

## CONTENTS

Functions	2
Board Members	4
Overview	5
Background	7
Structure of Annual Report 2001	7
Introduction to Report	7
Comhairle Strategic Plan 2001 – 2003	8
OASIS Web-Site	10
Information Content	10
The Citizens Information Database (CID) <a href="http://www.cidb.ie">www.cidb.ie</a>	12
Comhairle Website ( <a href="http://www.comhairle.ie">www.comhairle.ie</a> )	13
Other Information & Communication Technology Developments	13
Publications	15
Grants Schemes	17
Information Grants Scheme for Voluntary and Community Organisations 2001	17
Citizens Information Services	19
Information – Delivery of ADVICE and Advocacy Service	19
New CIC Developments	21
Level of Queries Received by Citizens Information Services	22
Research undertaken into The Information Process in Citizens Information Centres	23
Citizens Information Call Centre	24
Refugee Information Service	26
North/South Advice Project – TRASNA	26
Social Policy and Research	27
Social Policy	27
Pre-Budget 2002 – Key Recommendations	28
Survey of Nature of Queries to Citizens Information Centres/Services	29
Social Policy Grants	30
Introduction	31
Social Mentor Scheme	31
Voluntary Sector Support	31
Supporting Volunteering	33
Group Schemes	34
Introduction	35
Accessible Information	35
Equality of Access	35
Introduction	37
The 2001 Training Programme	37
Training & Development Service	37
Services and Resources	38
Accreditation	39
Comhairle Staff Training	40
Money Advice Training and Community Education Service	41
Comhairle National Conference	43
National Committee on Volunteering	44
Strategy Implementation Plan	46
Freedom of Information	46
Corporate Governance	46
Organisational Developments	46
Partnership in Comhairle	47

**The functions of the Board shall be:**

- (a) to support the provision of or, where the Board considers it appropriate, to provide directly independent information, advice and advocacy services so as to ensure that individuals have access to accurate, comprehensive and clear information relating to social services and are referred to the relevant services,
- (b) to assist and support individuals, in particular those with disabilities, in identifying and understanding their needs and options and in accessing their entitlements to social services,
- (c) to promote greater accessibility, co-ordination and public awareness of social services and of information, advice and advocacy services provided in relation to such services whether by a statutory body or a voluntary body,
- (d) 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,
- (e) to promote and support the development of voluntary bodies providing social services including, where the Board considers it appropriate, by the provision of financial and other resources such as integrated information, training and development services,
- (f) to furnish advice, information and assistance to the Minister in relation to the development of any aspect of social services,
- (g) whenever the Minister so requests, to design schemes relating to social services to address needs identified by the Minister concerning such services and, where the Board considers it appropriate to do so, to provide such services directly,
- (h) to promote, develop, encourage and assist, through the provision of financial or other resources, the work in relation to social services of such bodies as the Minister may specify,
- (i) to prepare strategic plans in accordance with section 8, Comhairle Act 2000, to perform any
- (j) additional functions assigned to the Board under section 7.(2) of the Comhairle Act 2000.

Is iad na feidhmeanna a bheidh ag an mBord ná:

- (a) soláthar a thacú de nó de réir mar is iomchuí leis an mBord, seirbhísí neamhspléacha faisnéise, comhairle agus abhcóideachta a sholáthar go díreach chun a bheith cinnte gur féidir le duine ar leith teacht ar eolas cruinn, cuimsitheach agus soiléir a bhaineann le seirbhísí sóisialta agus go gcuirtear i dteagmháil iad leis na seirbhísí ábhartha,
- (b) duine ar leith a thacú agus a chabhrú ach go háirithe iad le míchumas ar bith chun a riachtanais agus a roghanna a aithint agus a thuiscint agus chun a gcearta maidir le seirbhísí sóisialta a bhaint amach.
- (c) chun comheagar, pobalfheasacht agus insroichteacht níos fearr a fháil agus a chur chun cinn ar sheirbhísí sóisialta agus ar sheirbhísí faisnéise, comhairle agus abhcóideachta atá á soláthar le haghaidh seirbhísí den chineál sin ag comhlacht reachtúil nó comhlacht deonach,
- (d) chun soláthar faisnéise a thacú, a chur chun cinn agus a fhorbairt ar éifeachtúlacht pholasaí agus seirbhísí sóisialta reatha agus cúrsaí a bhaineann le usáideoirí na seirbhísí úd,
- (e) na comhlachtaí deonacha a soláthrann seirbhísí sóisialta a chur chun cinn agus a thacú maraon le seirbhísí eile, nuair is iomchuí leis an mBord é a dhéanamh, trí achmhainní airgeadais agus achmhainní eile cosúil le seirbhísí imeascatha faisnéise, oiliúint agus forbairt,
- (f) comhairle, faisnéis agus cúnamh a thabhairt don Aire maidir le forbairt de ghné ar bith de na seirbhísí sóisialta,
- (g) aon uair a iarann an tAire é, scéimeanna maidir leis na seirbhísí sóisialta a dhearadh, chun dul i gceann tasca leis na riachtanais aitheanta ag an Aire maidir le seirbhísí den saghas sin agus, aon uair gur iomchuí leis an mBord é, na seirbhísí sin a chur ar fáil go díreach,
- (h) an obair maidir leis na seirbhísí sóisialta de chomhlachtaí den chineál a shonródh an tAire a chur chun cinn, a fhorbairt, a spreagadh agus a chabhrú, trí sólathar achmhainní airgeadais nó achmhainní eile,
- (i) na pleananna straitéiseacha a ullmhú de réir Alt 8, an tAcht Chomhairle 2000,
- (j) feidhmeanna breise sannta don Bhord a chomhlíonadh faoi alt 7. (2) den Acht Chomhairle 2000.

## BOARD MEMBERS

### BOARD MEMBERS: (January - December 2001)

**Dr Donal de Buitléir**

General Manager, Office of the Group Chief Executive of AIB Group. Trustee of Eisenhower Fellowships

**Ms Carol Brill**

Pat Chair and member of R.P. Ireland – Fighting Blindness. Secretary, European Usher Syndrome Network.

**Ms Máirín Byrne**

Retired. Background in educational and disability management.

**Mr Ian Coulter†**

Comhairle staff representative. Based in Comhairle's Kilkenny office.

**Mr Tom Doherty**

Special Needs Teacher – computer and life skills. Member, Killarney Urban District Council. Member of Irish Wheelchair Association Sport Executive.

**Ms Rosemary Farrell†**

Councillor, Dundalk Urban District Council.

**Ms Mary Fitzgerald\***

Computer staff representative. Based in Comhairle's Hume House office.

**Mr John Gallahue**

Member of Limerick County Council. Involvement with local community groups.

**Mr John Hogan**

Company Director and Management Consultant.

**Ms Olive Howlett**

Facilitator of Parents' Support Group for Children with Disabilities and Needs. Member of Parents Council – St. Mary's School for the Deaf, Cabra.

**Ms Kitty King**

Involved with a number of Caherciveen social services, and business woman.

**Mr Anthony Mahony**

Involved with local disability organisations. Chairperson, Access Group, Killorgan.

**Ms Fionnuala McCarthy†**

Lucan 2000

**Mr Michael McLoone\***

County Manager, Donegal County Council.

**Ms Rosarie Moylan**

Involved with local voluntary groups (Limerick) specifically Cystic Fibrosis Foundation. Based in Limerick.

**Mr Tom Mulherin\***

Assistant Secretary General, Department of Social, Community & Family Affairs.

**Mr Brian Flynn†**

Principal Officer, Information Services, Department of Social, Community & Family Affairs.

**Ms Mary Murphy\***

Manager, Dundalk Resource Centre for the Unemployed.

**Mr Allen O'Connor**

Member of Commission on Status of People with Disabilities; Multiple Sclerosis Society of Ireland; Disabled Drivers Association.

**Mr Terry O'Sullivan**

Retired Waterford Corporation. Chairman, Waterford Partnership Board. Chair, Board of Management Mount Sion Primary School.

**Mr John Quinlivan†**

County Manager, Louth County Council.

**Mr Peter Sands\***

Vice President Senior Citizens Parliament. Irish representative on European Federation of Retired and Older People. Former President of IMPACT. Member of the National Council on Ageing and Older People.

**Mr Oliver Wilkinson**

Farmer. Vice-Chairman of Waterford County Council. Member of South East Regional Authority.

**Ms Clare Young**

Volunteer, Limerick Citizens Information Centre

\* Term ended June 2001 † Term ended September 2001

The year 2001 was Comhairle's first full year of operation. The main focus of the year has been the identification of its strategic objectives and the development of a strategic plan to meet those objectives.

Following a consultation phase and a substantial input from the management team and staff, the Board approved Comhairle's strategic plan 2001 – 3 in June 2001. The plan was approved by the Minister for Social, Community and Family Affairs in July 2001.

The plan's core objective is to support the provision of appropriate information, advice and advocacy services to the general public on the broader social services area. The aim now is to reach the widest possible audience with an expanded range of information. The enormous increase in the level of queries to information centres (241% over the last six years) is testimony to the demand for services on the one hand and the amount of effort being put in by volunteers and paid staff in Citizens Information Centres and Services throughout the country on the other.

There were a number of other highlights and developments during the year. The biannual national conference was held in Kilkenny with the theme of "*Equal Access to Information – the Challenge*". An important by-product of the conference has been the setting up of a number of CIC/Comhairle consultation groups with the task of working on a number of challenges facing the provision of citizens' information. The further development of the OASIS on-line information project and the standard it has achieved when judged by European and international standards offers considerable potential for the future. The Board decided in December to develop a National Call Service which will support OASIS and address the digital divide. It will also facilitate increased access to information for many people who do not have access to the internet or a CIC. This decision was the result of a successful pilot service which operated in Cork and Kerry during 2001.

The challenge of providing information, advice and advocacy services to people within Irish society who are disadvantaged or marginalised remains. Comhairle's focus both at a strategic and hands-on levels will be on finding solutions to these challenges.

Ba í 2001 an chéad bhliain do Chomhairle faoi lánfheidhmiú. Díriodh go príomha i mbliana ar a chuid cuspóirí straitéiseacha a aithint agus ar phlean straitéiseach a fhorbairt chun na cuspóirí sin a bhaint amach. Tar éis na céime comhairlí agus inchur substainteach á dhéanamh ag an mbainistíocht agus ag an bhfoireann, d'fhaomhaigh an Bord plean straitéiseach Comhairle i gcomhair 2001-3 i Meitheamh na bliana 2001.



This is the Board of Comhairle's second Annual Report to the Minister for Social and Family Affairs. The report describes the organisation's activities for the year of 2001. The reporting period represents the first full year of operation for Comhairle since its establishment in June 2000.

### BACKGROUND

Comhairle is the national agency responsible for supporting the provision of information, advice and advocacy to members of the public on the wide range of social and other services. Comhairle's brief includes the provision of information to people with disabilities and to other groups and individuals who are disadvantaged.

Comhairle's establishment and operational mandate is determined by the Comhairle Act, 2000. Organisationally, Comhairle has five service regions operating from 14 offices throughout the country. Central services and head office functions are based in Hume House, Ballsbridge, Dublin. The organisation has a staff complement equivalent to 84 full-time staff positions.

### STRUCTURE OF ANNUAL REPORT 2001

The Report layout is based on the four main strategic priority areas identified in the Board's Strategic Plan 2001 – 2003.

In addition, Comhairle's training and development activities are reported on separately as they play such a significant part in underpinning Comhairle's work in each of the strategic priorities. An update on organisational developments is also provided.

The audited financial accounts for 2001 form the final section of the Report.

A major step in the evolution of Comhairle and the services it is mandated to provide has been the development of its organisational strategy. The Annual Report begins therefore with an overview of the Board's Strategic Plan 2001 – 2003 which was approved during 2001.

Is é seo an dara Tuarascáil Bhliantúil ó Bhord Comhairle don Aire Gnóthaí Sóisialacha, agus Teaghlaigh. Déanann an tuarascáil cur síos ar imeachtaí na heagraíochta sa bhliain 2001. Is é atá sa tréimhse tuarascála an chéad bhliain iomlán do Chomhairle bheith ag feidhmiú ó bunaíodh é i Meitheamh na bliana 2000.

I dtreo dheireadh na bliana 2000 thosaigh an Bord ar obair thábhachtach chun straitéis eagraíochtúil a fhorbairt, rud a dhéanfadh sainmhíniú ar fheidhm agus ar chonair straitéiseach Chomhairle. Chuir an Bord críoch ar an bPlean i mBealtaine na bliana 2001 tar éis dóibh comhairliúchán forleathan a dhéanamh.



Eolas - Agus é aitheanta ar an bpríomhthosaíocht straitéiseach, tá miondealú déanta ar an dá chuid de straitéis eolais Chomhairle, ábhar an eolais a bhailiú ar thaobh amháin, agus seirbhísí eolais, comhairle agus abhcóideachta a sholáthar ar an taobh eile.

In late 2000 the Board commenced the critical process of developing an organisational strategy, which would define Comhairle's role and strategic path. The Plan was finalised by the Board in May 2001 following an extensive consultation process and with the assistance of management consultants, Deloitte and Touche. The Strategic Plan was given formal approval by the Minister for Social, Community and Family Affairs in July 2001 in accordance with the Section 8 of the Comhairle Act.

As part of the process of developing the strategy, Comhairle and its management consultants consulted with a wide range of statutory and voluntary organisations and with the staff of Comhairle.

A range of organisations with whom Comhairle works were contacted to provide structured written submissions. Individual interviews and group meetings were also conducted to aid this process. Following the consultation phase, the Board, with the support of the management team and the consultants, undertook the final refining process from which emerged the strategic plan 2001 – 2003. This was done within the context of the functions of the Board set out in the Comhairle Act.

