanann an t-Aguisín seo cur síos ar an gcaoi inar chomhlón Comhairle na gealltanais sa Chairt um Seirbhís do Chustaiméiri le linn 2006.

Faisnéis

Príomhthionscnamh faisnéise i 2006 ba ea seoladh an láithreán ghréasáin um Phaisnéis do Shaoránaigh – cainéal amháin den chur chuige trí chainéal maidir le soláthar faisnéise. Soláthraíonn an láithreán gréasáin faisnéis shoiléir, chruinn agus cothrom le dáta. Féadann an pobal faisnéis faoi sheirbhísí sóisialta agus sibhialta a fháil ón tSeirbhís Gutháin um Phaisnéis do Shaoránaigh nó aghaidh ar aghaidh ag lonad áitiúil um Phaisnéis do Shaoránaigh freisin.

Idir 2003 agus 2006, thug 228 soláthraí faisnéise Clár Oiliúna Creidiúnaithe na Soláthraithe Faisnéise chun críche agus fuair siad teastais FETAC. Céim eile chun seirbhís ar ardchaighdeán a sholáthar dóibh siúd ag lorg faisnéise é oiliúint chreidiúnaithe a sholáthar do sholáthraithe faisnéise.

Tráthúlacht, cúirtéis agus freagairt don chustaiméiri Leagann an Plean Gnímh um Sheirbhís do Chustaiméiri prionsabail amach a bhaineann le deachleachtas i gcumarsáid le custaiméiri cosúil le freagra tráthúil a thabhairt ar chumarsáid scríofa, gutháin agus eile.

Tá caighdeán leagtha amach do ríomhphost agus glórphost na foirne. Cuirtear i gcuimhne don fhoireann go gcaithfidh siad cloí leis na prionsabail sin agus iad ag déileáil le custaiméiri.

I mí Eanáir 2006, leathnáigh Príomhoifig Chomhairle clúdach gutháin chun a lasc-chláir a choinneáil ar oscailt ó 9.00am go 5.00pm (am lón san áireamh) Luan go hAoine.

Comhionannas agus Éagsúlacht

I 2006, bhunaigh Comhairle grúpa oibre ilghníomhaireachta chun aghaidh a thabhairt ar conas freastal ar riachtanais faisnéise daoine níos sine. Chuir an grúpa oibre creatlach i bhfeidhm chun aghaidh a thabhairt ar a riachtanais, agus seolfar go luath i 2007 é.

Tá nasc ag an mBord um Phaisnéis do Shaoránaigh ar leibhéal náisiúnta le heagraíochtaí cosúil le Gníomhaireacht na nDaoine gan Dídean, grúpaí do thuismitheoirí aonair, an Chomhairle Inimirce, Treoir agus eagraíochtaí earnála míchumais chun faisnéis chuí a chruthú le freastal ar riachtanais spriocgrúpaí.

Le linn 2006, thug foireann Chomhairle tacaíocht do thionscnaimh a rinne Seirbhísí um Phaisnéis do Shaoránaigh chun freastal ar riachtanais faisnéise na náisiúnach coigríche.

Rochtain

Le linn 2006, leanadh ar aghaidh ag tacú le hOifigigh Acmhainne Abhcóideachta (AROanna) ag obair le Seirbhísí um Phaisnéis do Shaoránaigh chun ról abhcóideachta na nlonad um Phaisnéis do Shaoránaigh a threisiú.

Tá clár leanúnach tacaíochta ag an mBord um Phaisnéis do Shaoránaigh do thionscadail abhcóideachta san earnáil dheonach agus phobail ag díriú ar dhaoine faoi mhíchumas. Cuireadh túis leis sin i 2004 le roinnt tionscadal píolóta.

De réir suirbhéanna tá méadú tagtha ar an bhfeasacht ar an tSeirbhís Gutháin um Phaisnéis do Shaoránaigh agus ar Sheirbhísí um Phaisnéis do Shaoránaigh ó 2004. Faoi láthair tá 7 as gach 10 duine fásta ar an eolas faoi na seirbhísí.

Sheol an tAire Gnóthaí Sóisialta agus Teaghlaigh, Séamus Ó Braonáin TD, The *Review of Sign Language Interpretation Services and Service Requirements in Ireland*, a rinne Prospectus thar ceann Chomhairle, i mí na Samhna 2006. Cuirfear moltaí an athbhreithnithe i bhfeidhm go luath i 2007.

will be included in the next edition of *Entitlements for the Over Sixties*, to be published in 2007.

Consultation and evaluation

A number of consultative fora were established in 2006. For example, a user consultation group has been established to review content on the Citizens Information website. Website feedback is reviewed on an ongoing basis to ensure that it meets general needs.

Official languages

Information on www.citizensinformation.ie is available in English and Irish with some documents also available in other languages (French, Polish, and Romanian).

In line with Section 12 of the Official Languages Act 2003, Comhairle began the process of preparing a draft scheme to provide an improved level of service through the Irish language. The consultation process will be completed in 2007.

Integrated approach

The Citizens Information Board adds value to the provision of information on civil and social services through its integrated approach. This approach involves sourcing and integrating relevant information from a wide range of providers and sources and making the information available in an independent and impartial manner.

Involvement in eGovernment initiatives (www.citizensinformation.ie), the instigation of the three-channel strategy of information provision, and the development of the Assist Ireland website and associated telephone helpline are all examples of the integration of information and the publication of this information in accessible forms.

Internal customers

The Partnership approach is used within the Citizens Information Board as a forum for consultation and discussion in relation to the Citizens Information Board's business and how it is carried out. One example of this process is the consultation around the development of the Citizens Information Strategic Plan for 2006–2009. This was organised through Partnership and the Partnership Steering Group was involved in signing off the completed document.

An Employee Assistance Programme was put in place for staff during 2006.

Tuairimí agus gearáin chustaiméirí

Le linn 2006, dhileáil Comhairle le gearán amháin maidir le cuimsíú íocaíochtaí pinsin de réir tástála acmhainne i sócmhainní le bheith athmheasta. Mar fhreagra air sin, leasaíodh an fhaisnéis ar na láithreáin ghréasáin Oasis agus um Fhaisnéis do Chustaiméirí agus cuimseofar fhaisnéis faoin tsaincheist sin sa chéad eagrán eile de *Theidíochtaí don Lucht Os Cionn Seasca*, le bheith foilsithe i 2007.

Comhchomhairle agus Measúnú

Bunaíodh roinnt fóram comhairliúcháin i 2006. Mar shampla, bunaíodh grúpa comhairleach úsáideoirí chun athbhreithniú a dhéanamh ar ábhar ar an láithreán gréasáin um Fhaisnéis do Shaoránaigh. Déantar athbhreithniú leanúnach ar aiseolas faoin láithreán gréasáin chun a chinntíú go bhfreastalaíonn sé ar riachtanais ghinearálta.

Teangacha oifigiúla

Tá fhaisnéis ar www.citizensinformation.ie ar fáil as Béarla agus as Gaeilge agus tá roinnt cáipéisí i dteangacha eile freisin (Fraincis, Polainnis agus Rómáinis).

Ag dul le hAcht 12 d'Acht na dTeangacha Oifigiúla 2003, chuir Comhairle tús le próiseas chun dréachtscéim a ullmhú chun leibhéal seirbhíse níos fearr a sholáthar trí mheán na Gaeilge. Beidh an próiseas comhairliúcháin críochnaithe i 2007.

Cur chuige comhtháite

Cuireann an Bord um Fhaisnéis do Shaoránaigh luach le soláthar fhaiséise faoi sheirbhísí sibhialta agus sóisialta trí mheán a chuir chuige chomhtháite. Baineann an cur chuige seo le fhaisnéis ábhartha ó raon leathan soláthraithe agus foinsí a bhailiú agus a chomhtháthú agus an fhaisnéis sin a chur ar fáil ar bhealach neamhspleách neamhchlaonta.

Is eiseamláirí de chomhtháthú fhaiséise agus foilsíú fhaiséise ar bhealaí inrochtana iad an rannpháirtíocht i dtionscnaimh an Rialtais

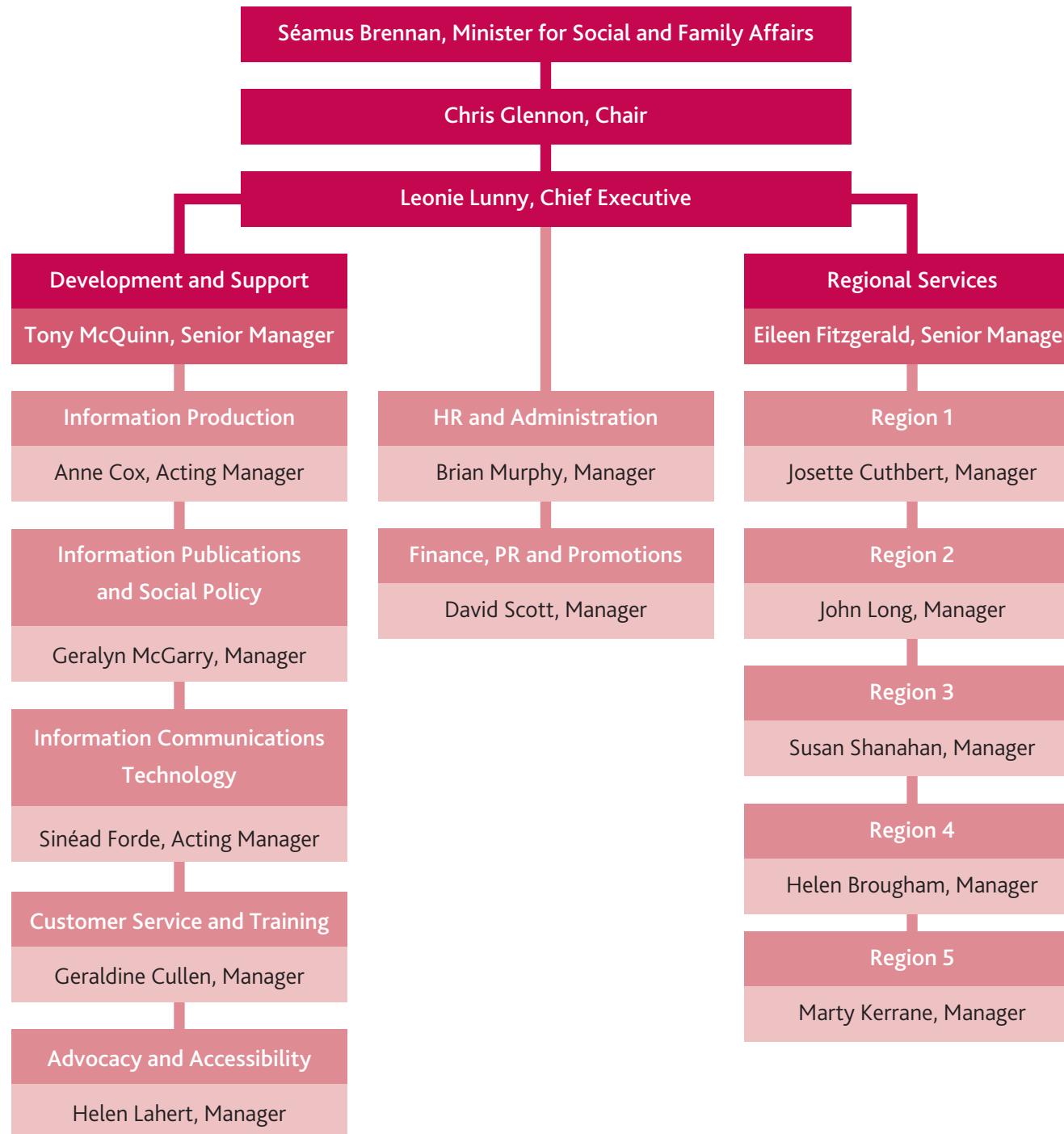
leictreonaigh (www.citizensinformation.ie), cur i bhfeidhm na straitéise trí chainéal do sholáthar fhaiséise, agus forbairt an láithreáin ghréasáin Assist Ireland agus na líne cabhraí baintí.