The Plan identifies Comhairle's mission, values and operating context and issues, both external and internal. Four key strategic priorities were identified:

- Information
- Social Policy
- Voluntary Sector Support
- Promoting Equality of Access

For each of these priorities the Strategic Plan sets down the objective, the main outputs or actions and key performance indicators.

**Information** – Identified as the principal strategic priority, Comhairle's information strategy has been broken down into its two main component parts, drawing together the information content on the one hand and the delivery of information, advice and advocacy services on the other. The Plan makes clear that most of Comhairle's resources will be devoted to this priority.

- *Information Content* – Comhairle aims to provide information, which is relevant, accurate, comprehensive, integrated and clear. Five main outputs are listed and include the integration and publication of material and the improvement of the quality and range of information available for people with special needs.
- *The Delivery of Information, Advice and Advocacy* – Information and advice will be delivered through Citizens Information Centres, voluntary organisations, and telephone and web-based services. The use of pilot projects to test innovative means of delivering information, advice and advocacy services is also noted. A range of necessary outputs and actions are identified.

**Social Policy** – Comhairle will put in place measures to allow for timely and accurate feedback from users of social services to the relevant Ministers and agencies. The importance of developing effective feedback mechanisms is recognised in the main actions list.

**Voluntary Sector**– This strategic priority commits Comhairle to assisting and supporting the development of the voluntary sector in the area of social and civil services particularly in relation to the provision of information, advice and advocacy services and the promotion of the work of volunteers.

**Equality of Access** – Comhairle will promote the equality of access to the broad range of civil and social services. The suitability of information content, formats and delivery methods will be reviewed as part of this strategic objective.

The Strategic Plan identifies a number of critical supporting goals both internal and external including funding, managing external relationships and communications as being critical to the achievement of the objectives.

**Implementation** – The Strategic Plan commits Comhairle to developing an implementation plan which includes a review of the organisational structure and the programming and prioritisation of implementation activities. Work on developing an implementation plan commenced in Autumn 2001 and was on target for completion in January 2002.

Cuireann an Plean Straitéiseach dualgas ar Chomhairle plean feidhmithe a fhorbairt ina mbeidh athbhreithniú ar an struchtúr eagraíochtúil agus ar chlárú agus ar thosaíocht a thabhairt do ghníomhaíochtaí feidhmithe a chlárú. Cuireadh tús leis an bplean feidhmithe a fhorbairt i bhfómhar na bliana 2001 agus bhí coinne le sprioc Mí Eanáir 2002 a bhaint amach maidir len é a chríochnú.

Comhairle's core strategic priority of supporting the provision of information on the broad range of civil and social services to the general public has two clearly identifiable dimensions – preparing the information 'content' and subsequently linking the citizen to the relevant information in the most appropriate way.

Activities for 2001 in respect of these two aspects of information provision are described below.

Comhairle's objective is to produce information material that is of high quality, timely, accurate and relevant. In effect this involves identifying topics of relevance, carrying out research, collating and co-ordinating information and data, preparing draft material and validating this material for accuracy, presentation, format and accessibility. The next step is identifying the best means for disseminating the information material, for instance, booklets, leaflets, charts, audiotapes, bulletins, electronic database, and web-sites. Developments and activities in the area of information databases, web-based resources, publications, and grant schemes in 2001 are described below.

- **Electronic Databases & Web-Site Based Information** – Comhairle is committed in its strategy to publishing relevant information on social services through a variety of electronic channels. There is a range of information resources available, all of which are accessible through the Internet.

### OASIS WEB-SITE



OASIS (On-line Access to Services, Information and Support) was initiated by Government through the Information Society Report 'Implementing the Information Society in Ireland: An Action Plan (1999)' and developed by Comhairle. OASIS ([www.oasis.gov.ie](http://www.oasis.gov.ie)) is one of a number of related measures aimed at reforming the Irish Public Service and improving the delivery of information and services to the citizen.

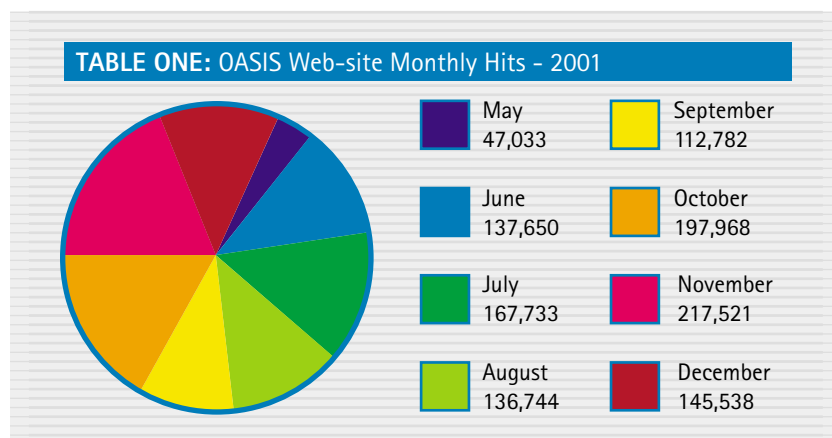
The focus of the site is the provision of user-friendly information and access to on-line services which is accessible anywhere and at any time. Information on the site is available in the Irish and English languages and certain documents are also available in French and Romanian. The site is also accessible to the visually

impaired and those using minority browsers and is in compliance with the Web Content Accessibility Guidelines.

OASIS is built around the concept of Life Events. The major events in peoples lives which require them to transact with one or more public service agencies: – events such as the birth of a child, finding a place to live, moving country, finding a job, education etc. The focus is therefore broader than any single service provider can bring to bear.

In 2001 OASIS was cited for best practice in the e-Government EU benchmarking exercise in which it came first. In October 2001, Ireland was rated 6th best out of 196 nations surveyed by the World Markets Research Centre in their first Global e-Government Survey. The survey, conducted earlier during the summer also rated Ireland second only to the United States in its provision of web accessibility to those with a disability.

Work on Phase Two of the project commenced in September, 2001, involving an audit of existing information (including feedback), consultation with users and an expansion of the initial basic range of public service information. In addition, an independent usability evaluation highlighted key areas for further development to ensure the highest standards of accessibility and usability and to enable OASIS become an example of good design facilitating access for all.



OASIS also assumed responsibility for the Public Service Metadata Project in November 2000. Metadata can be described as 'information about information' and is designed to facilitate people in searching for and locating the information they need.



**OASIS LAUNCH** (From left to right) Tony McQuinn, Dermot Ahern TD (Minister of Social, Community & Family Affairs), Eddie Byrne, Joe Nugent, Tadhg O'Leary, Ciara Burns.

Tógadh OASIS ar choincheap na nImeachtaí Saoil, na príomhimeachtaí i saol na ndaoine a thugann orthu plé a bheith acu le ceann amháin nó níos mó de ghníomhaireachtaí seirbhíse pobail.



Dr Donal de Buitléir (Chairman, Comhairle), Mr Dermot Ahern TD (Minister of Social, Community & Family Affairs).

An online user guide was delivered in October 2001 in tandem with the delivery of a metadata creation tool, and workshops were organised to facilitate implementation of the standard across Government departments and a number of other agencies. Work was also ongoing on development of a public service thesaurus, which will see final delivery in mid 2002.



### THE CITIZENS INFORMATION DATABASE (CID) [WWW.CIDB.IE](http://WWW.CIDB.IE)

The CID, a comprehensive database containing information on all aspects of rights and entitlements to services, is available on the Internet and on CD-ROM on a subscription basis for information providers. Features of the system include a 'whats new' section which highlights changes in policy, legislation and content update, a daily mediascan and a local information facility which allows subscribers enter and manage their own local information content.

Tá an CID, bunachar cuimsitheach ina bhfuil eolas ar gach gné de chearta agus de theideal ar sheirbhísí, ar fáil do sholáthraithe seirbhíse ar an idirlíon agus ar CD-ROM ar bhonn sintiúsach. Sa bhliain 2001 tháinig méadú de 330 ar líon na n-eagraíochtaí sintiúsacha. Cuireadh breis agus 400 de cháipéisí nua leis.

- During 2001 the number of subscriber organisations increased to 330. These include voluntary sector organisations such as MABS, disability organisations, community development projects as well as health boards, libraries, local employment services and government departments.
- Over 400 new documents were added to the system during the year including enhanced information on health board services and consumer matters.
- A major addition to information on refugees and asylum seekers came from the Irish Refugee Council Resource Pack, research for which was funded through the Comhairle Information Grants Scheme in 2000.
- Work on revisiting and updating or archiving content continued, with a focus at the end of the year on providing dual currency amounts in all documents.
- A searchable archive for the Media Scan section of the CID was introduced.
- Work continued on the development of software to allow CID users to distribute their information to other interested information givers.

## COMHAIRLE WEBSITE (WWW.COMHAIRLE.IE)

Comhairle's website and the Web version of the CID continue to be primary information tools. Promotion of the Comhairle website continued during the year and included the distribution of posters, postcards, bookmarks and mousemats. Publications on the website are now downloaded in various formats. The popularity of both the website and the database are indicated by the number of hits on the websites.



TABLE TWO:

	Comhairle Website	Citizens Information Database
Hits per day	8,000	16,000
Visits per day	200	400
Average Length of visit	3 mins	10 mins
% International Visits	32%	55%

Tá suíomh idirlín Comhairle agus an leagan idirlín den CID ina bpríomh-uirlisí eolais i gcónaí.

## OTHER INFORMATION AND COMMUNICATION TECHNOLOGY DEVELOPMENTS

**Local ICT Information Initiatives** – Through the Information Grant Scheme for voluntary and community organisations Comhairle has promoted ICT information access initiatives at a local level. The list of recipients and a brief description of their projects are listed at a later point in this section.

**eGovernment** – Comhairle is represented on eGovernment public service groupings such as the content management initiative to develop a solution for information content management across the public sector and thereby improve public access to information.

**Assistive Technology Database** – Initial work on developing an electronic information resource on assistive technology – information on aids and adaptations for people with disabilities – was undertaken towards the end of the year to explore the requirements for such a system.

Bunachar Teicneolaíochta Cúnta - Rinneadh obair thosaigh ar acmhainn leictreonach eolais afhorbairt maidir le teicneolaíocht chúnta - eolas ar áiseanna agus ar chóiracha do dhaoine ar míchumas.

Leanadh sa bhliain 2001 de chlár tábhachtach crua-earraí a athnuachaint in Ionaid Eolais Phobail. Sa bhliain 2001 phléigh an Bord Cúnaimh le breis agus 6,000 de ghlaonna.

**Comhairle External IT Support in 2001** – Information Technology (IT) staff in Comhairle are responsible for both the internal IT needs of the organisation as well as providing support to the national network of CICs. A significant hardware replacement programme in Citizen Information Centres continued in 2001. Comhairle purchases, configures and installs the equipment in the centres. Twelve new or refurbished centres had ISDN installed to facilitate high speed Internet access. Comhairle also provides ongoing Help Desk support to the CIC's and voluntary agencies who subscribe to the CID. In 2001 the Helpdesk dealt with almost 6,000 calls. The CID was enhanced to allow the sharing of Local Information Content between Comhairle, CIC's and subscriber agencies.

**Comhairle Internal ICT Developments** – A number of internal ICT developments were undertaken.

- Website accessibility – text only version created
- Network systems and e-mail security put in place
- Computerised accounts system installed
- Commencement of Record Management structure
- Creation of Regional HQ Virtual Private Network

## PUBLICATIONS

Comhairle publishes a range of information booklets and leaflets on all aspects of social services. These include the Entitlements Series; *Entitlements for People with Disabilities* and *Entitlements for the Over 60's*. The *Over 60's* Guide published in January 2001 is an integrated guide to social welfare and income supports, tax, health, housing and community care services for older people. Other publications in the rights/entitlements series include *Employment Rights Explained*.

**Relate** – 6,000 copies of Comhairle's information bulletin *Relate* were circulated each month during 2001 to a wide audience in the public and voluntary sectors as well as to members of the public. Topics during the year included income supports for farmers; community and voluntary sector policy and funding; pensions and income maintenance; developments in disability policy, services and legislation including mental health legislation.

**EU News** – A significant new development during 2001 was the publication of *EU News* a quarterly supplement to *Relate* which covers EU developments in the broad areas of social policy, citizens rights and provides an overview of changes at EU level in the social and employment areas, equality measures, health and consumer affairs and e-government initiatives. A monthly *EU Update* which include calls for funding proposals is also posted on Comhairle's Citizen's Information Database at [www.cidb.ie](http://www.cidb.ie).

**Information Wallchart 2001** – This chart is aimed at information agencies and brings the rates of social welfare and health board payments, medical card income guidelines and tax rates together in a useful quick reference guide. 2,000 copies of the chart were distributed during 2001.

**Directory of National Voluntary Organisations 2001-2002** – The tenth edition of this bi-annual Directory was published during the year. The Directory is the most comprehensive listing of national voluntary organisations in the country with over 500 organisations in the voluntary and community sector in Ireland and descriptions of their functions, service and publications as well as a detailed subject index. Almost all the organisations featured in this edition have web site and email addresses. For

Foilsíonn Comhairle réimse de leabhair agus de bhileoga eolais ar gach gné de na seirbhísí sóisialta.



Foilsíodh Pacáiste Eolais i ndeireadh na bliana a thug achoimre ar an gcáinainéis agus ar bhearta gaolmhara.



Sa bhliain 2001 cuireadh críoch sa deireadh leis an gcóras comhadaithe páipéir a ndearnadh é a fhorbairt chun freastal ar Ionaid Eolais Phobail agus ar sholáthraithe eile seirbhíse. Bhí an córas seo i bhfeidhm le fiche blian agus cuireadh an CID ina ionad, rud a bhfuil córas láidir cuardaithe ag gabháil leis agus ar féidir é a choimeád i ndáta go laethúil.

the first time the Directory was published simultaneously in print and on the Internet. 60 new organisations feature in this edition.