Custaiméirí inmheánacha

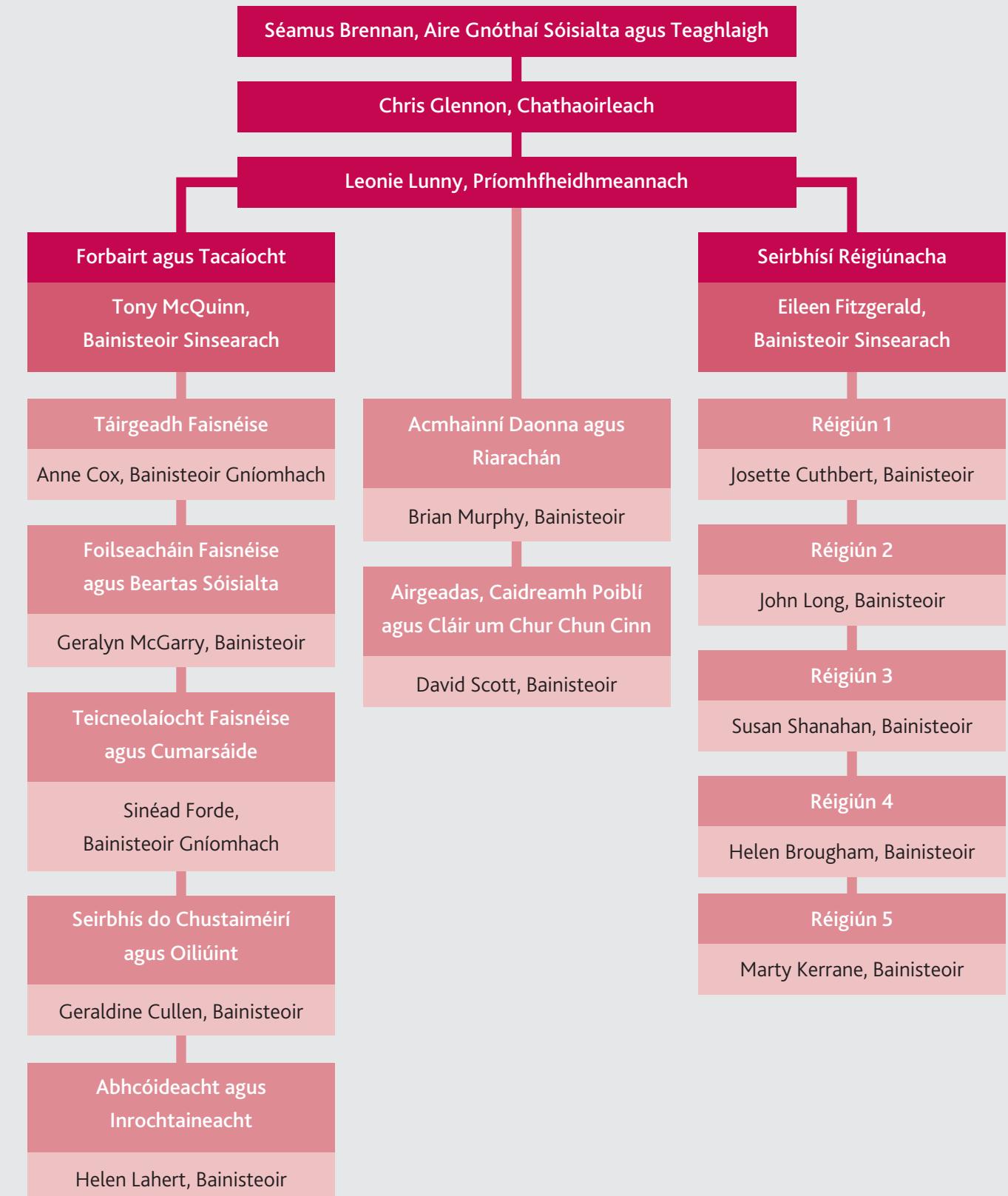
Baintear úsáid as an gcur chuige Compháirtíochta laistigh den Bhord um Fhaisnéis do Shaoránaigh mar fhóram comhairliúcháin agus cainte faoi ghnó an Bhord um Fhaisnéis do Shaoránaigh agus conas a dhéantar é. Eiseamláir amháin den phróiseas sin ná an chomhchomhairle a rinneadh i ndáil le forbairt an phlean straitéisigh um Fhaisnéis do Shaoránaigh do 2006-2009. Eagraíodh é sin trí Chompháirtíochta agus bhí baint ag an nGrúpa Stiúrtha Compháirtíochta le faomhadh na cáipéisí críochnaithe.

Cuireadh Clár Cúaimh Fostaithe i bhfeidhm don fhoireann le linn 2006.

Appendix 4 –
Organisational chart



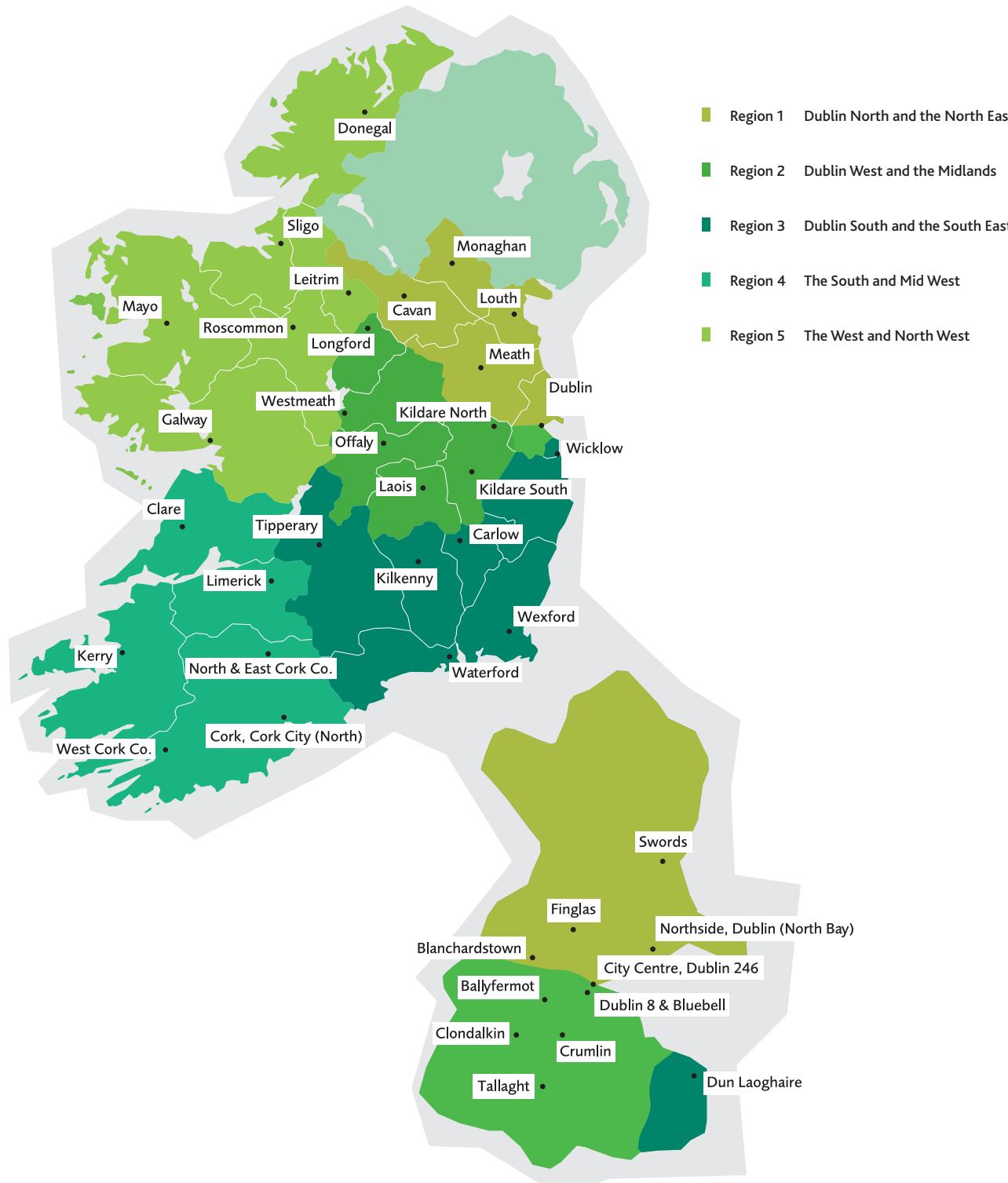
Aguisín 4 –
Cairt eagrúcháin





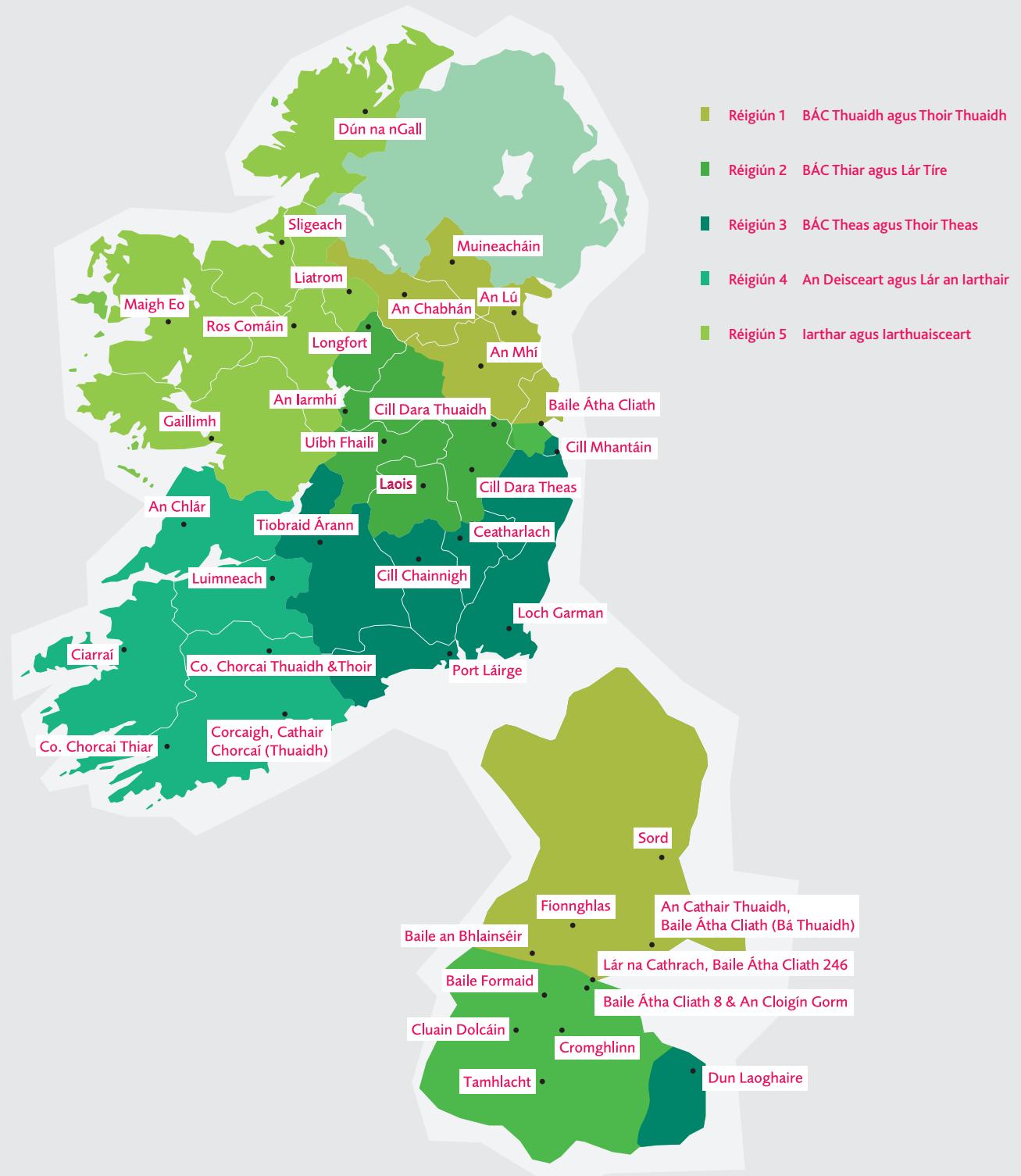
Appendix 5 –
Citizens Information Board Offices and Citizens Information Services

Citizens Information Board Regions



Aguisín 5 –
Oifigí an Bhoird um Phaisnéis do Shaoránaigh agus Seirbhísí um Phaisnéis do Shaoránaigh