**Budget Information Pack** – An Information Pack was published at the end of the year which provided a summary of the Budget and related measures. Information on measures for people with disabilities, older people, carers, the unemployed and childcare were highlighted as well as general social welfare and tax changes. Over 2,000 copies of the Budget Guide were circulated

**Leaflets** – *Information on Medical Cards* is a new addition to Comhairle's series of leaflets produced in 2001. Other titles in the series are *Information on Bereavement, School Leavers, and Part time Workers*.

**Accessible Formats** – All Comhairle publications are available in a range of formats. These include large print, Braille, audiotape, floppy disc. They can also be accessed on-line on the Citizen's Information Database or on the Comhairle website [www.comhairle.ie](http://www.comhairle.ie). A number of Comhairle leaflets are also available in Irish. In addition, information contained on the OASIS website is available through Irish. Certain documents are also available in French and Romanian.

**Where to Complain** – Work commenced on a new guide for consumers and service users to be published early in 2002 which will detail the agencies that help to enforce rights and set out redress and appeals mechanisms across public services.

**Paper Files** – During 2001 the paper based filing system which had been developed for CICs and other information providers was finally phased out. This system which had been in operation for twenty five years was superseded by the CID which allows for daily updating as well as a strong search facility.

## GRANTS SCHEMES

### Publication Grants

This scheme supports voluntary organisations with an information dissemination role to publish information on entitlements to social services. Small grants are available usually up to a maximum of €1270. Organisations assisted under this scheme in 2001 included:

- **Ballyfermot Partnership** – Community Directory
- **Fingal Awareness of Disability** – information leaflet to raise awareness of disability in the area
- **Ballymun Active Disability Interest Group/Ballymun Women's Centre** – leaflet on equality issues
- **Irish Refugee Council/Ennis** – information on refugees and asylum seekers

### Information Grants Scheme for Voluntary and Community Organisations 2001

This Information Grants Scheme which is advertised in the national press is the main mechanism that Comhairle has at a national level to directly grant aid initiatives in the wider information sector.

The broad thrust of the scheme is on supporting innovation in information provision and the targeting of people and groups who experience particular difficulties in accessing information. An additional element of the scheme has been a focus on the use of Information and Communications Technologies (ICTs) in disseminating information. Since 1999, specific consideration has been given to projects aiming to develop access to information for people with disabilities.

There were 200 applications for funding in 2001 seeking a total of €2.29 million. One third of these related to projects with a disability focus and another 30% were from projects involving the use of ICTs. Many submissions featured partnership arrangements. Grants were awarded to the following projects:

1. **Bray Partnership (Wicklow County)** – Production of a Co. Wicklow Disability Directory
2. **Children's Rights Alliance** – The creation of a website that will be an online source of information on the rights of children and young people in Ireland.

Bhí 200 d'iarratais ar mhaoiniú sa bhliain 2001 agus suim de €2.29 milliúin á éileamh san iomlán. Bhain a thrian de na hiarratais seo le tionscnaimh agus fócas míchumais leo, agus 30% eile ba ó thionscnaimh dóibh a bhaineann le ICTeanna a úsáid.

3. **Caring for Carers Ireland (Clare)** – The establishment of an ICT network linking services of Carers Clinic to a number of Day Care Centres.
4. **Community Awareness of Drugs (Dublin)** – The establishment of a website sign-posting access-points to information and services related to drug education drug treatment and related services.
5. **Centre for Independent Living Ireland** – The development of an interactive information/advocacy website
6. **Citizens Information Service Ltd (Co Louth)** – Production of a cross border information booklet for young homeless people in the cross-border towns of Dundalk and Newry.
7. **Cork Rape Crisis Centre** – Involves research and website development of service information as it relates to victims of domestic violence.
8. **Headway Ireland** – Information needs survey of client group and develop an information and interactive forum website for people affected by acquired brain injury.
9. **Near FM (Dublin Northside)** – Production of a series of radio programmes with an information/know your rights focus which will be adapted and put permanently on a website.
10. **Irish Wheelchair Association (Belmullet)** – Development of a resource library to facilitate access to information.
11. **Richmond Cheshire Outreach (Monkstown, Dublin)** – Use of lap-top computers for information outreach work and advocacy with people with disabilities in the local community.

Comhairle has twin objectives for this strategic priority area. Firstly, to ensure that information and advice services offered are of a high quality, that is to say accurate, comprehensive, understandable and customer focused. Secondly, to assist people with particular needs to secure their entitlements to social services. These services are primarily provided to the general public by intermediary agencies, of which the Citizens Information Centres and services are the most notable. A summary of the main developments in 2001 is set out below.

**CITIZENS INFORMATION SERVICES**

Comhairle supports a range of methods to ensure the delivery of information, advice and advocacy services to the public including the services provided by Citizens Information Centres and other information providers, telephone services and web based services.

The network of Citizens Information Centres (CICs) is a key provider of services to the public. The 85 CICs, including 37 key developments operating on a full-time basis, are independent bodies with which Comhairle works on a partnership basis. 2001 was another very successful year for CICs with a significant increase in the level of queries recorded. The service is delivered by a combination of full-time and part-time paid staff, Community Employment (CE) and Jobs Initiative (JI) workers and volunteers.

**TABLE THREE:**

CIC Staff			
Full-time	55	Volunteers	1,200+
Part-time	28	CE & JI	150+

Table three above details the make-up of the staff element in the CIC network. Serious concerns were expressed by a number of CICs about the impact proposed reductions in the numbers CE places will have on CIC service delivery.

It was agreed at the Comhairle National Conference to establish a number of CIC / Comhairle Joint Working Groups to consider

Tá dhá chuspóir ag Comhairle maidir leis an ábhar straitéiseach tosaíochta seo. Uimhir a haon, deimhin a dhéanamh de go gcuirtear seirbhísí ardchaighdeánacha eolais agus comhairle ar fáil, is é sin le rá go mbeidh siad cruinn, cuimsitheach, sothuigte agus dírithe ar an gcustaiméar. Uimhir a dó, cabhair a thabhairt do dhaoine agus riachtanais faoi leith acu a mbíonn de theideal acu ar sheirbhísí sóisialta a bhaint amach.

Tugann Comhairle tacaíocht do réimse modhanna chun soláthar eolais comhairle agus abhcóideachta a chinntiú don phobal, ina measc siúd na seirbhísí a sholáthraíonn Ionaid Eolais Phobail agus soláthraithe eolais eile, seirbhísí gutháin, agus seirbhísí idirlín.



areas of interest in relation to CIC development and to report to the Board of Comhairle. The subjects covered are:

- Accessibility of the CIC Service
- Advocacy
- Data Collection
- Quality Service / Standards
- Staffing in CICs
- The role of the Volunteer in the Citizens Information Network
- Training

In the course of 2001 several initiatives of note were undertaken by CICs. These included:

- Crumlin CIC became the first CIC to be approved under the Social Economy Program
- Tallaght CIC developed its own website: [www.tcic.ie](http://www.tcic.ie) which includes a directory of community services
- The four Midland Citizens Information Services, (Laois, Longford, Offaly and Westmeath), in conjunction with the Midland Regional Authority, were approved to develop I.T. access to rural areas in their counties and received €95,000 from CAIT (Community Application of Information Technology). A co-ordinator has been appointed and volunteers/C.E. are being trained prior to the location of PC's with the Comhairle CIDB in 30 rural communities. These services will be supported by the relevant county Citizens Information Service.
- Clare Citizens Information Service also received funding under the CAIT project to promote public IT access
- Galway CIC, in collaboration with the City Partnership and the Youth Information Service, launched a web site under the banner of Galway Information Sharing Network. This development had been grant-aided initially under the Information Grants Scheme.
- Sligo CIS and Clondalkin CIC, at the invitation of Comhairle, undertook to lead projects in the area of Advocacy. The projects commenced at the end of the year will run for most of 2002.
- Preparatory work towards initiating the Integrated Service Centre (One-Stop-Shop) in Donegal accelerated in the second half of 2001. Central to this was the establishment of an Advisory Group, chaired by Donegal CIC Ltd., and representative of all the

participating statutory agencies. This Advisory Group has been co-ordinating the detail of planning. Comhairle has funded the Board of DCIC Ltd to enable it proceed with staff recruitment, without any undue delay, in 2002.

- In October over a hundred volunteers from all of Cork City and County's twelve Citizen Information Centres gathered at Blarney Park Hotel for a day of workshops, talks and theatre around the theme of volunteering – "To give is to receive". The event was organised jointly by Comhairle and the Cork Association of CICs. Minister Danny Wallace opened the event and speakers for the day included Chris Flood, T.D. who gave a national perspective on volunteerism and Marion Browne, Manager of Limerick CIC whose theme was "Motivation and the Volunteer". One of the highlights of the day was a colourful performance by the Kaleidoscope Theatre Group.
- Training Seminar Dundalk September 2001 – Comhairle and Dundalk CIC organized a joint seminar 'Enhancing the Independent Information Givers service to people with disabilities' in Dundalk in September 2001. The two-day event was held in Dundalk Institute of Technology and focused on how information providers could improve and enhance their services to meet the needs of customers with disabilities. Over thirty participants attended for the two days. These included information givers from CICs, from other information providing services and from organisations of people with disabilities. The closing address was given by Dermot Aherne, TD, Minister for Social, Community & Family Affairs.

### NEW CIC DEVELOPMENTS

**North Cork City** – In December the Board of Comhairle approved a proposal to form a CIS in Cork North City. Three local CICs came together to develop an Information Service in an area of the city which had been identified as a priority in terms of planning, investment and development. A key objective of this new service will be to work with agencies participating in the RAPID Programme.



#### "TO GIVE IS TO RECEIVE" EVENT IN CORK

*(From left to right)*

Ms Beni Oburu (Cultural links), Mr Chris Flood TD, Ms Helen Brougham (Comhairle), Mr Tom Walsh (Mayfield CIC), Ms Mary Lyne (Comhairle) & Ms Maureen Barry (Cork CIC).



#### DUNDALK SEMINAR

*(From left to right)*

Ms Máiread McKiernan (Chairperson, Co Louth CIS), Ms Leonie Lunny (Chief Executive, Comhairle), Mr Peter Fuller (Head of Business Studies, Dundalk Institute of Technology), Mr Dermot Aherne TD (Minister of Social, Community & Family Affairs), Ms Josette Cuthbert (Regional Manager, Comhairle).

**Tipperary CIS** – In April the Board of Comhairle approved a proposal to develop a countywide CIS in Co. Tipperary. A Steering Group representing both statutory and voluntary services from North and South Riding sought funding to co-ordinate the delivery of countywide information services. During the year a Development Manager was appointed and the service secured an accessible new premises in Thurles.

### LEVEL OF QUERIES RECEIVED BY CITIZENS INFORMATION SERVICES

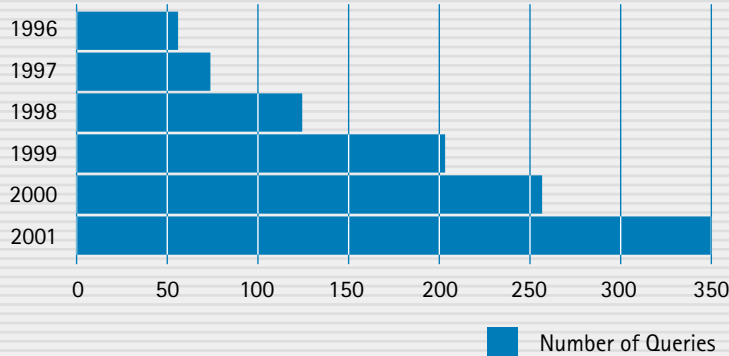
The most consistent measure of public access to information and advice services is the number of queries received and responded to by Citizens Information Services. In 2001 the total number of queries received was 393,300. This represents an increase of 25% over the 2000 level. In the six years since 1996 there has been a 240% increase in the level of queries. Table four below provides further detail.

TABLE FOUR: CIC Queries 1996-2001						
	1996	1997	1998	1999	2000	2001
Key (fulltime) CICs*	69	80	130	202.5	263.7	348
Call Centre*	n/a	n/a	n/a	n/a	9.9	11.8
Local CICs*	46.1	48	52.5	36.8	39.9	45
Total*	115.1	128	182.5	239.3	313.3	393
Annual % Increase (All)	n/a	11	43	31	31	25
Annual % Increase (Key)	n/a	16	62	56	30	32

\* Values are in Thousands (000's)

The dramatic increase in queries to key (fulltime) Information Centres since 1996 is particularly evident in Table five.

**TABLE FIVE: Queries to KEY (Fulltime) CICs 1996 - 2001 (000's)**



The mode of contacting CICs and the proportion of caller remains unchanged from 2000 – 35% by phone, 58% in person and 7% by other means such as e-mail or fax. Further analysis and detail on the nature and type of queries to CICs is provided in the Social Policy section of this Annual Report.

### RESEARCH UNDERTAKEN INTO THE INFORMATION PROCESS IN CITIZENS INFORMATION CENTRES

A research report, *The Information Process in Citizens Information Centres: Analysis and Assessment*, was published in December 2001. This was based on a study of actual information exchange process in seven CICs. The research focused on the nature and quality of the information provided, including the provision of advice, referral and advocacy services and the extent to which gaps in service provision based on the experience of CIC users are identified and highlighted. The CICs selected were considered to be representative of key CICs throughout the country.

The study showed that there are many strengths in the CIC system and confirms the findings of other research that users are for the most part satisfied with the information provided and with the way their queries were processed. It was also apparent that users were being actively engaged in the process and were being encouraged to take initiatives on their own behalf thus reflecting an approach where information workers were helping clients to resolve matters for themselves as well as providers of information.

Níl aon athrú ón mbliain 2000 ar na modhanna a dtéitear i dteagmháil le hIonaid Eolais Phobail - 35% tríd an nguthán, 58% i bpearsain, agus 7% de réir modhanna eile dála ríomhphostais agus macasamhla.

Foilsíodh tuarascáil thaighde - *The Information Process in Citizens Information Centres: Analysis and Assessment* - mí na Nollag 2001, tuarascáil a bhí bunaithe ar staidéar a dhéanamh ar phróiséas an mhalartaithe eolais féin i seacht gcinn d'Ionaid Eolais Phobail. Léirigh an staidéar go bhfuil an-chuid buanna i gcóras an Ionaid Eolais Phobail agus tagann sé le torthaí taighde eile.

#### KEY FINDING:

- Most (87%) were satisfied with the actions taken by the information giver
- 10% would have liked more help and 3% were unsure
- 7% felt that they did not get enough information
- Most (90%) found their visit 'satisfactory' or 'very satisfactory'; 5% 'just alright' and 5% 'unsatisfactory' or 'very unsatisfactory'
- In 80% of cases clients were informed about another agency – in almost half of these contact was made with another agency on the client's behalf
- Most (88%) were invited or encouraged to take action themselves.

The report identified a number of issues centrally relevant to the development of the independent information sector in general and to the functioning and development of CICs in particular. The need to target services at people disadvantaged under current methods of provision (particularly people with disabilities), the creative use of information communications technology and the active engagement of citizens at all stages of the process are essential requirements in this regard.

There was also an awareness of the need to strengthen the advocacy and social policy feedback aspects of the CIC service.

**Query Back Up Service** – Information Staff in Comhairle provide an expert telephone query back-up information service to Citizens Information Services and other information givers. Web based queries from users of Comhairle's own site and the CID are also dealt with. In 2001 staff dealt with over 2,000 queries from centres around the country and members of the public on all aspects of entitlements and service provision.

#### CITIZENS INFORMATION CALL CENTRE

A proposal to develop the Citizens Information Call Centre on a national basis in 2002 was agreed by the Comhairle Board at the end of 2001. The purpose was to provide easy access by telephone and email to information and advice on the broad range of social services. A critical aspect of the proposal was

Sa bhliain 2001 bhí plé ag an bhfoireann le breis agus 2000 d'fhiosrúcháin ó ionaid ar fud na tíre agus ón bpobal féin maidir le gach gné de theidil agus de sholáthar seirbhíse.

I ndeireadh 2001 d'aontaigh Bord Comhairle le moladh go ndéanfaí an Glaoch-Ionad Eolais Phobail a fhorbairt ar bhonn náisiúnta sa bhliain 2002.

that the Call Centre would be promoted as a route for those unable to access the OASIS or CID databases in order to ensure that the dangers of a 'digital divide' are lessened.

The Citizens Information Call Centre was established in Cork in 1999 as a pilot project providing a lo-call telephone service in Cork City and county. The pilot service was initiated to test a number of identified key variables. An important objective was the provision of a citizens information service which would be more accessible for potentially marginalized groups including people living in rural areas and people with disabilities. An independent evaluation of the pilot carried out in 2000 reported a high quality service with very positive customer feedback. The pilot service was extended to Kerry in September and provided to mobile phone users in October.

#### Service Provision

- Total number of information requests received: 11,780
- Of which 13% were recorded as being multi-category information requests
- The centre has experienced a steady increase in demand for its service and by the end of 2001 it was receiving an average of 80 calls per day.

#### Query Categories

- 37% of all queries were recorded as social welfare related of which 52% were in the social welfare insurance category
- 31% of queries dealt with employment related issues of which 19% were received from people in part-time employment
- 12% of queries dealt with consumer issues
- 8% dealt with taxation matters

#### Disability related queries

- 8% were recorded as being related to disability issues

#### E-mail

- 5% of all queries to the centre were received by e-mail

Bunaíodh an tSeirbhís Eolais do Dhídeanaithe sa bhliain 1999 mar chomhthionscadal le Comhairle na hÉireann um Dhídeanaithe agus le hIonaid Eolais Phobail.

### **REFUGEE INFORMATION SERVICE**

The Refugee Information Service (RIS) was established in 1999 as a joint initiative of the Irish Refugee Council and Citizens Information Centres. The mission of the RIS is to counter social exclusion through the provision of specialist information, referral and advocacy services to the refugee and asylum-seeking communities. RIS receives its core funding from Comhairle.

The RIS Board produced its first three-year strategy statement in the course of 2001 and, further to this development, recruited a full-time Information Officer to support and extend its network of clinic-based services throughout Dublin. The information clinics provided by RIS have been developed around the availability of trained volunteer personnel.

Contacts were also established in the course of the year which may see the RIS service extend beyond Dublin city and the eastern region in the period ahead.

In addition to its work with refugees and asylum seekers themselves, RIS continues to provide information to the general public by way of training sessions, workshops etc. and to support the work of community groups and the network of CICs who come into contact with refugees and asylum seekers.

I Meán Fómhair na bliana 2001 tháinig deireadh le tionscnamh TRASNA, a seoladh sa bhliain 1997, a fuair maoiniú go príomha ó Chlár an Aontais Eorpaigh um Shíocháin agus Athmhuintearas, agus a ndearna an NIACB agus Comhairle comhbhainistíocht air.

### **NORTH/SOUTH ADVICE PROJECT – TRASNA**

The TRASNA project, launched in 1997 and funded mainly by the EU Programme for Peace and Reconciliation and jointly managed by NIACAB and Comhairle, came to an end in September 2001. The report of the work of the project *'Up North, Down South'* was launched at an event hosted by NIACAB in Belfast in June 2001.

### SOCIAL POLICY AND RESEARCH

Citizens Information Centres/Services as part of their work identify queries that have a policy feedback dimension in that the services available or the methods of delivery are inadequate or inappropriate to meet people's needs. During the year policy issues identified were combined with the analysis of queries to the Comhairle in-house information staff and subsequently incorporated into a number of Comhairle reports and submissions.

In 2001 the main issues identified by CICs were:

- Inadequacy of medical card income criteria
- Work disincentives created by the criteria for the retention of secondary benefits
- Breaches of employment protection legislation
- Lack of enforcement of regulations governing the private rented sector
- Problems experienced by people with illness or disability whose income is inadequate to meet their daily needs
- Absence of adequate income and other support services for carers
- Inadequacy of level of private nursing home subventions
- Delays in the processing of applications and appeals in respect of various services and entitlements
- Inadequate information provided by statutory bodies
- Lack of adequate access to public transport, particularly in rural areas
- The short supply and high cost of housing and the related problems encountered by those reliant on the private rented sector.

A number of submissions were made to Government Departments and statutory agencies during 2001:

- Submission to National Anti Poverty Strategy (NAPS) Review on Employment – April 2001
- CICs and Social Policy Issues – Social Policy Issues, A half-yearly Report Jul-Dec 2000 (to DSCFA and Regional Health Boards) – April 2001

Mar chuid dá gcuid oibre déanann Ionaid/Seirbhísí Eolais Phobail fiosrúcháin a aithint a mbíonn gné aiseolais ar pholasáí ag gabháil leo maidir le seirbhísí nó modhanna soláthair gan bheith sásúil nó nuair nach leor iad chun freastal ar riachtanais an phobail.

- Submission to NAPS Review on Housing – May 2001
- Submission to NAPS Review on Health – May 2001
- Pre-budget 2002 Submission – June 2001
- Civil Registration Modernisation Programme – June 2001
- Health Strategy Submission – July 2001
- Immigration and Residence Bill – August 2001
- Garda Síochána Police Plan Consultation – October 2001
- National Spatial Strategy – October 2001
- Volunteering in the 21st Century (to National Committee on Volunteering) – November 2001.

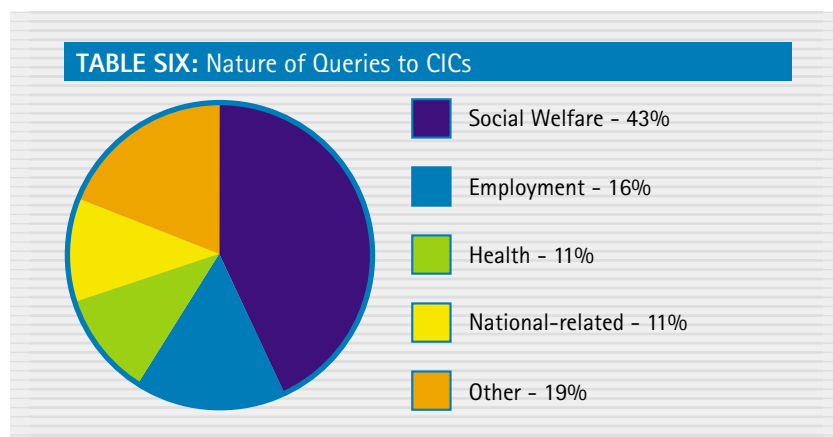
### PRE-BUDGET 2002 – KEY RECOMMENDATIONS

Key recommendations of the Comhairle Pre-Budget 2002 Submission were:

- the provision of more integration and social inclusion measures;
- encouraging labour market participation by making work/training more financially attractive than benefits and social welfare payments, while ensuring that benefits are adequate for those who need them;
- improving access to education and training for all age and social groups;
- helping parents to combine work and family life where they wish to do so;
- improving the position of both those who cannot work and must rely on welfare payments and those who work as carers in the home.

The Pre Budget Submission 2002 called for a comprehensive review of current provisions so as to ensure that the Irish welfare system as a whole always rewards employment and education more than unemployment and that social transfers, where necessary, are adequate and equitable.

## SURVEY OF NATURE OF QUERIES TO CITIZENS INFORMATION CENTRES/SERVICES



A Report on a survey of CIC queries was published in 2001. The highest proportion of queries (43%) related to social welfare, with employment (16%), health (11%) and nationality-related issues (11%) being the next most common while the remaining (19%) form a variety of other issues.

- Invalidity Pensions/Disability Payments were the highest (12%) category of social welfare queries followed by 'free schemes' (11%) and Old Age Contributory Pension and One Parent Family Payment (each 9%)
- The breakdown of Health Board payments shows that 'SWA rent/mortgage interest supplements' was the highest category (37%) followed by basic SWA payment (34%)
- Of health related queries, almost half (47%) referred to Medical Cards
- Almost half of employment related queries referred to employment rights or redundancy
- Over one-third of housing queries referred to the private rented sector with 17 per cent referring to local authority accommodation
- One-third of family matter queries referred to separation/divorce with 9 per cent each referring to 'custody/access' and the 'family home'. Six per cent referred to domestic violence

- Almost three-quarters of tax-related queries referred to PAYE issues
- 43% of consumer related queries referred to consumer rights and one-third referred to defective goods and services.

#### SURVEY FINDING:

The survey's findings in relation to users of the citizens information services found that:

- Women considerably outnumbered men among CIC users;
- Almost two-thirds of users were in the 26-65 years age-group;
- Half of the users were either married or co-habiting.
- Just over half of the users were owner-occupiers. One-fifth of users lived in the private rented sector.
- Employment (45%) was marginally higher as the source of primary income than social welfare (42%).
- Over half (52%) of queries were from people with dependent children.

### SOCIAL POLICY GRANTS

Comhairle initiated a small grants scheme at the end of 2001 to provide support for local social policy initiatives being undertaken by independent information providers including CICs. Grants under the scheme are considered for:

- analysis of policy issues at local level and preparation of policy reports
- networking between local/regional agencies
- organisation of seminars/workshops and discussion forums bringing together service providers and voluntary sector on policy issues.

Westmeath Citizens Information Service were grant aided under the scheme at the end of the year to develop training, advocacy and policy work with refugees and asylum seekers.

### INTRODUCTION

Comhairle has identified its role in relation to supporting the voluntary sector as assisting and promoting the development of the voluntary sector in relation to social and civil services. Comhairle provides a range of information and training services, organisational and development support to voluntary organisations, which deliver social services.

In 2001 Comhairle provided support in the following areas:

- Updating the Community and Voluntary Sector Database
- Operation of the Social Mentor Scheme
- Support to three volunteering projects
- Group Insurance Scheme for voluntary and community groups in conjunction with Allianz Church & General Insurance Co. Ltd
- Development of a voluntary sector pension scheme in conjunction with Marsh Financial Services Ltd.

*Voluntary and Community Sector Database (VCS)* – Accessible through the Comhairle website, the database contains information on funding sources, legal structures, managing an organisation, support agencies and policy developments relevant to the sector.

In October 2001, Comhairle, along with CAFÉ (Creativity Activity for Everyone) made a presentation to the Voluntary Sector White Paper Implementation Group on the VCS database resource and the 'on line guide' to funding sources contained within it.

Notable additions to content during 2001 include information on EU policy developments and funding initiatives. The *What's New* and *Noticeboard* sections continues to highlight new information of interest to the voluntary and community sector.

### SOCIAL MENTOR SCHEME

A total of 36 organisations participated in the Social Mentor Programme during 2001 and marked the development of Regional Mentor panels. The programme is currently served by a panel of 21 mentors based in Dublin and 9 based in Wexford

Tá Comhairle tar éis an fheidhm atá acu a aithint maidir le tacú leis an earnáil dheonach de, agus is í feidhm í cabhrú le forbairt na hearnála deonaí agus é sin a chothú i gcomhthéacs na seirbhísí sóisialta agus pobail.