Réigiún an Bhoird um Phaisnéis do Shaoránaigh



CENTRAL SERVICES	Elm House	c/o Co. Offaly CIS	Region 5 – The West and North West	SEIRBHÍSÍ LÁRNACHA	Elm House	F/c CIS Cho. Uíbh Fháilí	An 6ú hUrlár, Ionad Gnó
	Elm Bank	Level One			Elm Bank	Leibhéal a hAon	Chúirt na hAbhann
Development and Support Services	Cootehill Road	Bridge Centre		Seirbhísí Forbartha agus Tacaiochta	Bóthar Mhuinchille	Ionad an Droichid	Cornmarket Square
	Cavan	Tullamore			An Cabhán	Tulach Mhór	Luimneach
	Tel: 086 299 6631	Co. Offaly	Dockgate		Teil: 086 299 6631	Co. Uíbh Fhailí	Teil: 061 440 199
7th Floor		Tel: 057 934 1262	Merchant's Road	An 7ú hUrlár		Teil: 057 934 1262	
Hume House			Galway City	Teach Hume			Réigiún 5 – Iarthar agus Iarthuaisceart
Ballsbridge	4 Adelphi Court	Region 3 – Dublin South and the South East	Tel: (091) 560 370	Droichead na Dothra	4 Cúirt Adelphi	Réigiún 3 – Baile Átha Cliath Theas agus Thoir Theas	
Dublin 4	Long Walk			Baile Átha Cliath 4	An Siúl Fada		
Tel: (01) 605 9000	Dundalk			Teil: (01) 605 9000	Dún Dealgan		
	Co. Louth		Mill Lane		Co. Lú		
Customer Service and Training	Tel: 042 933 2913	4 The Parade	Castlebar	Teil: 042 933 2913	4 An Pharáid	Dockgate	
	Fax: 042 933 7081	Kilkenny	Co. Mayo	Fax: 042 933 7081	Cill Chainnigh	Bóthar na gCeannaithe	
		Tel: (056) 776 5176	Tel: 094 902 2169		Teil: 056 776 5176	Gaillimh	
						Teil: 091 560 370	
3rd Floor	Region 2 – Dublin West and the Midlands			Réigiún 2 – Baile Átha Cliath Thiar agus Lár Tíre			
Hume House		14 Gladstone Street	Knappagh	An 3ú hUrlár			
Ballsbridge		Waterford	Strandhill Road	Teach Hume	14 Sráid Gladstone	Lána an Mhuilinn	
Dublin 4		Hainault House	Sligo	Droichead na Dothra	Port Láirge	Caisleán an Bharraigh	
Tel: (01) 605 9000	The Square	Tel: 051 850 998 / 872 431	Tel: 071 916 2809 / 916 2459	Baile Átha Cliath 4	Teil: 051 850 998 / 872 431	Co. Mhaigh Eo	
	Tallaght			Teil: (01) 605 9000	An Chearnóg	Teil: 094 902 2169	
	Dublin 24				Tamhlacht		
CITIZENS INFORMATION BOARD REGIONAL OFFICES	Tel: (01) 462 0444	Region 4 – The South and Mid West			Baile Átha Cliath 24	Réigiún 4 – An Deisceart agus Lár an Iarthar	
Region 1 – Dublin North and the North East	The Manse	Port Road		CITIZENS INFORMATION BOARD REGIONAL OFFICES	Teil: (01) 462 0444	Knappagh	
	Castle Street	Letterkenny				Bóthar an Leathrosa	
	Mullingar	Co. Donegal				Sligeach	
	Co. Westmeath	Tel: 074 912 1103		Réigiún 1 – Baile Átha Cliath Thuaidh agus An Thoir Thuaidh	An Máí	Teil: 071 916 2809 / 916 2459	
Park House	Tel: 044 40219				Sráid an Chaisléain		
191-193 North Circular Road	Fax: 044 42897	6th Floor, River Court			An Muileann gCéarr		
Dublin 7		Business Centre			Co. na hAlmhí		
Tel: (01) 824 5200		Cornmarket Square			Teil: 044 40219		
		Limerick					
		Tel: 061 440 199			Teach na Páirce		
					191-193 An Cuar-		
					Bhóthar Thuaidh		
					Baile Átha Cliath 7		
					Teil: (01) 824 5200		

CITIZENS INFORMATION SERVICES

Greater Dublin Area	Dublin 246 CIS	Northside CIS	Cork
Ballyfermot CIS	Rathmines Community Partnership	Northside Civic Centre Bunratty Road	Cork City Centre and South County CIS
Ballyfermot Community Civic Centre	11 Wynnefield Road	Coolock	80 South Mall
Ballyfermot Road	Rathmines	Dublin 17	Cork
Dublin 10	Dublin 6	Tel: (01) 867 4301	Tel: (021) 427 7377
Tel: (01) 620 7181	Tel: (01) 498 2999		
Blanchardstown CIS	Dublin 8 and Bluebell CIS	Tallaght CIS	Cork City (North) CIS
Westend House	90 Meath Street	512 Main Street	Harbour View Road
Westend Office Park	Dublin 8	Tallaght	Knocknaheeny
Snugborough Road Extension	Tel: (01) 473 4671	Dublin 24	Tel: (021) 430 2301
Blanchardstown			
Dublin 15	Dublin City North Bay CIS	Carlow	Cork North and East County CIS
Tel: (01) 822 0449	2 Sybil Hill Road Raheny	Co. Carlow CIS	61 Lower Patrick Street Fermoy
City Centre (Dublin) CIS	Dublin 5	St Catherine's Centre	Tel: (025) 32 711
13A Upper O'Connell St.	Tel: (01) 805 8574	St Josephs Road	
Dublin 1	Dublin North West CIS	Carlow Town	West Cork County CIS
Tel: (01) 809 0633	Unit 7, Finglas Village	Tel: (059) 913 8750	Wolfe Tone Square
Clondalkin CIS	Dublin 11	Cavan	Bantry
Luke Cullen House	Tel: (01) 864 1970	Co. Cavan CIS	Tel: (027) 52 100
Unit 2, Oakfield Industrial Estate		Dun Laoghaire CIS	
9th Lock Road		Dublin Road	
Clondalkin		Cavan Town	
Dublin 22		Tel: (049) 433 2641	
Tel: (01) 457 9045		Donegal	
Crumlin CIS	Fingal (North County) CIS	Co. Donegal CIS	
146 Sundrive Road	Bindon Lane	Public Service Centre	
Crumlin	Bank Place	Blaney Road	
Dublin 12	Ennis	Letterkenny	
Tel: (01) 454 6070	Tel: (065) 684 1221	Tel: (074) 919 4281	
		Clare	
		Co. Clare CIS	
		Bindon Lane	
		Bank Place	
		Ennis	Galway City and County
		Galway CIS	
		Augustine House	
		St Augustine Street	
		Galway City	
		Tel: (091) 563 344	

IONAID EOLAIS DO SHAORÁNAIGH

Baile Átha Cliath	CIS Bhaile Átha Cliath 246	CIS Northside	CIS Lár Chathair Chorcaí agus Chorcaí Theas
CIS Bhaile Formaid	Ionad Pobail na Cathrach	Ionad na Cathrach	80 An Meal Theas
Bóthar Bhailte Formaid	Bóthar Bhailte	Bóthar Bhailte	Corcaigh
Maoinis	An Chúlóig	An Chúlóig	Teil: (021) 427 7377
11 Bóthar Wynnefield	Baile Átha Cliath 17	Baile Átha Cliath 17	
Ráth Maoinis	Tel: (01) 867 4301	Tel: (01) 867 4301	
Baile Átha Cliath 6			CIS Chathair Chorcaí (Thuaidh)
Tel: (01) 498 2999			Bóthar Radharc an Chuain
CIS Thamhlacha	512 An Phríomhshráid	512 An Phríomhshráid	Cnoc na hAoine
	Tamhlacht	Tamhlacht	Cathair Chorcaí
CIS Bhaile Átha Cliath 8 agus an Chloigín Ghoirm	Baile Átha Cliath 24	Baile Átha Cliath 24	Teil: (021) 430 2301
90 Sráid na Mí	Tel: (01) 451 5887	Tel: (01) 451 5887	
Baile Átha Cliath 8			Chorcaí
Tel: (01) 473 4671			CIS Chorcaí Thuaidh agus Oirthean Chontae
Ceatharlach			61 Sráid Phádraig
CIS Chathair Bhaile Átha Cliath (Bá Thuaidh)	13A Sráid Uí Chonaill	13A Sráid Uí Chonaill	lochtarach
Uachtarach	Ráth Éanaigh	Ráth Éanaigh	Mainistir Fhear Maí
Baile Átha Cliath 1	Baile Átha Cliath 5	Baile Átha Cliath 5	Co. Chorcaí
Tel: (01) 809 0633	Tel: (059) 913 8750	Tel: (059) 913 8750	Teil: (025) 32711
CIS Chluain Dolcáin			CIS larthar Chorcaí
Luke Cullen House	Bhaile Átha Cliath	Bhaile Átha Cliath	Cearnóg Wolfe Tone
Aonad 2, Eastát	Aonad 7, An	Aonad 7, An	Beanntraí
Tionscláioch Ghort	Phríomhshráid	Phríomhshráid	Co. Chorcaí
na Darach	Sráidbhaile Fhionnghlas	Sráidbhaile Fhionnghlas	Teil: (027) 52100
9th Lock Road	Baile Átha Cliath 11	Baile Átha Cliath 11	
Chluain Dolcáin	Tel: (01) 864 1970	Tel: (01) 864 1970	An Clár
Baile Átha Cliath 22			CIS Cho. an Chláir
Tel: (01) 457 9045			85/86 Sráid Phádraig
CIS Dhún Laoghaire	Dún Laoghaire	Lána Bhindon	Dún na nGall
146 Bothar Ghrianréime	Plás an Bhainc	Plás an Bhainc	CIS Cho. Dhún na nGall
Cromghlinn	Inis	Inis	Aonad Seirbhise Pobail
Baile Átha Cliath 12	Co. an Chláir	Co. an Chláir	Bóthar Bhléanait
Tel: (01) 454 6070	Tel: (065) 684 1221	Tel: (065) 684 1221	Leitir Ceanainn
CIS Fhine Gall (Tuaisceart an Chontae)			Co. Dhún na nGall
Aonad 26, Swords Plaza			Teil: (074) 919 4281
Sord, Fine Gall			
Bhaile Átha Cliath			
Tel: (01) 840 6877			

Kerry	Limerick City and County	Monaghan	Waterford City and County	Gaillimh	Liatroim	Muineachán	Port Láirge																
Co. Kerry CIS 4 Bridge Lane Tralee Tel: (066) 712 3655	Limerick CIS 23 North Road 54 Catherine Street Monaghan Town Limerick City Tel: (061) 311 444	Monaghan CIS 23 North Road Monaghan Town Tel: (047) 82 622	Waterford CIS 37 Yellow Road Waterford City Tel: (051) 351 133	CIS Cho. na Gaillimhe Teach Agaistín Sráid San Agaistín Cathair na Gaillimhe Teil: (091) 563 344	CIS Cho. Liatroma Sráid an Droichid Droim Seanbhó Teil: 071 964 0995	CIS Cho. Mhuineachán 23 An Bóthar Thuaidh Muineachán Teil: (047) 82622	CIS Cho. Phort Láirge 37 Bóthar Buí Íochtarach Port Láirge Teil: (051) 351 133																
Kildare	Longford	Offaly	Westmeath	Ciarraí	Luimneach	Uíbh Fhailí	An larmhí																
North Kildare CIS Derroon House Dublin Road Maynooth Tel: (01) 628 5477	Co. Longford CIS Level One, Bridge Centre Tullamore Shopping Centre Longford Town Tel: (043) 41 069	Co. Offaly CIS Level One, Bridge Centre Tullamore Tel: (057) 935 2204	Co. Westmeath CIS St Mary's Square Athlone Co. Westmeath Tel: (090) 647 8851	CIS Chiarraí Lána an Droichid Trá Lí Teil: (066) 712 3655	CIS Luimnigh 54 Sráid Chairtríona Luimneach Teil: (061) 311 444	CIS Cho. Uíbh Fhailí Leibhéal a hAon, Ionad Ionad an Droichid Tulach Mhór Teil: (057) 935 2204	CIS Cho. na larmhí Cearnóg Mhuire Baile Átha Luain Teil: (09064) 78851																
South Kildare CIS Room 5, Parish Centre Station Road Newbridge Tel: (045) 431 735	Louth	Co. Roscommon CIS Castle Street	Wexford	Cill Dara	Longfort	Ros Comáin	Loch Garman																
		Co. Louth CIS 4 Adelphi Court Long Walk Dundalk Tel: (042) 932 9149	Co. Wexford CIS 28 Henrietta Street Wexford Tel: (053) 914 2012	CIS Chill Dara Thuaidh Áras Derroon Bóthar Bhaille Átha Cliath Maigh Nuad Teil: (01) 628 5477	CIS Cho. Longfoirt Leibhéal a hAon, Ionad Sipoadóireachta Longfoirt Longfort Teil: (043) 41069	CIS Cho. Ros Comáin 18 Radharc an Chaisleáin Sráid an Chaisleáin Ros Comáin Teil: (090) 662 7922	CIS Cho. Loch Garman 28 Sráid Henrietta Loch Garman Teil: (053) 914 2012																
Kilkenny	Mayo	Sligo	Wicklow	Lú	Sligeach	Cill Mhantáin	CIN Cho. Chill Mhantáin Aonad 3/4 The Boulevard Bóthar Quinsboro																
Kilkenny CIS 4 The Parade Kilkenny Tel: (056) 776 2755	Co. Mayo CIS Cavendish House Link Road Castlebar	Co. Sligo CIS 8 Lower John Street Sligo Tel: (071) 915 1133	Co. Wicklow CIS Unit 3 & 4, The Boulevard Quinsboro Road Bray Tel: (01) 286 0666	CIS Chill Dara Theas Seomra 5, Ionad an Pharóiste Bóthar an Stáisiúin An Droichead Nua Teil: (045) 431 735	CIS Cho. Lú 4 Cuit Adelphi An Siúl Fada Dún Dealgan Teil: (042) 932 9149	CIS Cho. Shligigh 8 Sráid Shéain Bré Teil: (01) 286 0666																	
Laois	Meath	Tipperary	Co. Tipperary CIS 34-35 Croke Street Thurles Tel: (0504) 22 399	Cill Chainnigh	Maigh Eo	Tiobraid Árann	CIS Cho. Thiobraid Árann 34/35 Sráid an Chrócaigh Durlas Teil: (0504) 22399																
Co. Laois CIS 27 Main Street Portlaoise Tel: (057) 862 1425	Co. Meath CIS 1 Brews Hill Navan Tel: (046) 907 4086			CIS Cho. Chill Chainnigh 4 An Paráid Chill Chainnigh Teil: (056) 776 2755	CIS Cho. Mhaigh Eo Teach Cavendish Link Road Caisleán an Bharraigh Teil: (094) 902 5544																		
Co. Leitrim CIS Bridge Street Drumshanbo Tel: (071) 964 0995			Citizens Information Phone Service	Laois	An Mhí	Citizens Information Phone Service																	
			<table border="1"> <tr><td>Lo-call</td><td>1890 777 121</td></tr> <tr><td>Telephone</td><td>+ 353 21 452 1600</td></tr> <tr><td>Mobile</td><td>087 9788300</td></tr> <tr><td>Email</td><td>information@citizensinformation.ie</td></tr> </table>	Lo-call	1890 777 121	Telephone	+ 353 21 452 1600	Mobile	087 9788300	Email	information@citizensinformation.ie	CIS Cho. Laoise 27 An Phríomhshráid Port Laoise Teil: (057) 862 1425	CIS na Mí 1 Brews Hill An Uaimh Teil: (046) 9074086	<table border="1"> <tr><td>Lo-call</td><td>1890 777 121</td></tr> <tr><td>Telephone</td><td>+ 353 21 452 1600</td></tr> <tr><td>Mobile</td><td>087 9788300</td></tr> <tr><td>Email</td><td>information@citizensinformation.ie</td></tr> </table>	Lo-call	1890 777 121	Telephone	+ 353 21 452 1600	Mobile	087 9788300	Email	information@citizensinformation.ie	
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Lo-call	1890 777 121																						
Telephone	+ 353 21 452 1600																						
Mobile	087 9788300																						
Email	information@citizensinformation.ie																						

Citizens Information Phone Service

Tel: 1890 777 121

(from Republic of Ireland only)

+ 353 21 452 1600

(from outside the Republic of Ireland)

SMS: 087 9788300

Email: information@citizensinformation.ie

Website: www.citizensinformation.ie



**Appendix 6 –
Accounts**

Letter from Auditor

DRAFT ACCOUNTS



**Aguisín 6 –
Cuntais**

Letter from Auditor

DRAFT ACCOUNTS

Responsibility for System of Internal Financial Control

On behalf of the members of the Board of Comhairle I acknowledge our responsibility for ensuring that an effective system of internal financial control is maintained and operated.

The system can only provide reasonable and not absolute assurance that assets are safeguarded, transactions authorised and properly recorded, and that material errors or irregularities are either prevented or would be detected in a timely period.

Key Control Procedures

The Board has taken steps to ensure an appropriate control environment by:

- Clearly defining management responsibilities
- Establishing formal procedures for reporting significant control failures and ensuring appropriate corrective action

The Board has established processes to identify and evaluate business risks by:

- Identifying the nature, extent and financial implications of risks facing the Board including the extent and categories which it regards as acceptable,
- Assessing the likelihood of identified risks occurring,
- Assessing the Board's ability to manage and mitigate the risks that do occur, and
- Assessing the costs of particular controls relative to the benefit obtained.

The system of internal financial control is based on a framework of regular management information, administrative procedures including segregation of duties, and a system of delegation and accountability.

In particular it includes:

- A comprehensive budgeting system with an annual budget which is reviewed and agreed by the Board
- Regular reviews by the Board with periodic and annual financial reports which indicate financial performance against forecasts
- Setting of targets to measure financial and other performance

Comhairle has an internal audit function as defined in the Board's Charter for Internal Audit, which operates in accordance with the Framework Code of Best Practice set out in the Code of Practice on the Governance of State Bodies. The work of the internal audit function is informed by analysis of the risk to which the body is exposed, and annual internal audit plans are based on this analysis. The analysis of risk and the internal audit plans have been endorsed by the Audit Committee and approved by the Board. At least annually, the Internal Auditor provides the Board with a report of internal audit activity. The report includes the Internal Auditor's opinion on the adequacy and effectiveness of the system of internal financial control.

The Board's monitoring of the effectiveness of the system of internal financial control is informed by the Audit Committee which oversees the work of the internal auditor, the executive managers within Comhairle who have responsibility for the development and maintenance of the financial control framework, and comments made by the Comptroller and Auditor General in his management letter or other reports.

Freagacht as an gCóras Rialaithe Inmheánaigh Airgeadais

Thar ceann baill Bhord Chomhairle, admhaím an fhreagacht atá orainn deimhin a dhéanamh de go ndéantar córas éifeachtúil rialaithe inmheánaigh airgeadais a choimeád agus a fheidhmiú.

Ní féidir leis an gcóras urrús absalóideach a thabhairt ach urrús réasúnach go ndéantar sócmhainní a chosaint, idirbhhearta a údarú agus a thaifeadadh i gceart, agus go ndéantar earráidí nó neamhrialtachtaí ábhartha a chosc nó go dtabharfaí iad faoi deara in achar tráthúil ama.

Príomhnósanna Imeachta Rialaithe

Tá céimeanna glactha ag an mBord chun timpeallacht chuí rialaithe a chinntí ar na bealaí seo a leanas:

- Freaghrachaí bainistíochta a shainmhíniú go soiléir
- Nósanna imeachta foirmíula a bhunú chun laigí suntasacha rialaithe a thuairisciú agus gníomh ceartúcháin cuí a chinntí

Tá próisis bunaithe ag an mBord chun rioscaí gnó a aithint agus meastóireacht a dhéanamh orthu trí:

- Nádúr, méid agus impleachtaí airgeadais na rioscaí os comhair an Bhoird a aithint, lena n-áirítear an méid agus na catagóirí dar leis is cuí,
- An dóchúlacht go dtarlóidh na rioscaí aitheanta a mheas,
- Cumars an Bhoird na rioscaí a tharlaíonn a bhainistiú agus a mhaolú a mheas, agus
- Na costais a bhaineann le rialuite áirithe i gcomparáid leis an tairbhe lena mbaineann a mheas.

Tá an córas rialaithe inmheánaigh airgeadais bunaithe ar chreatlach d'fhaisnéis bhainistíochta rialta, nósanna imeachta riarracháin lena n-áirítear leithscaradh dualgais, agus córas tarmligin agus cuntasachta. Áirítear air go háirithe:

- Córás buiséadaithe cuimsitheach le buiséad bliantúil a athbhreithníonn agus a chomhaontaíonn an Bord
- Athbhreithnithe rialta ón mBord ar thuarascálacha airgeadais tréimhsíula agus bliantúla a léiríonn an fheidhmíocht airgeadais in aghaidh meastachán
- Spriocanna a leagan amach chun feidhmíocht airgeadais agus eile a thomhas

Tá feidhm iniúchta inmheánaigh ag Comhairle, mar a leagtar amach i gCáirt an Bhoird d'Iníúchadh Inmheánach, a fheidhmíonn de réir an Chreat-Chód Sár-Chleachtais, a leagtar amach sa Chód Cleachtas ar Rialachas Comhlachtaí Stáit. Tá obair fheidhm an iniúchta inmheánaigh treoraithe ag analís déanta ar an riosca a bhíonn i ndán don chomhlacht agus bunaítear pleannanna iniúchta inmheánaigh bliantúla ar an analís sin. D'fhormhuinigh an Coiste Iniúchta agus d'fhaomh an Bord an analís ar rioscaí agus na pleannanna iniúchta inmheánaigh. Gach bliain ar a laghad, cuireann an tIníúchóir Inmheánach tuairisc faoi ghníomhaíocht iniúchta inmheánaigh faoi bhráid an Bhoird. Áirítear ar an tuairisc tuairim an Iníúchóra Inmheánaigh faoi leordhóthanacht agus éifeachtacht an chórais rialaithe inmheánaigh.

Bíonn monatóireacht an Bhoird ar éifeachtacht an chórais rialaithe inmheánaigh airgeadais treoraithe ag obair an Choiste Iniúchta a dhéanann maoirseacht ar obair an iniúchóra inmheánaigh, na bainisteoirí feidhmiúcháin laistigh de Chomhairle atá freagrach as forbairt agus coinneáil an chreatlaigh rialaithe airgeadais, agus ag na tuairimí a noctann an tArd-Reactaire Cuntas agus Ciste ina litir bhainistíochta nó i dtuairiscí eile dá chuid.

Annual Review of Controls

I confirm that in the year ended 31 December 2006 the Board conducted a review of the effectiveness of the system of internal financial controls.

Signed on behalf of the Board of Comhairle,

Chris Glennon
Chairperson
Board of Comhairle

Date

COMHAIRLE – Statement of Board's Responsibilities

The Comhairle Act 2000, Section 22 (4a) requires the Board of Comhairle to prepare financial statements in such form as may be approved by the Minister for Social and Family Affairs with the consent of the Minister for Finance. In preparing those financial statements, the Board is required to:

- Select suitable accounting policies and then apply them consistently,
- Make judgements and estimates that are reasonable and prudent,
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that Comhairle will continue in operation, and
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.

The Board is responsible for keeping proper books of account, which disclose with reasonable accuracy at any time the financial position of the Board and which enable it to ensure that the financial statements comply with Section 22 of the Act. The Board is also responsible for safeguarding its assets and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Chair

Board Member

Athbhreithniú Blíantúil ar Rialuithe

Dearbhaím go ndearna an Bord athbhreithniú ar éifeachtachtaí an chórais rialaithe inmheánaigh airgeadais sa bhliain dar críoch an 31 Nollaig 2006.