Ghlac 36 d'eagraíochtaí páirt i gClár na gComhairleoirí Sóisialta i gcaitheamh 2001 agus thug aitheantas d'fhorbairt painéalacha na gcomhairleoirí réigiunacha.

serving the South East. There are three mentors in Kilkenny, three in Cork and one in Co. Down. The panel received presentations from the Training and Development Service, Comhairle, (Gwyn Grace), the National Steering Committee for the UN Year of the Volunteer (Helen Lahert), Business in the Community (Clodagh Gorman). The Social Mentor Programme played a participatory role in the UN Year of the Volunteer Conference in the Slieve Russell, Cavan and presentations were also made to the Royal Society of Chemists of Ireland, the Rotary Clubs of Kilkenny and Cork, Plato Cork, Bank of Ireland.

The Social Mentor Programme made a submission to the Board of Comhairle on the development of a strategy for Comhairle.

The Advisory sub-committee (including Sheila Cullen, Ian Hood, Bob Gahan and Derek Bell) actively supported the work of the Mentor Panel through their availability to make presentations and with their input to the compilation of a new information leaflet.

Killinarden Drug Primary Prevention Group, Tallaght have availed of the services of the Social Mentor Programme. Based in Tallaght, the group was established in 1993 to provide drugs education programmes to school going children in Tallaght.

Their programme focuses on the delivery of personal development and assertiveness training courses and have produced very positive results in the area of combating drug and substance abuse.

Alice Murray, Manager of the group said "The Social Mentor Programme has provided our community based organisation with invaluable support in the development of our organisational skills. The service we received from the Social Mentor Programme was provided in a generous, caring and non-judgemental fashion. I would highly recommend it".

## SUPPORTING VOLUNTEERING

Comhairle provided operational funding to three organisations specifically aimed at supporting volunteering.

**Focus Ireland** – In 2001 Focus Ireland brought out a comprehensive programme of training, containing 38 separate training events that are accessible to all volunteers. They also set up a personnel database that includes volunteers and which tracks their achievements in training and development. The agency expanded the performance appraisal system to include community service volunteers, identifying their areas of skill and development needs and initiated a system of accreditation for training, enabling volunteers to build their portfolios. Focus Ireland reviewed and amended the volunteer policy to include and integrate volunteers into the staff cohort at every level, through improved structures of support and supervision and through training and development opportunities.

**FLAC** – facilitated the establishment of several new Centres including Ennis, Castlebar Leitrim, Boyle, Ballyfermot, Roscommon and Longford. This development is in line with FLAC's strategic plan to establish a Legal Advice Centre in every key Citizen Information Centre. They were also actively involved with other Centres in providing support and carrying out recruitment drives.

**Tallaght Volunteer Bureau** – In 2001 Tallaght Volunteer Bureau responded to over 2,500 queries. During the year 155 volunteers registered with the Bureau and a total of 355 have been placed with organisations requiring their services. In 2001, 85 new volunteering opportunities were identified which contributed to an overall total of 220. The Bureau ran a six-week training programme for 20 organisations on volunteer management. A major recruitment fair was held in The Square, Tallaght which proved very successful and the handbook "Thinking about Volunteering" was launched.

**Volunteer Resource Centre (VRC)** – In line with the objective of supporting organisations in the implementation of good practice for volunteers, a comprehensive training programme was provided. The Placement Service matched 407 volunteers with organisations requiring their services. VRC established "Ireland

Thug Comhairle maoiniú feidhmithe do thrí cinn d'eagraíochtaí atá dírithe go speisialta ar thacú le deonaigh:

- Focus Ireland
- FLAC
- Tallaght Volunteer Bureau

Sa bhliain 2001 bhí 360 de shíntiúsóirí don scéim árachais, agus réimse leathan de ghníomhaíocht dheonach i gceist ansin.

Involved" –a very successful volunteer recognition initiative. In 2001 VRC launched a three-year outreach programme aimed at recruiting young volunteers entitled 'social climbing'.

## GROUP SCHEMES

### Insurance

Underwritten by Allianz Church & General, the Group Insurance Scheme has proved a popular and practical support to small community and voluntary organisations. In 2001 there were 360 subscribers to the insurance scheme, representing a broad range of voluntary activity, e.g. social service councils, development associations, resource groups, Money Advice and Budgeting Services, environmental groups, home help organisations, women's refugees, older people's groups, meals on wheels, resource centres for unemployed and organisations concerned with specific illnesses or disabilities.

### Employee Pension Scheme

This scheme which is designed specifically for paid staff working in voluntary and community organisations had 243 members at the end of 2001. A new brochure setting out the terms of the superannuation scheme designed for paid staff in the voluntary sector is currently being prepared by Marsh Finance Consultants in conjunction with Comhairle.

### INTRODUCTION

The promotion of equality of access in relation to civil and social services has been identified by Comhairle as one of its key strategic priorities. The focus in 2001 was on the continuation of the mainstreaming of Comhairle's services and the services supported by Comhairle to meet the requirements of people with disabilities. Comhairle's bi-annual National Conference, which is reported on separately in this Annual Report had as its theme 'Equal Access to Information – the Challenge.

Bhí díriú sa bhliain 2001 ar sheirbhísí Comhairle, agus ar na seirbhísí a dtacaíonn Comhairle leo, a lárnú go leanúnach, chun go ndéanfaí freastal ar riachtanais daoine ar míchumas. Tá fáil i réimse formáidí ar fhoilseacháin uilig de chuid Comhairle.

### ACCESSIBLE INFORMATION

#### Publications

All Comhairle publications are available in a range of formats. These include large print, Braille, audio tape, floppy disc. They can also be accessed on-line on the Citizen's Information Database or on the Comhairle web-site [www.comhairle.ie](http://www.comhairle.ie). A number of Comhairle leaflets are also available in Irish.

#### Website and Databases

The Comhairle website acts as a portal to all Comhairle's e-information resources and has a text-only option from the front page of the site.

The focus of the *OASIS Web-site* site is the provision of user-friendly information and access to on-line services which is accessible anywhere and at any time. Information on the site is available in the Irish and English languages and certain documents are also available in French and Romanian. Continuous assessment of the accessibility and usability of the site is carried out. This ensures that nobody is excluded from using the site due to their own abilities or their environment. It ensures that the site is also accessible to the visually impaired and those using screen readers or minority browsers and is in compliance with the Web Content Accessibility Guidelines. A high level of usability is achieved by providing an intuitive navigation system.

Tá suíomh idirlín Comhairle ina shlí isteach ar acmhainní ríomheolais uilig de chuid Comhairle, agus tá rogha maidir le téacs amháin i gceist ó leathanach bairr an tsuímh.

**Environmental Accessibility of Citizens Information Centres**  
Comhairle regional and access staff have provided support to CICs in identifying and addressing the accessibility of service in their premises.

To be considered an accessible service, a centre must ensure that the requirements of people with a diverse range of disabilities are met. A person with a disability must be able independently to access and avail of the services in a CIC premises, on the basis of equality with other service users. An accessible centre presents equal opportunities for employees, volunteers and Board members with disabilities.

Centres with an accessible customer service area have the capacity to respond to information queries from customers with disabilities. Some of these centres have outstanding accessibility works to be completed. A small number of centres are considering relocating.

Chuir Comhairle maoiniú faoi leith i leataoibh sa bhliain 2001 i gcomhair an Chláir um Insroichteacht a Fheabhsú de chuid na nIónad Eolais Phobail. Fuair seacht gcinn déag de phríomhlónaid Eolais Phobail suas le €153,251 i ndeontais insroichteachta. Shínigh na deontais ó €41,662 (Cill Mhantáin) go €1,079 (An Uaimh).

Comhairle assigned specific funding in 2001 for the CIC Access Improvement Programme. Seventeen key CIC's received a total of €153,251 in access grants. The grants ranged from €41,662 (Wicklow) to €1,079 (Navan).

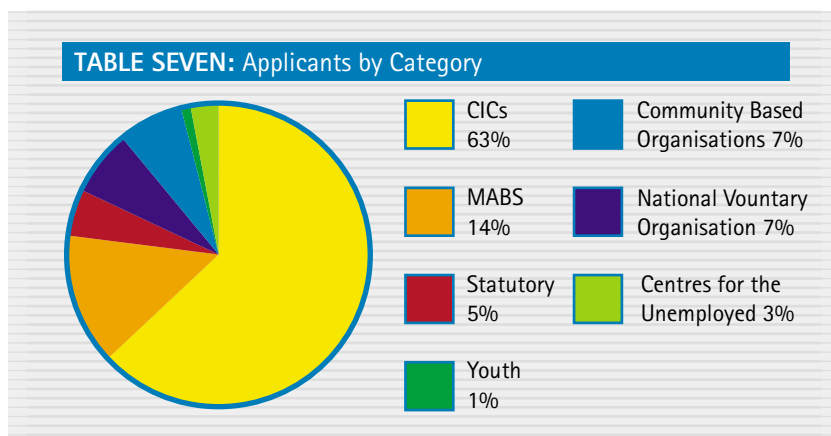
## INTRODUCTION

Comhairle recognises the important role which training plays in the delivery of quality information services in the development of social policy and in the support of voluntary organisations which deliver social services.

## THE 2001 TRAINING PROGRAMME

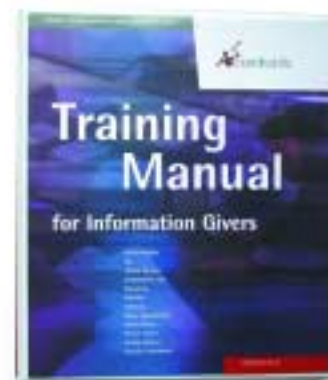
The 2001 National Training Programme comprised 54 courses running from June to November. Almost 50% of these courses took place in venues outside of Dublin. Courses took place in 13 locations in Comhairle's five regions. The programme's topics were delivered under 5 headings: Information Topics; Legal Topics; Interpersonal Skills Topics; Management / Organisational Skills Topics; Money Advice Topics.

Bhí 54 de chúrsaí ó Mheitheamh go Samhain i gceist le Clár Oiliúna Náisiúnta 2001. Tionóladh nach mór 50% de na cúrsaí seo in ionaid lasmuigh de Bhaile Átha Cliath.



Participants applied from a range of organisations (see Table seven). The number of applicants totalled 1,456 and there were 1,110 places available on the programme. However, a limited number of extra places were allocated on the more popular courses. New courses this year included: Intercultural Awareness for Information Givers, Introduction to the Euro and Income Support for Farmers.

The topics for which there was greatest demand included: Health Board Payments & Appeals Procedures, Maximising Use of IT for Information Givers and Family Law & Separation.



Ar na hábhair a raibh éileamh mór orthu bhí: Córais Díolúchán agus Achomhairc na mBord Sláinte; an Leas is Fearr a Bhaint as Teicneolaíocht an Eolais do Sholáthraithe Eolais; Scarúint agus Díí an Teaghlaigh.



#### DUNDALK SEMINAR

*(From left to right)*

Dermot Ahern TD, Josette Cuthbert,  
Martin Naughton.

A two day regional training seminar on **Enhancing the Independent Information Givers Service to People with Disabilities** was organised in the north east region. This event was jointly organised by Dundalk Citizen's Information Centre and Comhairle. (Please see page 21 for further information)

**New Information-Givers Training** – Courses for new Information-givers were delivered at regional and local level. Courses took place in Dublin city centre, Cork city, Tallaght; Crumlin; Mallow; Newbridge; Longford; Athlone; Sligo; Tullamore. New sessions were delivered on Advocacy and Equality Awareness, increasing the course to 15 sessions now. Certificates of attendance were issued to 152 attendees.

## SERVICES AND RESOURCES

Lean oidí CID ar fud na tíre do thacaíocht a thabhairt do shíntiúsóirí CID ar iarratas uatha i gcaitheamh na bliana.

Tá ciste beag de dheontais oiliúna faoi réir ag an tSeirbhís Oiliúna agus Forbartha. Bronntar deontais d'eagraíochtaí a bhaineann le eolas ar sheirbhísí sóisialta a sholáthar don bpobal agus d'eagraíochtaí deonacha.

### Citizens Information Database (CID) Training

CID trainers located around the country continued to support CID subscribers on request throughout the year. Trainers provide training on the Citizens Information Database on-site as and when organisations have this database installed in their offices.

### Training Grant Fund

The Training & Development Service operate a small training grant fund. Grants are made to organisations involved in providing information on social services to the public and to voluntary organisations. Organisations that have benefited from funding in 2001 include Donegal Youth Service, Kerry Deaf Resource Centre Ltd, New Day Counselling Centre, Parentline, Refugee Information Service, Charleville & District MABS & County Wicklow CIS, Carmichael Centre and Clarecare.

### Training Consultancy

Consultancy Support is offered by the Training & Development Service which aims to meet training requests through direct provision of training by Comhairle staff; putting organisations in contact with trainers who have expertise in the area of training being sought or through offering support to enable organisations to meet their training needs. This service continues to be delivered in conjunction with Comhairle's regional staff.

### Training Resources

A number of training resources have been produced by the Training & Development Service and are available to customer organisations. These include the updated 'Training Manual for Information Givers' and a new sub-titled version of the video 'How Can We Help You?'. Also available is '*Managing Volunteers: A Good Practice Guide*' which provides information on good practice for the wide range of organisations which involve volunteers in their work.

### Occasional Series

To mark the International Year of Volunteers, Comhairle inaugurated an 'Occasional Series' of informal presentations on subjects of interest to those working in the area of training in the voluntary sector. Two events were organised in 2001 on the topics of accreditation. Speakers included representation from FÁS and the National College of Ireland. Representatives came from a range of national voluntary organisations.

## ACCREDITATION

This year the Training and Development Service embarked on a "Journey Towards Certification" with the guidance and support of FÁS Certification & Standards.