Sínithe thar ceann Bhord Chomhairle,

Chris Glennon
An Cathaoirleach
Bord Chomhairle

Dátá

COMHAIRLE – Ráiteas Faoi Fhreagrachtaí an Bhoird

De réir an Acht um Chomhairle 2000, Alt 22 (4a), ceanglaítear ar Bhord Chomhairle ráitis airgeadais a ullmhú i gcibé foirm a cheadóidh an tAire Gnóthaí Sóisialta agus Teaghlach le comhaontú an Aire Airgeadais. Agus na ráitis airgeadais sin á n-ullmhú, éilítear ar an mBord:

- Beartais chuntasáiochta chuí a roghnú agus ansin iad a chur i bhfeidhm go comhsheasmhach,
- Breithiúnais agus meastachán a dhéanamh atá réasúnach agus ciallmhar,
- Na ráitis airgeadais a ullmhú ar bhonn gnóthais leantaigh, ach amháin i gcás nach cuí a thoimhdiú go leanfaidh Comhairle de bheith i bhfeidhm, agus
- A lua cibé ar cloíodh nó nár cloíodh le caighdeán infheidhmithe chuntasáiochta, faoi réir aon imeachtaí ábhartha a noctadh agus a míniódh sna ráitis airgeadais.

Tá an Bord freagrach as leabhair chuí chuntais a choimeád a insíonn le cruinneas réasúnach, tráth ar bith, suíomh airgeadais an Bhoird agus a chuireann ar a chumas a chinntí go gcomhlíonfaidh na ráitis airgeadais Alt 22 den Acht. Tá an Bord freagrach freisin as a shócmhainní a chosaint, agus mar sin bearta réasúnacha a dhéanamh chun calaois agus neamhrialtachtaí eile a chosc agus a aimsiú.

An Cathaoirleach

Ball an Bhoird

1 Basis of Accounting

The financial statements have been prepared on an accruals basis, except as stated below, under the historical cost convention, and in accordance with generally accepted accounting practice. Financial reporting standards recommended by the recognised accounting bodies have been adopted as they become applicable. The unit of currency in which the financial statements are denominated is the euro.

2 Accounting Period

The Financial Statements cover the period 1 January to 31 December 2006.

3 Income Recognition

State grants are accounted for on a cash receipts basis.

4 Fixed Assets and Depreciation

- i) Fixed assets are stated at cost less accumulated depreciation, except where a revaluation has taken place.
Assets that have been revalued are stated at valuation less accumulated depreciation.
- ii) Fixed assets are depreciated at annual rates estimated to write off the assets over their useful lives.
Depreciation is charged at half the annual rate in year of purchase. Depreciation is at the following rates:

Computer Equipment	Straight-line	33.33%
Office Equipment	Straight-line	20%
Office Furniture	Straight-line	12.5%
Vehicles	Straight-line	25%
Premises	Reducing-balance	2.5%

- iii) Where an asset has been revalued the depreciation charge is based on the revalued amount and the remaining useful economic life of the asset.

5 Pensions

A superannuation scheme under Section 15 of the Comhairle Act 2000, is in the course of preparation. At present staff of Comhairle who were formerly staff of the National Rehabilitation Board (NRB) and who retire receive superannuation benefits under the terms of the Local Government Superannuation Scheme; staff who were formerly staff of the National Social Service Board (NSSB) receive benefits under the terms of the Nominated Health Agencies Superannuation Scheme; and staff who have been employed by Comhairle subsequent to its establishment and who retire receive benefits in line with the terms of the Nominated Health Agencies Superannuation Scheme.

1 Bunús na Cuntasálochta

Ullmháiodh na ráitis airgeadais ar bhonn fabhrúithe ach amháin sna cásanna a luaitear thíos, faoi choimhinsiún an chostais stairiúil, agus faoi réir cleachtais chuntasáiochta a ghlahtar leis go coiteann. Glacadh le caighdeáin um thuairisciú airgeadais a mhol comhlachtaí cuntasáiochta aitheanta de réir mar a bhain le hábhar. Is é an t-aonad airgeadra ina gcuirtear na ráitis airgeadais i láthair an euro.

2 Tréimhse Chuntasáiochta

Baineann na Ráitis Airgeadais leis an tréimhse ó 1 Eanáir go dtí an 31 Nollag 2006.

3 Aitheantas loncaim

Cuirtear deontais ón stát san áireamh ar bhonn fáltas airgid thirim.

4 Sócmhainní Seasta agus Dímheas

- i) Luaitear sócmhainní seasta ag costas lúide dímheas carnach, seachas i gcásanna inar tharla athluacháil. Luaitear sócmhainní a athluacháladh ag luacháil lúide dímheas carnach.
- ii) Déantar sócmhainní seasta a dhímheas ag rátaí bliantúla measta chun na sócmhainní a dhíscróibh thar a saolré úsáideach. Gearrtar dímheas ag leath an ráta bhliantúil i mbliain an cheannaigh. Tarlaonn dímheas ag na rátaí seo a leanas:

Trealamh Riomhaireachta	Líne Dhíreach	33.33%
Trealamh Oifige	Líne Dhíreach	20%
Troscán Oifige	Líne Dhíreach	12.5%
Feithiclí	Líne Dhíreach	25%
Áitreabh	Iarmhéid Laghdaitheach	2.5%

- iii) Áit ar athluacháltear sócmhainn, bunaítear an muirear dímheasa ar an méid athluachálte agus saolré eacnamaíoch úsáideach fágtha na sócmhainne.

5 Pinsin

Tá scéim aoisliúntais á hullmhú faoi Alt 15 den Acht um Chomhairle 2000. Faoi láthair, faigheann baill foirne Chomhairle, a bhí tráth mar fhoireann an Bhoird Athshlánaithe Náisiúnta (BAN), agus a théann ar scor sochair aoisliúntais faoi théarmaí Scéim Aoisliúntais an Rialtais Áitiúil; faigheann baill foirne a bhí tráth mar fhoireann an Bhoird Náisiúnta um Sheirbhís Shóisialta (BNSS) sochair faoi théarmaí Scéim Aoisliúntais na nGníomhaireachtaí Sláinte Ainmnithe; agus faigheann baill foirne, fostaithe ag Comhairle i ndiaidh a bunaithe agus a théann ar scor, sochair a théann le téarmaí Scéim Aoisliúntais na nGníomhaireachtaí Sláinte Ainmnithe.

These schemes are defined benefit pension schemes which are funded annually on a pay as you go basis from monies available to them, including monies provided by the Department of Social and Family Affairs and from contributions from staff salaries.

Pension costs reflect pension benefits earned by employees in the period and are shown net of staff pension contributions which are retained by Comhairle. An amount corresponding to the pension charge is recognised as income to the extent that it is recoverable, and offset by grants received in the year to discharge pension payments.

Actuarial gains or losses arising on scheme liabilities are reflected in the Statement of Total Recognised Gains and Losses and a corresponding adjustment is recognised in the amount recoverable from the Department of Social and Family Affairs.

Pension liabilities represent the present value of future pension payments earned by staff to date. Deferred pension funding represents the corresponding asset to be recovered in future periods from the Department of Social and Family Affairs.

The effect of the change in accounting policy arising from the introduction of FRS17 is to recognise, as expenditure in the year, the cost of pensions earned rather than the payments to pensioners, and a corresponding funding amount. In addition, the Balance Sheet recognises the cumulative liability for pensions earned by employees as at 31 December 2006 together with a corresponding asset, whereas previously this liability was disclosed by note only.

6 Capital Account

The Capital Account represents:

- i) the unamortised value of income used to finance fixed assets, and
- ii) the unamortised surplus arising on the revaluation of fixed assets.

7 Leased Assets

i) Finance Leases

Where an asset was acquired under a finance lease, the capital element of the asset has been included in fixed assets and amortised over the life of the asset and the outstanding capital element of the leasing obligations was included in creditors. The interest element is written off over the primary period of the lease.

ii) Operating Leases

Rental payments under operating leases have been dealt with in the income and expenditure account as incurred.

Is scéimeanna pinsin sochar sainithe iad na scéimeanna seo a thugtar maoiniú bliantúil dóibh ar bhonn íoc mar a théitear ar aghaidh ón airgead atá ar fáil dóibh, lena n-áirítear airgead ón Roinn Gnóthaí Sóisialta agus Teaghlaigh agus ó ranníocaíochtaí ó thuarastail foirne.

Léiríonn costais phinsin na sochair phinsin tuillte ag fostaithe le linn na tréimhse, agus taispeántar iad saor ó ranníocaíochtaí pinsin na foirne a choinníonn Comhairle. Aithnítear méid a chomhfhereagraíonn don mhuirear pinsin mar ioncam, a mhéid is féidir é a aisghabháil agus go bhfuil sé frithárithe ag deontais faighte sa bláthain chun íocaíochtaí pinsin a íoc.

Léiríonn an Ráiteas faoi Ghnóthachain agus Caillteanais Aitheanta lomlána gnóthachain nó cailtceanais achtúireacha a eascraíonn as dliteanas scéime, agus aithnítear coigeartú comhfhereagrach sa mhéid atá le haisghabháil ón Roinn Gnóthaí Sóisialta agus Teaghlaigh.

Is ionann na dliteanas phinsin agus luach reatha íocaíochtaí pinsin na todhchaí tuillte ag an bhfoireann go dtí seo. Is ionann an maoiniú pinsin iarchurtha agus an tsócmhainn chomhfhereagrach le bheith aisghafa ón Roinn Gnóthaí Sóisialta agus Teaghlaigh i dtréimhsí sa todhchaí.

An tionchar a bhí ag an athrú ar bheartas cuntasaíochta mar thoradh ar thabhairt isteach FRS17 ná costas na bpínsean tuillte sa bláthain, agus ní na híocaíochtaí le pinsinéirí, a aithint mar chaiteachas agus méid maoinithe comhfhereagrach. I dteannta sin, aithníonn an Clár Comhardaithe dliteanas carnach do phinsin tuillte ag fostaithe amhail an 31 Nollaig 2006 le cois sócmhainn chomhfhereagrach; roimhe seo, níor nochtadh an dliteanas sin ach le nota.

6 Cuntas Caipitil

Léiríonn an Cuntas Caipitil:

- i) luach gan amúchadh an ioncaim a úsáideadh chun íoc as sócmhainní seasta, agus
- ii) an barrachas gan amúchadh a d'eascair as athluacháil sócmhainní seasta.

7 Sócmhainní ar Léas

i) Léasanna Airgeadais

Nuir a fuarthas sócmhainn faoi léas airgeadais, cuimsíodh gné chaipítill na sócmhainne leis na sócmhainní seasta agus rinneadh í a amúchadh thar shaolré na sócmhainne, agus cuimsíodh gné chaipítill neamhíochta na n-oibleagáidí léasa leis na creidiúnaithe. Díscróibhtar an tús thar thréimhse phríomhúil an léasa

ii) Léasanna Oibriúcháin

Déileáladh le híocaíochtaí cíosa faoi léasanna oibriúcháin sa chuntas ioncaim agus caiteachais de réir mar a tabhaíodh iad.

COMHAIRLE – Income and Expenditure Account For The Year Ended 31 December 2006

	Note	2006 euro €	2005 euro €
Income			
State Grants	1	24,362,000	20,997,000
Other Income	2	233,042	307,780
Net Deferred Funding for Pensions		1,867,000	1,633,731
		26,462,042	22,938,511
Transfer from Capital Account	16	334,782	95,035
		26,796,824	23,033,546
Expenditure			
Salaries	3	4,960,823	5,044,772
Pension Costs	17	1,669,000	1,511,011
Administration Costs	4	2,613,520	3,080,941
Regional Services	6	12,795,818	10,645,873
Information and Advice	7	1,190,880	1,103,782
Information and Communications Technology	9	715,816	553,476
Development and Social Policy	10	186,483	196,890
Advocacy and Support Services (Disability)	11	1,954,098	1,045,599
Training and Development	12	220,824	269,416
		26,307,262	23,451,760
Surplus / (Deficit) for the Year		489,562	(418,214)
Surplus / (Deficit) at 1 January		(123,477)	294,737
Surplus / (Deficit) at 31 December		366,085	(123,477)

The results for the period relate to continuing operations.

The Statement of Accounting Policies, Cash Flow Statement and Notes 1 to 19 form part of these financial statements.

Chair

Board Member

COMHAIRLE – Cuntas Iomcaim agus Caiteachais don Bhliain dar Críoch 31 Nollaig 2006

	Note	2006 euro €	2005 euro €
Ioncam			
Deontais Stáit	1	24,362,000	20,997,000
Ioncam Eile	2	233,042	307,780
Glan-Mhaoiniú larchurtha do Phinsin		1,867,000	1,633,731
		26,462,042	22,938,511
Aistriú ó Chuntas Caiptil	16	334,782	95,035
		26,796,824	23,033,546
Caiteachas			
Tuarastail	3	4,960,823	5,044,772
Costais Phinsin	17	1,669,000	1,511,011
Costais Riaracháin	4	2,613,520	3,080,941
Seirbhísí Réigiúnacha	6	12,795,818	10,645,873
Faisnéis agus Comhairle	7	1,190,880	1,103,782
Teicneolaíocht Faisnéise agus Cumarsáide	9	715,816	553,476
Forbairt agus Beartas Sóisialta	10	186,483	196,890
Seirbhísí Abhcóideachta agus Tacaíochta (Míchumas)	11	1,954,098	1,045,599
Oiliúint agus Forbairt	12	220,824	269,416
		26,307,262	23,451,760
Barrachas / (Easnamh) don Bhliain		489,562	(418,214)
Barrachas / (Easnamh) amhail an 1 Eanáir		(123,477)	294,737
Barrachas / (Easnamh) amhail an 31 Nollaig		366,085	(123,477)

Baineann tortaí na tréimhse le hoibríochtaí leanúnacha.

Is dlúthchuid de na ráitis airgeadais seo an Ráiteas faoi Bheartais Chuntasaíochta, an Ráiteas faoi Shreabhadh Airgid Thirim agus Nótáí 1 go 19.

An Cathaoirleach

Ball an Bhoird

COMHAIRLE – Statement of Total Recognised Gains and Losses

	2006	2005
Note	euro €	euro €
Surplus / (Deficit) for the Year	489,562	(418,214)
Actuarial (Loss) / Gain on Pension Liabilities	17	809,000
Adjustment to Deferred Pension Funding	17	(809,000)
Total Recognised Gains and Losses for the Year	489,562	(418,214)

The Statement of Accounting Policies, Cash Flow Statement and Notes 1 to 19 form part of these financial statements.

Chair

Board Member

COMHAIRLE – Ráiteas faoi Ghnóthachain agus Caillteanais Aitheanta Iomlána

	2006	2005
Nóta	euro €	euro €
Barrachas / (Easnamh) don Bhliain (Caillteanas) / Gnóthachan Achtúireach ar Dhileanan Phinsin	489,562	(418,214)
Coigeartú ar Mhaoiniú Pinsin Iar-Churtha	17	809,000
Gnóthachain agus Caillteanais Aitheanta Iomlána don Bhliain	489,562	(418,214)

Is dlúthchuid de na ráitis airgeadais seo an Ráiteas faoi Bheartais Chuntasaíochta, an Ráiteas faoi Shreabhadh Airgid Thirim agus Nótáí 1 go 19.

An Cathaoirleach

Ball an Bhoird

COMHAIRLE – Balance Sheet as at 31 December 2006

	Note	2006 euro €	2005 euro €
Fixed Assets			
	13	5,851,258	6,186,040
Current Assets			
Debtors and Prepayments	14	460,493	350,366
Bank and Cash on Hand		263,009	188,629
		723,502	538,995
Current Liabilities			
Creditors: Amounts Falling Due within One Year	15	(357,417)	(662,472)
		(357,417)	(662,472)
Net Current Assets			
		366,085	(123,477)
Total Assets Less Current Liabilities Before Pensions		6,217,343	6,062,563
Deferred Pension Funding	17	24,980,000	22,304,000
Pension Liabilities	17	(24,980,000)	(22,304,000)
Total Assets Less Current Liabilities		6,217,343	6,062,563
Represented by			
Capital Account	16	5,851,258	6,186,040
Income and Expenditure Account		366,085	(123,477)
		6,217,343	6,062,563

The Statement of Accounting Policies, Cash Flow Statement and Notes 1 to 19 form part of these financial statements.

Chair

Board Member

COMHAIRLE – Clár Comhardaithe amhail an 31 Nollaig 2006

	Note	2006 euro €	2005 euro €
Sócmhainní Seasta			
	13	5,851,258	6,186,040
Sócmhainní Reatha			
Féichiúnaithe agus Réamhíocaíochtaí	14	460,493	350,366
An Banc agus Airgead Tirim ar Láimh		263,009	188,629
		723,502	538,995
Dliteanais Reatha			
Creidiúnaithe: Méideanna a Bheidh Dlite Laistigh de Bhliain Amháin	15	(357,417)	(662,472)
		(357,417)	(662,472)
Glan-Sócmhainní Reatha			
		366,085	(123,477)
Sócmhainní Iomlána Lúide Dliteanais Reatha			
Gan Phinsin San Áireamh			6,217,343
			6,062,563
Maoiniú Pinsin lar-Churtha	17	24,980,000	22,304,000
Dliteanais Phinsin	17	(24,980,000)	(22,304,000)
Sócmhainní Iomlána Lúide Dliteanais Reatha			
		6,217,343	6,062,563
Arna ionadú ag			
Cuntas Caipitil	16	5,851,258	6,186,040
Cuntas Ioncaim agus Caiteachais		366,085	(123,477)
		6,217,343	6,062,563

Is dlúthchuid de na ráitis airgeadais seo an Ráiteas faoi Bheartais Chuntasaíochta, an Ráiteas faoi Shreabhadh Airgid Thirim agus Nótáí 1 go 19.

An Cathaoirleach

Ball an Bhoird

COMHAIRLE – Cash Flow Statement for the Year Ended 31 December 2006

	2006	2005	
	Note	euro €	euro €
Reconciliation of Surplus for the Period to Net Cash from Operating Activities			
Surplus / (Deficit) for the period	489,562	(418,214)	
Transfer from Capital Account	(253,419)	(95,035)	
Depreciation	454,353	426,171	
(Increase) / Decrease in Debtors	110,127	86,088	
Increase / (Decrease) in Creditors	(305,055)	403,117	
Net Cash Inflow / (Outflow) from Operating Activities	495,568	402,127	
Cash Flow Statement			
Net Cash Inflow / (Outflow) from Operating Activities	495,568	402,127	
Capital Expenditure			
Acquisitions	13	(119,571)	(331,136)
Increase / (Decrease) in Cash for the Period	375,997	70,991	
Reconciliation of Net Cash Flow to Movement in Net Funds			
Movement in Net Funds for the Period	375,997	70,991	
Net Funds at 1 January 2006	188,629	117,638	
Net Funds at 31 December 2006	564,626	188,629	

The Statement of Accounting Policies and Notes 1 to 19 form part of these financial statements.

Chair

Board Member

COMHAIRLE – Ráiteas faoi Shreabhadh Airgid Thirim don Bhliain dar Críoch 31 Nollaig 2006

	2006	2005	
	Nóta	euro €	euro €
Réiteach an Bharrachais don Tréimhse le hAirgead Tirim Glan ó Ghníomhaíochtaí Oibriúcháin			
Barrachas / (Easnamh) don tréimhse		489,562	(418,214)
Aistriú ó Chuntas Caipitil		(253,419)	(95,035)
Dímheas		454,353	426,171
(Méadú) / Laghdú ar Fhéichiúnaithe		110,127	86,088
Méadú / (Laghdú) ar Chreidiúnaithe		(305,055)	403,117
Glan-Insreabhadh / (As-Sreabhadh) Airgid Thirim ó Ghníomhaíochtaí Oibriúcháin		495,568	402,127
Ráiteas faoi Shreabhadh Airgid Thirim			
Glan-Insreabhadh / (As-Sreabhadh) Airgid Thirim ó Ghníomhaíochtaí Oibriúcháin		495,568	402,127
Caiteachas Caipitil		13	(119,571)
Fáltais		(331,136)	
Méadú / (Laghdú) ar Airgead Tirim sa Tréimhse		375,997	70,991
Réiteach an tSreafa Airgid Thirim Ghlan le Gluaiseachtaí i gCistí Glana			
Gluaiseachtaí i gCistí Glana sa Tréimhse		375,997	70,991
Cistí Glana amhail an 1 Eanáir 2006		188,629	117,638
Cistí Glana amhail an 1 Nollaig 2006		564,626	188,629

Is dlúthchuid de na ráitis airgeadais seo an Ráiteas faoi Bheartais Chuntasaíochta agus Nótáí 1 go 19.

An Cathaoirleach

Ball an Bhoird

COMHAIRLE – Notes to the Financial Statements for the Year Ended 31 December 2006

	Note	2006 euro €	2005 euro €
1 State Grants			
Grant to Comhairle		24,362,000	20,917,000
Grant to Comhairle – Integrated Information Services		–	80,000
		24,362,000	20,997,000

2 Other Income

The Health Service Executive – Contribution to Integrated Information Services	109,663	110,922
Sales of Information Material	14,163	15,558
Training Fees	18,376	24,386
Premises Rental and Services	19,430	37,202
Citizens Advice – Contribution to Borderwise Project	18,937	49,926
Other Income	52,473	69,786
	233,042	307,780

3 Salaries and Pensions †

Management Services	1,167,428	1,253,711
Information and Advice	601,476	686,569
Citizens Information Website	191,468	120,101
Information and Communications Technology	170,269	181,814
Development and Social Policy	294,469	235,043
Training and Development	442,382	486,507
Regional Services	2,093,331	2,055,967
	4,960,823	5,044,772

† The average number of staff employed by Comhairle in the period was 92 (2005, 91).

4 Administration Costs

Accommodation and Establishment	5	1,035,472	1,082,867
Travel and Subsistence		231,027	226,386
Stationery and Office Supplies		120,530	154,791
Postage and Telephone		209,070	239,729
Consultancy and Reports		99,706	110,051
Public Relations		82,975	61,673
Recruitment		10,929	52,663

COMHAIRLE – Nótáí leis na Ráitis Airgeadais don Bhliain dar Críoch 31 Nollaig 2006

	Note	2006 euro €	2005 euro €
1 Deontais Stáit			
Deontas le Comhairle		24,362,000	20,917,000
Deontas le Comhairle – Seirbhísí Faisnéise Comhtháite		–	80,000
		24,362,000	20,997,000

2 Ioncam Eile

Feidhmeannacht na Seirbhise Sláinte – Ranníocaíocht le Seirbhísí Faisnéise Comhtháite	109,663	110,922
Díolacháin Ábhar Faisnéise	14,163	15,558
Táillí Oiliúna	18,376	24,386
Cíos Áitribh agus Seirbhísí	19,430	37,202
Comhairle do Shaoránaigh – Ranníocaíocht leis an Tionscadal Borderwise	18,937	49,926
Ioncam Eile	52,473	69,786
	233,042	307,780

3 Tuarastail agus Pinsin †

Seirbhísí Bainistíochta	1,167,428	1,253,711
Faisnéis agus Comhairle	601,476	686,569
An Láithreán Gréasáin um Fhaisnéis do Shaoránaigh	191,468	120,101
Teicneolaíocht Faisnéise agus Cumarsáide	170,269	181,814
Forbairt agus Beartas Sóisialta	294,469	235,043
Oiliúint agus Forbairt	442,382	486,507
Seirbhísí Réigiúnacha	2,093,331	2,055,967
	4,960,823	5,044,772

† Ba ionann meánlíon na foirne fostaithe ag Comhairle sa tréimhse agus 92 (2005, 91).