There was much enthusiasm expressed at the initial information-giving presentation to an audience drawn from Citizens Information Services and the wider voluntary sector. A representative Accreditation Committee and a Work Plan has been established and is ongoing. The Chairperson is Frances Newman, National Youth Information Co-ordinator, Department of Education & Science.

Work continues with the advice and support of the recently formed Further Education and Training Awards Council which, together with the Higher Education and Awards Council, will accredit training programmes within the National Qualification Authority framework.

Tá scata acmhainní oiliúna forbartha ag an tSeirbhís Oiliúna agus Forbartha agus fáil orthu ag eagraíochtaí custaiméara.

Chrom an tSeirbhís Oiliúna agus Forbartha ar 'Thuras i dtreo Deimhnithe' le treoir agus tacaíocht Deimhniú agus Caighdeáin FÁS.

## COMHAIRLE STAFF TRAINING

Training for staff included development of computer skills for all staff. Induction training was organised for 20 new staff who joined Comhairle throughout the year. A number of training events took place for Area Executives throughout the country arising from work at the Planning Group on Support and Training for this group. Training was delivered to staff in preparation for the Euro in co-operation with the Euro Changeover Board of Ireland. Training was organised in preparation for the implementation of Records Management Systems in the context of the application of Freedom of Information legislation to Comhairle.

## **MONEY ADVICE TRAINING AND COMMUNITY EDUCATION SERVICE**

The Department of Social, Community and Family affairs has funded the development of a Money Advice & Budgeting Service (MABS) since 1992. By the end of 2001 there were 52 services nation-wide managed by local voluntary management committees. The aim of MABS is to assist those in debt and to prevent debt through education programmes. The Money Advice Training and Community Education Service in Comhairle offers training and a range of support to the staff and management committees of MABS.

### **Training**

33 courses were provided on the MABS training calendar to almost 500 staff and management committee members. Feedback on these programmes was very positive.

### **Current Account**

2 issues of Current Account were produced covering policy issues and over-indebtedness.

### **Developing Materials – Training Manual for Money Advisers**

Additional sections of the Money Advice Manual were published – Priority Debts and Secondary Debts. Previously issued sections were updated taking into account the Euro.

### **Life After Debt**

A CD entitled "Life After Debt" was produced. This is a story of how one family from Kerry managed to overcome their financial difficulties with the support of Kerry MABS. The CD was designed as a tool for promoting the work of MABS and for use in Community Education work.

### **Support**

Technical or specialist support requests, principally from Money Advisers, were responded to with the help of an interim Internal Support Panel made up of experienced Money Advisers and Co-ordinators as well as the External Support Panel (including Free Legal Advice Centres, Office of the Director of Consumer Affairs, the European Consumer Centre and the Coolock Community Law Centre).

An tSeirbhís um Oiliúint ar Chomhairle Airgid agus um Oideachas Pobail cuireann sí oiliúint agus réimse leathan tacaíochta ar fáil do choistí foirne agus bainistíochta de chuid MABS.



### **Policy**

Staff from the Money Advice Training and Community Education Service continued to actively participate on the National Advisory Committee of MABS and a number of MABS sub-committees. Of particular note was the involvement of staff in the Community Education Sub-committee, which produced a very comprehensive document entitled "Community Education in the MABS Context – Towards a National Strategy". This was approved by the National Advisory Committee and submitted to the Department of Social, Community and Family Affairs.

"Equal Access to Information – the Challenge" was the first national conference to be hosted by Comhairle. It was held in Kilkenny on November 2nd and 3rd 2001. The aim of the conference was to explore equality of access to information and the challenges that face the providers of information in the statutory, voluntary and community sectors.

The conference also examined issues, through a series of workshops, relating to advocacy, the integration of information services and social policy.

### Participants

The National Conference provided an opportunity to bring together representatives of local Citizens Information Centres, Countywide Citizens Information Services and agencies both statutory and voluntary who are involved in the area of information delivery.

These agencies included Community Development Programmes, funded by the Department of Social, Community and Family Affairs; Health Boards; Money Advice and Budgeting Services (MABS); Organisations for the Unemployed; Organisations for and of the Disabled; Youth Organisations; Community and Voluntary Organisations.

There was an attendance on day one of over 200 people and on day two of over 130 exclusively from Citizen's Information Centres.

Ba é *"Equal Access to Information – the Challenge"* an chéad chomhdháil náisiúnta a ndearna Comhairle óstaíocht uirthi. Tionóladh i gCill Chainnigh í an 2 agus an 3 Samhain 2001. Chuir an chomhdháil roimpi comhionannas insroichteachta maidir le heolas de a scrúdú agus scrúdú a dhéanamh ar na dúshláin atá roimh na soláthraithe eolais amach sna hearnálacha reachtúla, deonacha agus pobail.



UN International  
Year of the Volunteer  
2001

Tá cúram reachtúil ag an mBord "tré acmhainní airgeadais agus acmhainní nach iad a sholáthar, an obair maidir le seirbhísí sóisialta de chuid cibé comhlachas a shonróidh an tAire a chothú agus a fhorbairt agus cabhrú leis an obair sin." Shonraigh an tAire an Coiste Náisiúnta um Dheonachas mar chomhlachas dá leithéid agus bunaíodh é i Nollaig na bliana 2000.

D'eagraigh an Coiste Náisiúnta um Dheonachas réimse d'imeachtaí ceiliúrtha i gcaitheamh na bliana 2001.

The Board has a statutory function "to promote develop, encourage and assist, through the provision of financial and other resources, the work in relation to social services of such bodies as the Minister may specify." The National Committee on Volunteering was designated as such a body by the Minister and was set up in December 2000.

Following from the commitment in the Government's Programme for Prosperity and Fairness and in preparation for United Nations Year of Volunteers in 2001, the Minister for Social, Community and Family Affairs established the National Committee on Volunteering. The National Committee has 38 members drawn from a broad cross section of organisations and individuals with an interest in volunteering nation-wide.

The National Committee on Volunteering organised a range of events during 2001. These included:

- A grants scheme which distributed £350,000 to 90 volunteering projects
- A website, [www.ncvireland.ie](http://www.ncvireland.ie)
- A commemorative postage frank
- The 'I Volunteer' Celebration Pack, 30,000 of which were distributed around the country
- A series of 5 commissioned poems on the theme of volunteering published in card form and illustrated by Brian Cronin
- A limited edition art work in gold and silver by Alan Ardiffe, which was presented by An Taoiseach to each local authority to commemorate IYV2001 in their local area
- A series of titled, silent photographic images screened with advertising on RTE 1 and Network 2 during the busy Christmas period
- A major conference on volunteering, Tipping the Balance, in conjunction with our colleagues from the Northern Ireland IYV Committee.

All of these projects and events celebrated volunteering and its long tradition in Ireland and aimed to have a lasting effect beyond the IYV2001.

The National Committee was asked to examine and make recommendations on the possibilities for recognition and

accreditation for voluntary work and for training undertaken as a volunteer, measures to widen the pool of volunteers and the range of supports needed in order to promote, sustain and develop volunteering.

### Report and Recommendations to Government

The Report in preparation is based on five pieces of commissioned research on *Volunteering in Ireland, Young People and Volunteering, the Volunteer and the Organisation, International Approaches to Volunteering and Recognition and Accreditation for Volunteers*. The Report is also based on a public consultation process, which received 65 submissions from organisations and individuals with an interest in volunteering and on discussions within the National Committee itself. The Report will be launched and presented to Government in October 2002.



National Committee Members meet President Mc Aleese Aras an Uachtaran December 3 2001 to celebrate UN Year of Volunteers

As both a public service agency and a newly established organisation Comhairle has been engaged throughout 2001 in a number of organisational development processes. The main developments are highlighted below.

### STRATEGY IMPLEMENTATION PLAN

I nDeireadh Fómhair 2001 tháinig Comhairle faoi fhorálacha an Achta um Shaoirse Eolais. Ullmhaíodh lámhleabhar Saoirse Eolais de chuid Comhairle de réir Míreanna 15 agus 16 den Acht, agus foilsíodh ar an suíomh idirlín é agus i bhfoirm chlóite freisin.

In late 2001, Comhairle commenced the process of developing a plan to implement the Board's Strategic Plan 2001-2003. The implementation plan will set out what is needed to be done, how, with what resources and when. The plan will also prioritise and phase the workload required to achieve the Comhairle's strategic objectives. Consultants, Prospectus, were engaged to help with this process, working both on the implementation element and on Comhairle's organisational structures. The completed implementation plan and revised organisational structures were due for completion in February 2002.

### FREEDOM OF INFORMATION

Comhairle came under the provisions of the Freedom of Information Act in October 2001. Whilst Comhairle's primary activity is the provision and dissemination of information, the agency was required to make information about itself available in the manner set out under the Freedom of Information Act 1997. Comhairle's FOI Manual was prepared in accordance with Section 15 and 16 of the Act and published on the website and in print format. It describes the functions and activities of Comhairle as well as the records held by the agency and includes the procedures and practices about the way in which schemes and services are administered. The manual is available in all Comhairle offices as well as CICs and is available in various accessible formats.



### CORPORATE GOVERNANCE

The Department of Finance issued comprehensive guidelines in relation to the corporate governance of statutory agencies in late 2001. There is now a requirement for a corporate Code of Practice for the organisation and a Code of Business Conduct for

members of the Board and the staff of Comhairle. The Board intends to update existing guidelines already in place in Comhairle in line with the Department of Finance's recommendations.

### **PARTNERSHIP IN COMHAIRLE**

The 'Partnership' approach was first introduced on a public service wide basis in 1997 as a result of the national Partnership 2000 agreement. This involves the coming together of management, union and staff interests to develop a common agenda to support development and change in organisations. The aim is to achieve a workable consensus of all concerned and introduce change and innovation in a harmonious way. In June 2001, management, union and staff representatives came together in Comhairle to develop this partnership process within the organisation and are using external expertise to assist with the development phase.

### **PERFORMANCE MANAGEMENT**

The National Programme for Prosperity and Fairness sets out a performance assessment framework which all organisations in the public service are expected to be in process of developing by October 2002. This innovation is in line with the public service management changes that have flowed from the Strategic Management Initiative (SMI) which aimed at enhancing the effectiveness and the efficiency of the public service. In Comhairle, the completed Strategic Plan 2001 – 3 represents the first stage of this process. The soon to be completed Strategy Implementation Plan will link the Strategic Plan with the daily work of Comhairle as an organisation. The third and final phase involves the linking of the strategy and implementation plans to the daily work of each staff member. This final step, known as staff Performance Management Development System, will be introduced in Comhairle on a phased basis in 2002.

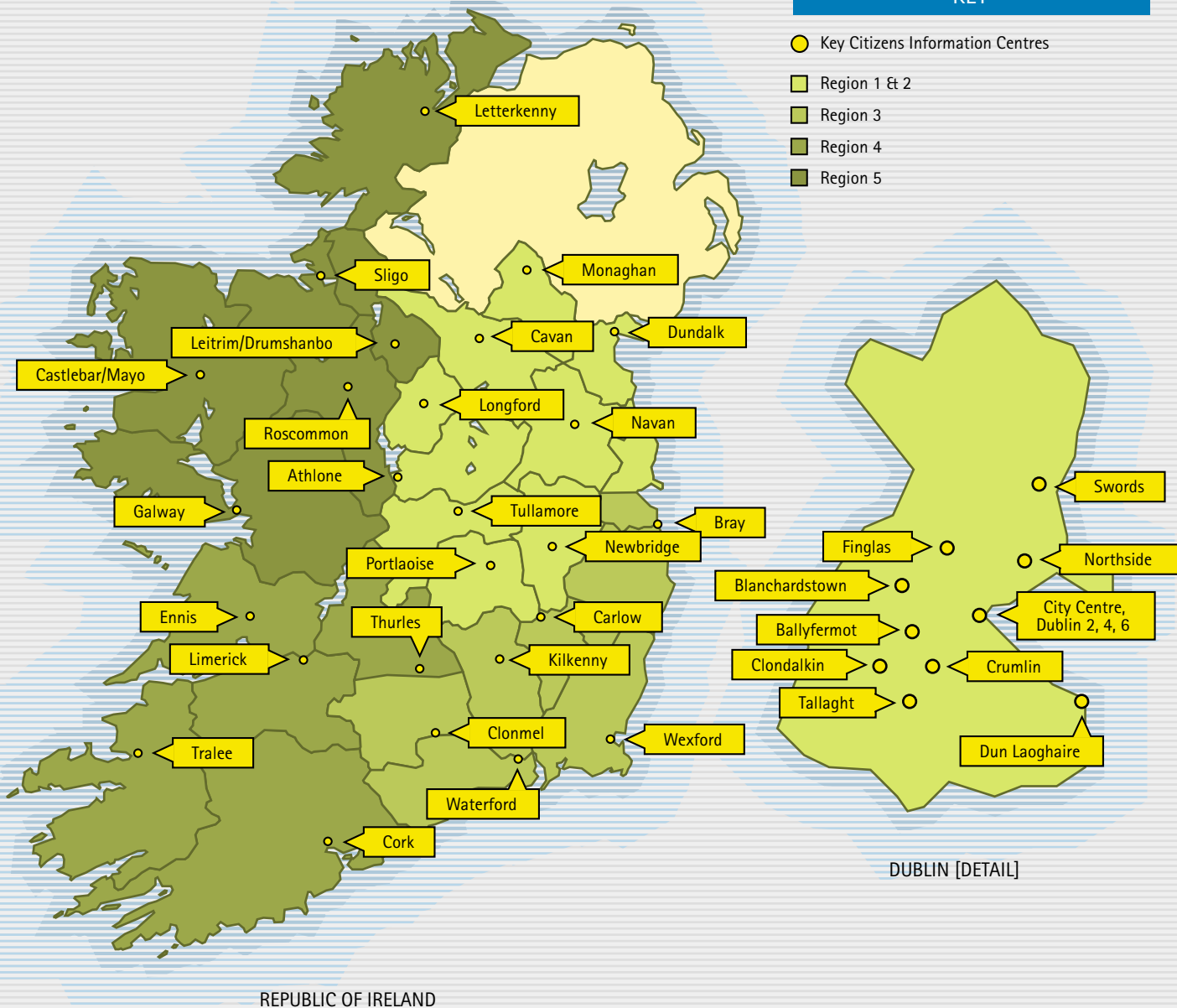
Tugadh cur chuige na 'Páirtnéireachta' isteach don chéad uair ar bhonn seirbhíse pobail sa bhliain 1997 de thoradh comhaontú náisiúnta Páirtnéireacht 2000. Tá i gceist leis seo lucht bainistíochta ceardchumainn agus foirne a theacht le chéile chun clár comónta oibre a fhorbairt chun tacú le forbairt agus athrú sna heagraíochtaí.