4 Costais Riaracháin

Cóiríocht agus Bunú	5	1,035,472	1,082,867
Taisteal agus Cothabháil		231,027	226,386
Stáiseanóireacht agus Soláthairtí Oifige		120,530	154,791
Postas agus Teileafón		209,070	239,729
Comhairleacht agus Tuarascálacha		99,706	110,051
Caidrimh Phoiblí		82,975	61,673
Earcaíocht		10,929	52,663

Seminars and Meetings	20,799	16,307
Insurance	120,873	135,753
Board Expenses	18,374	30,672
Board Members Fees	83,172	435,542
Board Publications	41,213	26,055
Affiliation Fees	8,416	3,748
External Audit Fees	13,400	13,950
Internal Audit Fees	26,318	33,350
Bad Debts	4,932	5,944
Depreciation	454,353	426,171
Interest and Charges	1,639	1,852
Other	30,322	23,437
	2,613,520	3,080,941

Seimineáir agus Cruinnithe	20,799	16,307
Árachas	120,873	135,753
Costais an Bhoird	18,374	30,672
Táillí Bhaill an Bhoird	83,172	435,542
Foilseacháin an Bhoird	41,213	26,055
Táillí Cleamhnaithe	8,416	3,748
Táillí Iniúcta Sheachtraigh	13,400	13,950
Táillí Iniúcta Inmheánaigh	26,318	33,350
Drochfhiacha	4,932	5,944
Dímheas	454,353	426,171
Ús agus Muirir	1,639	1,852
Eile	30,322	23,437
	2,613,520	3,080,941

5 Accommodation and Establishment

Rent and Rates	811,829	857,715
Light and Heat	70,658	56,760
Offsite Storage	10,148	8,968
Maintenance and Security	142,837	159,424
	1,035,472	1,082,867

5 Córíocht agus Bunú

Cíos agus Rátaí	811,829	857,715
Solas agus Teas	70,658	56,760
Stóráil Sheachtrach	10,148	8,968
Cothabháil agus Slándáil	142,837	159,424
	1,035,472	1,082,867

6 Regional Services

i) Citizens Information Grants		
Dublin North and the North East Region	2,498,789	2,177,247
Dublin West and the Midlands Region	2,476,168	2,152,650
Dublin South and the South East Region	1,378,765	1,375,720
The South and Mid West Region	1,787,136	1,297,869
The West and North West Region	1,389,677	1,197,847
ii) Central Support to CICs		
Conferences, Seminars and Meetings	49,510	92,464
Materials, Support and Evaluation	1,487	8,089
Advertising and Promotion	410,466	247,678
Citizens Information Rebranding	375,496	-
Network Support	74,944	54,589
Access Improvement Programme	53,420	208,121
iii) Citizens Information Phone Service	912,789	795,954
iv) Mobile Units	43,337	46,638
v) Social Mentor Project	10,169	14,191

6 Regional Services

i) Deontais um fhaisnéis do shaoránaigh		
Réigiún Bhaile Átha Cliath Thuaidh agus an Oirthuaiscirt	2,498,789	2,177,247
Réigiún Bhaile Átha Cliath Thiar agus Lár Tíre	2,476,168	2,152,650
Réigiún Bhaile Átha Cliath Theas agus an Oirdheiscirt	1,378,765	1,375,720
Réigiún an Deiscirt agus an Lár-larthair	1,787,136	1,297,869
Réigiún an larthair agus an larthuaiscirt	1,389,677	1,197,847
ii) Tacaíocht Lárnach do CICanna		
Comhdhálacha, Seimineáir agus Cruinnithe	49,510	92,464
Ábhair, Tacaíocht agus Meastóireacht	1,487	8,089
Poiblíocht agus Cur Chun Cinn	410,466	247,678
Athbhrandáil na Faisnéise do Shaoránaigh	375,496	-
Tacaíocht don Lónra	74,944	54,589
Clár um Fheabhas a chur ar Inrochtaineacht	53,420	208,121
iii) An tSeirbhís Gutháin um Fhaisnéis do Shaoránaigh	912,789	795,954
iv) Aonaid Shoghluaise	43,337	46,638
v) Tionscadal na Meantóirí Sóisialta	10,169	14,191

vi) Advocacy Development	420,430	262,717
vii) Information Development	312,524	180,787
viii) Integrated Information Services Development	424,760	384,562
ix) Regional Training and Development	154,951	107,650
x) Cross-Border Projects	21,000	41,100
	12,795,818	10,645,873

vi) Forbairt Abhcóideachta	420,430	262,717
vii) Forbairt Faisnéise	312,524	180,787
viii) Forbairt na Seirbhísí Faisnéise Comhtháite	424,760	384,562
ix) Oiliúint agus Forbairt Réigiúnach	154,951	107,650
x) Tionscadail Trastearann	21,000	41,100
	12,795,818	10,645,873

7 Information and Advice

Information and Publication Grants	93,168	343,075
Publications	168,895	294,408
Citizens Information Website	8	638,342
Information Services	209,493	64,086
Database Development	69,136	148,599
Miscellaneous	11,846	3,786
	1,190,880	1,103,782

7 Faisnéis agus Comhairle

Deontais Faisnéise agus Foilsiúcháin	93,168	343,075
Foilseacháin	168,895	294,408
An Láithreán Gréasáin um Faisnéis do Shaoránaigh	8	638,342
Seirbhísí Faisnéise	209,493	64,086
Forbairt Bunachair Shonrai	69,136	148,599
Ilghnéitheach	11,846	3,786
	1,190,880	1,103,782

8 Citizens Information Website

Public Relations, Promotion and Advertising	254,071	8,726
Telecommunications and Supports	73,719	30,734
Consultancy	308,464	210,169
Miscellaneous	2,088	199
	638,342	249,828

8 An Láithreán Gréasáin um Faisnéis do Shaoránaigh

Caidrimh Phoiblí, Cur Chun Cinn agus Poiblócht	254,071	8,726
Teileachumarsáid agus Tacaí	73,719	30,734
Comhairleacht	308,464	210,169
Ilghnéitheach	2,088	199
	638,342	249,828

9 Information and Communications Technology

Citizens Information Centres	257,335	157,159
Support and Management Services	458,481	396,317
	715,816	553,476

9 Teicneolaíocht Faisnéise agus Cumarsáide

Ionaid um Faisnéis do Shaoránaigh	257,335	157,159
Seirbhísí Tacaíochta agus Bainistíochta	458,481	396,317
	715,816	553,476

10 Development and Social Policy

Disability and Information Research	69,638	79,949
Research Support	86,535	83,972
Social Policy Grants and Reports	30,310	32,969
	186,483	196,890

10 Forbairt agus Beartas Sóisialta

Taighde ar Mhíchumas agus Faisnéis	69,638	79,949
Tacaíocht Taighde	86,535	83,972
Deontais Bheartais Shóisialta agus Tuarascálacha	30,310	32,969
	186,483	196,890

11 Advocacy and Support Services (Disability)

Grant Support for Community & Voluntary Sector Advocacy	1,781,500	857,160
Consultancy, Research and Development	71,289	188,439
Sign Language Interpreting Service	101,309	-
	1,954,098	1,045,599

11 Seirbhísí Abhcóideachta agus Tacaíochta (Míchumas)

Tacaíocht Deontais d'Abhcóideacht san Earnáil Phobail & Dheonach	1,781,500	857,160
Comhairleacht, Taighde agus Forbairt	71,289	188,439
Seirbhís Teangaireachta na Teanga Comharthaíochta	101,309	-
	1,954,098	1,045,599

12 Training and Development

Training Resources	75,601	55,074
Cost of Trainers and Venues	25,878	54,066
Staff Training	34,377	39,481
Money Advice Unit	45,334	95,788
Development of Standards and Accreditation	39,183	24,680
Miscellaneous	451	327
	220,824	269,416

12 Oiliúint agus Forbairt

Acmhainní Oiliúna	75,601	55,074
Costas na nOiliúnóirí agus na nlonad	25,878	54,066
Oiliúint Foirne	34,377	39,481
An tAonad um Chomhairle Airgid	45,334	95,788
Forbairt na gCaighdeán agus an Chreidiúnaithe	39,183	24,680
Ilghnéitheach	451	327
	220,824	269,416

13 Fixed Assets

	Premises	Computer Equipment	Office Equipment	Office Furniture	Motor Vehicles	Total
Cost						
Balance at 1 January 2006	7,715,389	2,009,523	818,855	898,394	129,536	11,571,697
Additions	-	66,653	3,025	15,129	34,764	119,571
Disposals	-	(165,826)	(4,271)	-	-	(170,097)
Revaluations	-	-	-	-	-	-
Balance at 31.12.2006	7,715,389	1,910,350	817,609	913,523	164,300	11,521,171
Accumulated Depreciation						
Balance at 01.01.2006	1,996,987	1,898,632	731,083	653,091	105,864	5,385,657
Charge for the period	229,047	122,000	39,170	39,258	24,878	454,353
Disposals during the period	-	(165,826)	(4,271)	-	-	(170,097)
Balance at 31.12.2006	2,226,034	1,854,806	765,982	692,349	130,742	5,669,913
Net Book Value						
Balance at 01.01.2006	5,718,402	110,891	87,772	245,303	23,672	6,186,040
Balance at 31.12.2006	5,489,355	55,544	51,627	221,174	33,558	5,851,258

Note

Premises assets owned by Comhairle were revalued on the basis of Open Market Value at 1 July 2002. These premises assets are revalued on a rolling programme basis, every five years. Revaluations were carried out by professional property consultants.

13 Sócmhainní Seasta

	Áitreach	Trealamh Ríomhair-eachta	Trealamh Oifige	Troscán Oifige	Mótar fheithiclí	lomlán
Costas						
Iarmhéid amhail an 01.01.2006	7,715,389	2,009,523	818,855	898,394	129,536	11,571,697
Breiseanna	-	66,653	3,025	15,129	34,764	119,571
Diúscairtí	-	(165,826)	(4,271)	-	-	(170,097)
Athluachálacha	-	-	-	-	-	-
Iarmhéid amhail an 31.12.2006	7,715,389	1,910,350	817,609	913,523	164,300	11,521,171
Accumulated Depreciation						
Iarmhéid amhail an 01.01.2006	1,996,987	1,898,632	731,083	653,091	105,864	5,385,657
Muirrear don tréimhse	229,047	122,000	39,170	39,258	24,878	454,353
Diúscairtí le linn na tréimhse	-	(165,826)	(4,271)	-	-	(170,097)
Iarmhéid amhail an 31.12.2006	2,226,034	1,854,806	765,982	692,349	130,742	5,669,913

Glanluach de réir na Leabhar

Iarmhéid amhail an 01.01.2006	5,718,402	110,891	87,772	245,303	23,672	6,186,040
Iarmhéid amhail an 31.12.2006	5,489,355	55,544	51,627	221,174	33,558	5,851,258

2006	2005
euro €	euro €

14 Debtors and Prepayments

Debtors

Trade Debtors	6,910	13,884
Other Debtors	7,217	10,578
	14,127	24,462

Prepayments	446,366	325,904
	460,493	350,366

15 Creditors and Accruals

Trade Creditors	189,308	553,132
Other Creditors	168,109	109,340
	357,417	662,472

16 Capital Account

Balance at 01.01.2006	6,186,040	6,281,075
Transfer to Income and Expenditure Account:		
Capital Expenditure in the year	119,571	331,136
Amortisation in line with asset depreciation	(454,353)	(334,782) (426,171) (95,035)
Balance at 31.12.2006	5,851,258	6,186,040

17 Pension Costs

- i) Comhairle operates a defined benefit superannuation scheme for staff. Superannuation entitlements arising under the scheme are paid out of current income and are charged to the income and expenditure account, net of employees' superannuation contributions, in the year in which they become payable. Accounting standard, Financial Reporting Standard No. 17 – Retirement Benefits (FRS 17), was issued by the Accounting Standards Board in November 2000. Compliance with the new standard became mandatory for the financial year 2005. The results set out below are based on an actuarial valuation of the liabilities in respect of Comhairle staff as at 31 December 2006. This valuation was carried out using the projected unit method. The financial assumptions used to calculate scheme liabilities for the purpose of FRS 17 were as follows:

Nóta

Athluacháladh Sócmhainní Áitreabh i seilbh Chomhairle ar bhonn Luach an Mhargaidh Oscailte an 1 líul 2002. Athluacháltear na Sócmhainní Áitreabh seo ar bhonn clár rollta gach cúig bliana. Rinne comhairligh mhaoine ghairmiúla na hathluachálacha.

Nóta	2006	2005
	euro €	euro €

14 Féichiúnaithe agus Réamhíocaíochtaí

Féichiúnaithe		
Féichiúnaithe Trádála	6,910	13,884
Féichiúnaithe Eile	7,217	10,578
	14,127	24,462

Réamhíocaíochtaí	446,366	325,904
	460,493	350,366

15 Creidiúnaithe agus Fabhrúithe

Creidiúnaithe Trádála	189,308	553,132
Creidiúnaithe Eile	168,109	109,340
	357,417	662,472

16 Cuntas Caipitil

Iarmhéd amhail an 01.01.2006	6,186,040	6,281,075
Aistriú chuig an gCuntas loncaim agus Caiteachais:		
Caiteachas Caipitil sa bhliain	119,571	331,136
Amúchadh ag teacht le Dímheas Sócmhainní	(454,353)	(334,782) (426,171) (95,035)
Iarmhéd amhail an 31.12.2006	5,851,258	6,186,040

17 Costais Phinsin

- i) Feidhmíonn Comhairle scéim aoisliúntais sochar sainithe don fhoireann uile. Iompar teidlíochtaí a thagann aníos faoin scéim as ioncam reatha agus gearrtaí iad ar an gCuntas loncaim agus Caiteachais, glan ó ranníocaíochtaí aoisliúntais fostaithe, sa bhliain ina bhfuil siad iníoctha. D'eisigh an Bord um Chaighdeán Chuntasaíochta Caighdeán Tuairiscithe Airgeadais Uimh.17 (FRS 17) i mí na Samhna 2000. Bhí sé éigeantach cloí leis an gcaighdeán nua don bhliain airgeadais 2005. Tá na tortaí thíos bunaithe ar luacháil achtúireach na ndliteanas i ndáil le foireann Chomhairle amhail an 31 Nollaig 2006. Rinneadh an luacháil le modh an

2006 2005

Assumption	2006	2005
Discount rate	4.70%	5.00%
Salary increase assumption	4.00%	4.00%
Pension increase assumption	4.00%	4.00%
Price inflation	2.25%	2.00%

On the basis of these assumptions, and using the projected unit method prescribed in FRS 17, the value of the accrued liabilities in respect of Comhairle staff at 31 December 2006 was estimated at €24.980m (compared with €22.304m as at 31 December 2005).

ii) Net Deferred Funding for Pensions in year

	2006	2005
	euro €	euro €
Funding Recoverable in Respect of Current Year Pension Costs	2,039,000	1,770,000
State Grant Applied to Pay Pensioners	(172,000)	(136,269)
	1,867,000	1,633,731

iii) Analysis of Total Pension Costs Charged to Expenditure

	2006	2005
	euro €	euro €
Current Service Cost	1,050,000	877,000
Interest on Pension Scheme Liabilities	989,000	893,000
Employee Contributions	(370,000)	(258,989)
	1,669,000	1,511,011

iv) Deferred Funding Asset for Pensions

The Board recognises these amounts as an asset corresponding to the unfunded deferred liability for pensions on the basis of the set of assumptions described above and a number of past events. These events include the statutory basis for the establishment of the superannuation schemes, and the policy and practice currently in place in relation to funding public service pensions including contributions by employees and the annual estimates process. While there is no formal agreement regarding these specific amounts with the Department of Social and Family Affairs, the Board has no evidence that this funding policy will not continue to meet such sums in accordance with current practice. The deferred funding asset for pensions as at 31 December 2006 amounted to €24.980m (2005: €22.304m).

aonaid teilgin. Is iad seo a leanas na toimhdí airgeadais a úsáideadh chun dliteanais na scíme a ríomh chun críche FRS 17:

Toimhde	2006	2005
Ráta lascaine	4.70%	5.00%
Toimhde faoi mhéadú ar thuarastail	4.00%	4.00%
Toimhde faoi mhéadú ar phinsin	4.00%	4.00%
Boilsciú praghsanna	2.25%	2.00%

Bunaithe ar na toimhdí sin, agus ag baint úsáide as modh an aonaid teilgin forordaithe ag FRS 17, measadh gurbh é luach na ndliteanas fabhraithe i ndáil le foireann Chomhairle amhail an 31 Nollaig 2006 €24.980m (i gcomparáid le €22.304m amhail an 31 Nollaig 2005).

ii) Glan-Mhaoiniú larchurtha do Phinsin sa bhliain

	2006	2005
	euro €	euro €
Maoiniú In-Aisghabhála i nDáil le Costais Phinsin na Blíana Reatha	2,039,000	1,770,000
Deontas Stáit Úsáidte chun Pinsinéirí a íoc	(172,000)	(136,269)
	1,867,000	1,633,731

iii) Anailís ar Chostais Phinsin Iomlána Gearrtha ar Chaiteachas

	2006	2005
	euro €	euro €
Costas Seirbhise Reatha	1,050,000	877,000
Ús ar Dhlichteanais Scéime Pinsin	989,000	893,000
Ranníocaíochtaí Fostaithé	(370,000)	(258,989)
	1,669,000	1,511,011

iv) Sócmhainn Mhaoinithe Iar-Churtha do Phinsin

Aithníonn an Bord na méideanna seo mar shócmhainn a chomhfhereagraíonn don dliteanas iar-churtha neamh-mhaoinithe do phinsin de bhun na dtoimhdí a luaitear thusa agus roinnt eachtraí a tharla roimhe seo. Áirítear ar na heachtraí seo an bonn reachtúil do bhunú na scímeanna aoisliúntais, agus an beartas agus cleachtas atá i bhfeidhm faoi láthair maidir le maoiniú phinsin na seirbhise poiblí, ranníocaíochtaí fostaithé agus an próiseas meastachán bliantúil san áireamh. Cé nach bhfuil aon chomhaontú foirmiúil i leith na méideanna sonracha seo leis an Roinn Gnóthaí Sóisialta agus Teaghlaigh, níl aon fhianaise ag an mBord nach leanfaidh an beartas maoinithe seo ar aghaidh ag íoc as na méideanna sin de réir an chleachtais reatha.

v) Movement in Net Pension Liability during the financial year

	2006	2005
	euro €000	euro €000
Net Pension Liability at 01.01.2006	22,304	17,249
Current Service Cost	1,050	877
Interest Costs	989	893
Actuarial Loss / (Gain)	809	3,421
Pensions Paid in the Year	(172)	(136)
Net Pension Liability at 31.12.2006	24,980	22,304

vi) History of Experience Gains and Losses

	2006	2005
Experience Gains / Losses on Scheme Liabilities		
Amount (€000s)	(935)	(616)
Percentage of the Present Value of Scheme Liabilities	3.9%	2.7%
Total Amount Recognised in Statement of Total Recognised Gains and Losses		
Amount (€000s)	809	(3,421)
Percentage of the Present Value of Scheme Liabilities	3.4%	15.1%

18 Commitments

i) Operating Lease

The Board had leasing commitments payable in the next twelve months and under the leasehold interest of premises as follows:

	2006	2005
	euro €	euro €
Lease of Office Accommodation		
Expiring after one year and before five years	105,633	707,483
Expiring after five years	656,439	–
Total	762,072	707,483

Ba ionann an tsócmhainn mhaoinithe iar-churtha do phinsin amhail an 31 Nollaig 2006 agus €24.980m (2005: €22.304m).

v) Gluaiseacht i nglan-dliteanas pinsin le linn na bliana airgeadais

	2006	2005
	euro €000	euro €000
Glan-Dliteanas Pinsin amhail an 01.01.2006	22,304	17,249
Costas Seirbhise Reatha	1,050	877
Costais Úis	989	893
Cailteanas / (Gnóthachan) Achtúireach	809	3,421
Pinsin fotha le linn na Blíana	(172)	(136)
Glan-Dliteanas Pinsin amhail an 31.12.2006	24,980	22,304

vi) Stair na ngnóthachan agus na gcaillteanas

	2006	2005
Gnóthachain / Cailteanas ar Dhlichteanais Scéime		
Méid (€000s)	(935)	(616)
Céadán de Luach Reatha na nDliteanas Scéime	3.9%	2.7%
Méid Iomlán Aitheanta sa Ráiteas faoi Ghnóthachain agus Cailteanas Aitheanta Iomlána		
Méid (€000s)	809	(3,421)
Céadán de Luach Reatha na nDliteanas Scéime	3.4%	15.1%

18 Ceangaltais

i) Léas Oibriúcháin

Bhí ceangaltais léasa iníochta sna chéad dhá mhí dhéag eile ag an mBord agus faoi leasach áitreabh mar seo a leanas:

	2006	2005
	euro €	euro €
Léas ar Chóiriocht Oifige		
Ag dul in éag i ndiaidh bliain amháin agus roimh chuíg bliana	105,633	707,483
Ag dul in éag i ndiaidh cúig bliana	656,439	–
Total	762,072	707,483

ii) Grant Funding

The Board had funding commitments under its grant funding schemes as follows:

	2006 euro €	2005 euro €
Information and Publication Grants	-	28,800
Advocacy Service Development	364,000	182,000
	364,000	210,800

ii) Maoiniú Deontas

Bhí ceangaltais mhaoinithe ag an mBord faoina scéimeanna maoinithe deontas mar seo a leanas:

	2006 euro €	2005 euro €
Deontais Faisnéise agus Foilsíúcháin	-	28,800
Forbairt na Seirbhise Abhcóideachta	364,000	182,000
	364,000	210,800

19 Approval of Financial Statements

The Board of Comhairle approved these Financial Statements on _____

19 Faomhadh na Ráiteas Airgeadais

D'faomh Bord Chomhairle na Ráitis Airgeadais seo an _____

Prompt Payment of Accounts Act 1997

The Prompt Payment of Accounts Act 1997 (the Act) came into operation on 2 January 1998. Comhairle came under the remit of the Act with effect from 2 January 2001. The payment practices of Comhairle are reported below for the year ended 31 December 2006 in accordance with section 12 of the Act.

- i) It is the policy of Comhairle to ensure that all invoices are paid promptly. Specific procedures are in place that enable it to track all invoices and ensure that payments are made before the due date. Invoices are registered daily and cheques are issued as required to ensure timely payments.
- ii) The system of internal control incorporates such controls and procedures as are considered necessary to ensure compliance with the Act. The organisation's system of internal control includes accounting and computer controls designed to ensure the identification of invoices and contracts for payment within the prescribed payment dates defined by the Act. These controls are designed to provide reasonable, and not absolute, assurance against material non-compliance with the Act. The Accounts Department produces a report that identifies unpaid outstanding invoices and this report is reviewed regularly.
- iii) There were 12 late payments in excess of €317 during 2006 that exceeded the due payment date by an average of 116 days. The value of these late payments was €13,247. Overall, late payments represented 0.24% of total payments made by Comhairle with associated penalty interest of €333.

99.76% of all payments were paid within the prescribed timeframe.

There have been no material developments since 1 January 2007.

Chair

Board Member

Chief Executive

Date

Acht um Íoc Pras Cuntas 1997

Tháinig an tAcht um Íoc Pras Cuntas 1997 (an tAcht) i bhfeidhm an 2 Eanáir 1998. Tháinig Comhairle faoi shainordú an Acharta le héifeacht ón 2 Eanáir 2001. Tuairiscítear thíos cleachtais íocaíochta Chomhairle don bhliain dar críoch an 31 Nollaig 2006, de réir alt 12 den Acht.

- i) Is é beartas Chomhairle a chinntíú go n-íocatar gach sonrasc go pras. Tá nósannaimeacha sonracha curtha i bhfeidhm chun gur féidir na sonraisc uile a lorg agus a chinntíú go n-íocatar iad roimh an dáta dlite. Cláraítear sonraisc gach lá agus eisítear seiceanna mar is gá chun íocaíochtaí tráthúla a chinntíú.
- ii) Cuimsíonn an córas rialaithe inmheánaigh na rialuithe agus nósannaimeacha a mheastar a bhfuil gá leo chun a chinntíú go gcomhlíontar forálacha an Acharta. Áiríonn córas rialaithe inmheánaigh na heagraíochta rialuithe cuntasáiochta agus ríomhaire a dearadh chun a chinntíú go n-aithneofar sonraisc agus conarthaí a bhí le híoc laistigh de na dátaí íocaíochta forordaithe sainmhínithe ag an Acht. Dearadh na rialuithe sin chun urrús réasúnta, ach ní urrús absalóideach, a thabhairt nach mbíonn neamhchomhlónadh ábhartha an Acharta i gceist. Táirgeann an roinn Cuntas tuairisc a athníonn sonraisc neamhíoctha agus déantar athbhreithniú rialta ar an tuairisc sin.
- iii) Bhí 12 íocaíochta dhéanacha sa bheiris ar €317 le linn 2006 a sháraigh an dáta dlite íocaíochta faoi 116 lá ar an meán. Ba é luach na n-íocaíochtaí deireanacha sin €13,247. San iomlán, ba ionann íocaíochtaí déanacha agus 0.24% de na híocaíochtaí iomlána déanta ag Comhairle le €333 ús pionós bainteach.

locadh 99.76% de na híocaíochtaí uile laistigh den fhráma ama forordaithe.

There have been no material developments since 1 January 2007.

An Cathaoirleach

Ball an Bhoird

An Príomhfeidhmeannach

Dáta