**DELEGATES AT THE COMHAIRLE NATIONAL CONFERENCE**

KEY

- Key Citizens Information Centres
- Region 1 & 2
- Region 3
- Region 4
- Region 5



REPUBLIC OF IRELAND

DUBLIN [DETAIL]

COMHAIRLE OFFICES

CENTRAL SERVICES

DUBLIN CENTRAL

7th Floor, Hume House,  
Ballsbridge, Dublin 4  
t: 01 605 9000  
f: 01 605 9099

REGION 1

DUBLIN NORTH & NORTH EAST

44 North Great George's St,  
Dublin 1  
t: 01 874 7503  
f: 01 874 7490

Magnet House, Farnham St,  
Co Cavan  
t: 049 436 2533  
f: 049 433 2525

Adelphi Court, Long Walk,  
Dundalk, Co Louth  
t: 042 933 2913  
f: 042 933 7081

REGION 2

DUBLIN WEST & MIDLANDS

Hainault House, The Square,  
Tallaght, Dublin 24  
t: 01 462 0444  
f: 01 462 0494

The Manse, Castle St,  
Mullingar, Co Westmeath  
t: 044 40 219  
f: 044 42 897

High Street, Tullamore,  
Co Offaly  
t: 0506 41262  
f: 0506 51523

REGION 3

DUBLIN SOUTH & SOUTHEAST

4 The Parade, Kilkenny  
t: 056 77 65176  
f: 056 77 64211

14 Gladstone St, Waterford  
t: 051 850 998/872 431  
f: 051 876 575

REGION 4

SOUTHERN & MID WESTERN

101 North Main Street, Cork  
t: 021 427 0423/427 2716  
f: 021 427 2935

6th Floor, River Court  
Business Centre, Cornmarket  
Square, Limerick  
t: 061 440 199  
f: 061 440 198

REGION 5

WEST & NORTH WEST

c/o Western Health Board,  
10 Ely Place, Sea Road,  
Galway  
t: 091 583 567  
f: 091 588 408

Mill Lane, Castlebar, Co Mayo  
t: 094 22 169  
f: 094 21 963

Knappagh, Strandhill  
Road, Sligo  
t: 071 62 809/62 459  
f: 071 69 716

Port Road, Letterkenny,  
Co Donegal  
t: 074 21 103  
f: 074 23 019

## CITIZENS INFORMATION CENTRES | KEY CICs

### REGION 1

Blanchardstown CIC Westend House Westend Office Park Snugsborough Road Extension Blanchardstown Dublin 15 Tel: 01 8220449	Co Louth CIS Unit 1 Williamsons Mall Francis Street Dundalk Co Louth Tel: 042 9329149	Monaghan CIC North Road Monaghan Co Monaghan Tel: 047 82622
Co Cavan CIS Dublin Road Cavan Co Cavan Tel: 049 4332641	Finglas CIC Unit 7 Main Street Finglas Dublin 11 Tel: 01 8641970	Northside CIS (Adjacent to Coolock Library) Barryscourt Road Coolock Dublin 17 Tel: 01 8674301
City Centre (Dublin) CIS European Consumer Centre 13A Upper O'Connell Street Dublin 1 Tel: 01 8090633	Navan and County Meath CIC 1 Brews Hill Navan Co Meath Tel: 046 74086	Swords CIC 58 Dublin Road Swords Co Dublin Tel: 01 8406877

### REGION 2

Clondalkin CIC Unit 2 Oakfield Industrial Estate 9th Lock Road Clondalkin Dublin 22 Tel: 4579045	Newbridge Co Kildare Tel: 045 431735	Co Offaly CIS Level One The Bridge Centre Tullamore Co Offaly 0506 52204
Crumlin CIC 146 Sundrive Road Crumlin Dublin 12 Tel: 01 4546070	North Kildare CIS Derroon House Dublin Road Maynooth Co Kildare Tel: 01 6285477 / 5065	Ballyfermot CIC Community Civil Centre Ballyfermot Road Dublin 10 Tel: 01 620 7181
Tallaght CIC 512 Main Street Tallaght Dublin 24 Tel: 01 4515887	Portlaoise CIC 27 Main Street Portlaoise Co Laois Tel: 0502 21425	Dublin 2, 4, 6 CIC The Basement 2 Lower Pembroke Street Dublin 2 Tel: 01 662 9282
Newbridge CIC Room 5, Parish Centre Station Road	Co Longford CIS Level One Longford Shopping Centre Longford Tel: 043 41069	Co Westmeath CIS St Mary's Square Athlone Co Westmeath Tel: 0902 78851

### REGION 3

Dun Laoghaire CIC 85/86 Patrick Street Dun Laoghaire Co Dublin Tel: 01 2844544	Carlow CIS St Catherines Community Services Centre St Josephs Road Carlow Tel: 059 913 8750	Kilkenny CIC 4 The Parade Kilkenny Tel: 056 77 62755	Clonmel CIC Market Place, Clonmel Co Tipperary Tel: 052 22267	Co Wexford CIS 28 Henrietta Street Wexford Co Wexford Tel: 053 42012	Bray CIC Unit 6 The Boulevard Quinsboro Rd., Bray Co Wicklow Tel: 01 2860666
		Waterford CIC 37 Lower Yellow Road Co Waterford Tel: 051 351133			

### REGION 4

Cork CIC 80 South Mall Cork Tel: 021 4277377	Clare CIC 44 Abbey Street Ennise Co Clare Tel: 065 6841221	Kerry CIS Bridge Lane Tralee Co Kerry Tel: 066 7123655	Limerick CIC 54 Catherine Street Limerick Tel: 061 31144	Thurles CIS Social Service Centre Rossa Street Thurles Co Tipperary Tel: 0504 22399
---	--	--	---	--

### REGION 5

Donegal CIS 10 Celtic Apartments Pearse Road Letterkenny Co Donegal Tel: 074 27177	Galway CIC Augustine House St Augustine Street Galway Tel: 091 563344	Co Leitrim CIS Hill Road Drumshanbo Co Leitrim Tel: 078 40995	Mayo CIS Cavendish House Link Road Castlebar Co. Mayo Tel: 094 25544	Co Roscommon CIS Castle Street Roscommon Town Co Roscommon Tel: 0903 27922	Sligo CIS 8 Lower John Street Sligo Tel: 071 51133
---	---	---	---	--	---

## CITIZENS INFORMATION CENTRES | LOCAL CICs

Abbeyleix CIC (2)	Blackrock CIC (Cork) (4)	Drogheda CIC (1)	Killester CIC (1)	National Association for Deaf People (1)	Stillorgan CIC (3)
Arklow CIC (3)	Belmullet CIC (5)	Dundrum CIC (3)	Lucan CIC (2)	Nenagh CIC (4)	Tipperary CIC (3)
Ashbourne CIC (1)	Boyle CIC (5)	Dungarvan CIC (3)	Macroom CIC (4)	Palmerstown CIC (2)	Trim CIC (1)
Athy CIC (2)	Buncrana CIC (5)	Edenderry CIC (2)	Malahide CIC (1)	Rialto CIC (2)	Tuam CIC (5)
Ballina CIC (5)	CIC (St Vincent's Centre for the Deaf) (1)	Enniscorthy CIC (3)	Mallow CIC (4)	Roscrea CIC (4)	Whitehall/Beaumont CIC (1)
Ballymun CIC (1)	Claremorris CIC (5)	Fermoy CIC (4)	Mayfield CIC (4)	SICCDA – Liberties CIC (2)	Youghal CIC (4)
Ballyshannon CIC (5)	Clifden CIC (5)	Hollyhill/Knocknaheeny CIC (4)	Mitchestown CIC (4)	Shannon CIC (4)	
Bantry CIC (4)	Cobh CIC (4)	Killarney CIC (4)	Mullingar CIC (2)	Skerries CIC (1)	
Blackpool CIC (Cork) (4)			Naas CIC (2)		

## COMHAIRLE ORGANISATIONAL CHART

### MINISTER FOR SOCIAL, COMMUNITY & FAMILY AFFAIRS

<b>BOARD</b>	<b>CHIEF EXECUTIVE</b>	<b>SECRETARY TO CE</b>	<b>SENIOR MANAGERS</b>
Chairman: Dr Donal de Buitleir	Leonie Lunny Hume House, Dublin 4	Mary Fitzgerald Hume House, Dublin 4	Tony McQuinn / Vacant Hume House, Dublin 4
<b>TRAINING &amp; DEVELOPMENT</b>	<b>PERSONNEL &amp; ADMINISTRATION</b>	<b>INFORMATION &amp; RESEARCH</b>	
Manager: Geraldine Cullen Training Executives: Katie Boyle, Josephine Glennon, Wynn Gordon, Ciara Murray Training Administrator: Cliona McLoughlin Money Advice Training Executives: Anna O'Kelly, Gwyn Grace, Helen McDermott Money Advice Administrator: Shona Bannon (.5) Hume House, Dublin 4	Manager: Brendan O'Dea Administration: Vacant, Shona Bannon (.5) Receptionist: Imelda Duffy Services Officer: Patricia O'Grady Information Assistant: Neil Reilly Hume House, Dublin 4	Manager: Géralyn McGarry Information Executives: Anne Cox, Paul McGuire, Máiríde Woods, Andrea Cremin IT Officer: Neil Ryan IT Support: Brian McCarthy Administration: Margaret Zheng, Kirstie Simpson (.5) Hume House, Dublin 4	
<b>FINANCE</b>	<b>ASSISTIVE TECHNOLOGY</b>	<b>OASIS</b>	
Manager: David Scott Accounts Administration: Angela Murray, Kyle Linton Finance Administration: Isabella Russell Hume House, Dublin 4	Manager (Acting): Helen Brougham Independent Living Adviser: Dympna Gilligan Access Officers: Gerry Kinsella Administration: Anne Savage, Kirstie Simpson (.5) North Great George's Street, Dublin 1	Manager: Darach Greene Information Executive: Caroline Ryan Information Systems Architect: Tadhg O'Leary Metadata Co-ordinator: Eddie Byrne Editor: Nuala O'Reilly Administration: Jennifer Baker Hume House, Dublin 4	
<b>REGION 1</b>	<b>REGION 2</b>		
[DUBLIN SOUTH AND SOUTH EASTERN REGION] Manager: Josette Cuthbert Area Executives: Joe Byrne, Des Gunning, Ann McEvoy, Liam Murtagh Administration: Denise Coleman, Anne Flynn, Renee Hayes, Ann O'Connor, Brenda Waters Receptionist: Marie O'Donnell Regional Office: North Great Geogre's Street, Dublin 1 Other Offices: Cavan, Dundark	[DUBLIN WEST AND MIDLANDS] Manager: John Long Area Executives: Mary Freehill, Tom Kelly, Mary McVeigh, Niamh O'Doherty Social Mentor Co-ordinator: Cora Pollard Administration: Bernie Acton, Anne-Marie Byrne, Carmel Hennessy, Dolores Murphy Regional Office: Tallaght, Dublin 24 Other Offices: Tullamore, Mullingar		
<b>REGION 3</b>	<b>REGION 4</b>	<b>REGION 5</b>	
[DUBLIN SOUTH AND SOUTH EASTERN] Manager: Martin Byrne Area Executives: Ian Coulter, Philip Lecane (Tallaght), Ivan Mahoney Administration: Sinead Costello, Marie Farrelly Regional Office: Killkenny Other Offices: Waterford	[SOUTHERN AND MID WESTERN REGION] Manager: Helen Brougham Area Executives: Kieran Coyne, Mary Lyne, Joe Murphy, Helen O'Sullivan Administration: Mary Kelliher, Eileen Lee, Pauline McCabe, Lilly Enright Regional Office: Cork Other Offices: Limerick	[WEST NORTH REGION] Manager: Marty Kerrane Area Executives: Vacant, Linda Gilroy, Anne Leahy, Jacinta O'Connell, John O'Doherty, Claire Ruddy Administration: Helene Faherty, Mary McConnell, Goretti Quigley Regional Office: Galway Other Offices: Castlebar, Sligo, Letterkenny	

## 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

### 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. Irish Pound equivalents are shown for memorandum purposes only.

### 2. Accounting Period

The Financial Statements cover the period 1 January to 31 December 2001. Comparative figures for 2000 are for the period from Comhairle's establishment date, 12 June 2000, to 31 December 2000.

### 3. Income Recognition

State grants are accounted for on a cash receipts basis with the exception of the OASIS project which is on a cash receivable basis.

### 4. Fixed Assets and Depreciation

- (i) Fixed assets are stated at cost 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%
Office Equipment	Straight-line	20%
Office Furniture	Straight-line	12½%
Vehicles	Straight-line	25%
Premises	Reducing-balance	2½%

### 5. Superannuation

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) 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. Salaries and wages are charged in the financial statements net of superannuation contributions.

## **6. Capital Account**

The Capital Account represents the unamortised value of income used to finance fixed assets.

## **7. Leased Assets**

### **(a) 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.

### **(b) Operating Leases**

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

## **8. National Committee on Volunteering**

Under the provisions of the Comhairle Act 2000, Section 7(h) Comhairle is required to promote, develop and assist through the provision of financial or other resources, the work in relation to social services of such bodies as the Minister for Social and Family Affairs may specify. On the 21 November 2001 the National Committee on Volunteering was established by the Minister. The funds of the Committee are administered by Comhairle and the income and expenditure of the Committee have been included in the financial statements.

## INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 DECEMBER 2001

	Note	2001 IR€	2001 Euro	2000 Euro
<b>Income</b>				
State Grants	1	10,077,262	12,795,482	4,945,399
Other Income	2	174,912	222,092	94,362
		-----	-----	-----
		10,252,174	13,017,574	5,039,761
Transfer from Capital Account	15	69,552	88,313	107,875
		-----	-----	-----
		10,321,726	13,105,887	5,147,636
		-----	-----	-----
<b>Expenditure</b>				
Salaries and Pensions	3	2,381,598	3,024,007	1,452,534
Administration Costs	4	1,751,501	2,223,942	1,093,504
Information and Research Services	6	1,262,892	1,603,542	927,419
Training and Development Services	7	195,461	248,184	177,808
Regional Services	8	3,982,055	5,056,168	1,864,369
National Committee on Volunteering	11	751,020	953,598	-
		-----	-----	-----
		10,324,527	13,109,441	5,515,634
		=====	=====	=====
Deficit before Extraordinary Item		(2,801)	(3,554)	(367,998)
Extraordinary Income	10	-	-	151,793
		-----	-----	-----
Deficit for the Period		(2,801)	(3,554)	(216,205)
Surplus at 1 January 2001		167,151	212,238	428,443
		-----	-----	-----
Surplus at 31 December 2001		164,350	208,684	212,238
		=====	=====	=====

The Board had no gains and losses in the period other than those dealt with in the income and expenditure account. The results for the period relate to continuing operations. The Statement of Accounting Policies, Cash Flow Statement and Notes 1 to 18 form part of these financial statements


Chair  

Board Member

## BALANCE SHEET AS AT 31 DECEMBER 2001

	Note	2001 IR£	2001 Euro	2000 Euro
<b>Fixed Assets</b>	12	3,173,795	4,029,888	4,118,201
		=====	=====	=====
<b>Current Assets</b>				
Debtors and Prepayments	13	418,460	531,335	473,508
Bank and Cash on Hand		73,634	93,496	35,888
		-----	-----	-----
		492,094	624,831	509,396
		-----	-----	-----
<b>Current Liabilities</b>				
Creditors: Amounts Falling Due within One Year	14	(327,744)	(416,147)	(297,158)
		-----	-----	-----
		(327,744)	(416,147)	(297,158)
		-----	-----	-----
<b>Net Current Assets</b>		164,350	208,684	212,238
		-----	-----	-----
<b>Total Assets</b>		3,338,145	4,238,572	4,330,439
		=====	=====	=====
<b>Represented by</b>				
Capital Account	15	3,173,795	4,029,888	4,118,201
Income and Expenditure Account		164,350	208,684	212,238
		-----	-----	-----
		3,338,145	4,238,572	4,330,439
		=====	=====	=====

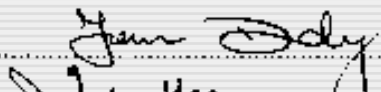
The Statement of Accounting Policies, Cash Flow Statement and Notes 1 to 18 form part of these financial statements

 ..... Chair  
 ..... Board Member

## CASH FLOW STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2001

	Note	2001 IR€	2001 Euro	2000 Euro
<b>Reconciliation of Surplus for the Period to Net Cash from Operating Activities</b>				
Surplus / (Deficit) for the period		(2,801)	(3,554)	(216,205)
Transfer from Capital Account		(69,552)	(88,313)	(107,875)
Depreciation		223,292	283,522	243,463
Increase in Debtors		(45,542)	(57,827)	(417,995)
Increase in Creditors		93,713	118,989	98,758
		-----	-----	-----
Net cash Inflow / (Outflow) from Operating Activities		199,110	252,817	(399,854)
		=====	=====	=====
<b>Cash Flow Statement</b>				
Net Cash Inflow / (Outflow) from Operating Activities		199,110	252,817	(399,854)
Capital Expenditure:				
Acquisitions	12	(153,740)	(195,209)	(135,588)
		-----	-----	-----
Increase / (Decrease) in Cash for the Period		45,370	57,608	(535,442)
		=====	=====	=====
<b>Reconciliation of Net Cash Flow to Movement in Net Funds</b>				
Movement in Net Funds for the Period		45,370	57,608	(535,442)
Net Funds at 1 January 2001		28,264	35,888	571,330
		-----	-----	-----
Net Funds at 31 December 2001		73,634	93,496	35,888
		=====	=====	=====

The Statement of Accounting Policies and Notes 1 to 18 form part of these financial statements

 ..... Chair  
 ..... Board Member

	Note	2001 IR£	2001 Euro €	2000 Euro €
<b>1. State Grants</b>				
Grant to Comhairle		8,750,000	11,110,208	4,631,687
Grant to Comhairle – Oasis Project*	9	576,242	731,676	313,712
Grant to National Committee on Volunteering^	11	751,020	953,598	-
		-----	-----	-----
		<b>10,077,262</b>	<b>12,795,482</b>	<b>4,945,399</b>
		-----	-----	-----

\* The OASIS project (Online Access to Services, Information and Support) is an initiative funded by the Information Society Fund through the Department of Social and Family Affairs, which provides access to information on public services via the internet.

^ The National Committee on Volunteering was established as a body by order of the Minister for Social and Family Affairs on 21 November 2000. The Committee was established to provide a focus for volunteering in the context of the UN International Year of the Volunteer 2001.

## 2. Other Income

Sales of Information Material	58,354	74,094	67,636
Training Fees	13,286	16,870	15,542
Premises Rental and Services	37,306	47,368	8,571
Contribution from Oasis Project	28,706	36,449	-
Other Income	37,260	47,311	2,613
	-----	-----	-----
	<b>174,912</b>	<b>222,092</b>	<b>94,362</b>
	-----	-----	-----

## 3. Salaries and Pensions †

Management Services	471,226	598,334	250,465
Information and Research Services	447,142	567,754	175,653
Training and Development Services	250,877	318,548	163,101
Regional Services	1,212,353	1,539,371	863,315
	-----	-----	-----
	<b>2,381,598</b>	<b>3,024,007</b>	<b>1,452,534</b>
	-----	-----	-----

† The average number of staff employed by Comhairle in the period was 72. Salaries, wages and superannuation, amounted to €3,018,488 (IR£2,377,252). Superannuation payments in the period amounted to €70,881 (IR£55,823). The contribution to Superannuation in the period amounted to €143,487 (IR£113,005).

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2001

	Note	2001 IR€	2001 Euro €	2000 Euro €
<b>4. Administration Costs</b>				
Accommodation and Establishment	5	572,328	726,705	221,807
Travel and Subsistence		177,553	225,445	73,871
Stationery and Other Office Supplies		118,253	150,150	59,202
Postage and Telephone		206,076	261,663	109,926
Consultancy and Reports		207,654	263,666	134,544
Public Relations		52,330	66,445	-
Comhairle Preparation		-	-	170,359
Recruitment		22,316	28,335	-
Seminars and Meetings		3,348	4,251	15,298
Insurance		52,604	66,793	16,929
Board Expenses		39,993	50,780	23,597
Board Publications		26,140	33,191	-
Affiliation Fees		8,038	10,206	-
Audit Fee		8,049	10,220	3,771
Bad Debts		13,088	16,618	20,737
Depreciation		223,292	283,522	243,463
Interest and Charges		1,907	2,421	-
Other		18,532	23,531	-
		1,751,501	2,223,942	1,093,504
<b>5. Accommodation and Establishment</b>				
Rent and Rates		420,892	534,422	146,218
Light and Heat		45,176	57,361	23,433
Offsite Storage		3,592	4,561	-
Maintenance and Security		102,668	130,361	52,156
		572,328	726,705	221,807
<b>6. Information and Research Services</b>				
Information and Publication Grants		132,944	168,804	165,684
Research Support		67,359	85,528	44,906
Information Technology:				
Citizens Information Centres		98,413	124,959	50,143
Support and Management Services		279,905	355,406	224,374
Publications		102,507	130,157	114,984

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2001

Note	2001 IR£	2001 Euro €	2000 Euro €
Oasis Project	539,399	684,895	284,009
Social Policy Report	378	480	12,913
Advertising	-	-	5,288
Information Services	35,701	45,331	23,637
Miscellaneous	6,286	7,982	1,481
	-----	-----	-----
	<b>1,262,892</b>	<b>1,603,542</b>	<b>927,419</b>
	-----	-----	-----

### 7. Training and Development Services

Training Resources	40,887	51,916	24,314
Cost of Trainers and Venues	67,011	85,086	81,036
Staff Training	18,734	23,787	26,747
Training Grants	24,388	30,966	9,740
Money Advice Unit	40,031	50,829	35,821
Miscellaneous	4,410	5,600	150
	-----	-----	-----
	<b>195,461</b>	<b>248,184</b>	<b>177,808</b>
	-----	-----	-----

### 8. Regional Services

(i) Citizens Information Grants			
Dublin North and North East Region	794,922	1,009,343	273,747
Dublin West and Midlands Region	764,605	970,848	413,165
Dublin South and South Eastern Region	503,840	639,745	261,440
Southern and Mid Western Region	622,249	790,094	234,437
West and North Western Region	445,600	565,795	305,194
(ii) Central Support to CICs			
Conferences, Seminars and Meetings	54,352	69,013	6,280
Materials	11,699	14,854	4,523
Advertising	151,724	192,650	178,449
Access Improvement Programme	106,522	135,255	-
(iii) Citizens Information Call Centre	275,000	349,178	107,928
(iv) Mobile Units	22,727	28,857	9,730
(v) Volunteering	163,803	207,987	66,082
(vi) Social Mentor Project	5,912	7,507	3,394

Note	2001 IR€	2001 Euro €	2000 Euro €
(vii) Advocacy Development	59,100	75,042	-
	-----	-----	-----
	3,982,055	5,056,168	1,864,369
	-----	-----	-----

### 9. Oasis Project Expenditure

Salaries and Pensions	140,809	178,790	142,997
Travel Expenses	7,238	9,191	2,561
Comhairle Overheads	28,706	36,449	10,155
Public Relations and Promotion	150,657	191,296	53,300
Advertising	24,584	31,215	8,697
Telecommunications	26,265	33,350	9,292
Consultancy	161,140	204,604	57,007
	-----	-----	-----
	539,399	684,895	284,009
Capital Expenditure	36,843	46,781	29,703
	-----	-----	-----
	576,242	731,676	313,712
	-----	-----	-----

10. The sum of IR€119,547 (€151,793) represents the net proceeds arising from a court settlement of a legal dispute concerning premises at North Main Street, Cork.

### 11. National Committee on Volunteering Expenditure

Salaries and Pensions	73,806	93,714	-
Grant Aided Projects	355,437	451,312	-
Promotion of Volunteering	128,135	162,698	-
Conference	74,583	94,701	-
Event Launches	12,894	16,372	-
Research/Accreditation Activities	39,103	49,651	-
Publications & Information Material	3,125	3,968	-
Public Relations and Promotion	8,035	10,202	-
Project Appraisal	4,800	6,095	-
Other Administration Costs	26,105	33,146	-
Travel Expenses	2,626	3,334	-
Committee Expenses	22,371	28,405	-
	-----	-----	-----
	751,020	953,598	-
	-----	-----	-----

12. Fixed Assets	Computer Premises		Furniture Equipment		Motor and Equipment		Vehicles		Total	
	IR£	Euro €	IR£	Euro €	IR£	Euro €	IR£	Euro €	IR£	Euro €
<b>Cost</b>										
Balance at 1 January 2001	3,772,338	4,789,880	1,001,317	1,271,411	1,222,824	1,552,666	70,061	88,959	6,066,540	7,702,916
Additions	-	-	101,114	128,388	52,626	66,821	-	-	153,740	195,209
<b>Balance at 31 December 2001</b>	<b>3,772,338</b>	<b>4,789,880</b>	<b>1,102,431</b>	<b>1,399,799</b>	<b>1,275,450</b>	<b>1,619,487</b>	<b>70,061</b>	<b>88,959</b>	<b>6,220,280</b>	<b>7,898,125</b>
<b>Accumulated Depreciation</b>										
Balance at 1 January 2001	772,528	980,908	851,758	1,081,510	1,128,846	1,433,338	70,0618	8,959	2,823,193	3,584,715
Charge for the period	74,995	95,224	105,527	133,991	42,770	54,307	-	-	223,292	283,522
<b>Balance at 31 December 2001</b>	<b>847,523</b>	<b>1,076,132</b>	<b>957,285</b>	<b>1,215,501</b>	<b>1,171,616</b>	<b>1,487,645</b>	<b>70,061</b>	<b>88,959</b>	<b>3,046,485</b>	<b>3,868,237</b>
<b>NET BOOK VALUE</b>										
Balance at 1 January 2001	2,999,810	3,808,972	149,559	189,901	93,978	119,328	-	-	3,243,347	4,118,201
<b>Balance at 31 December 2001</b>	<b>2,924,815</b>	<b>3,713,748</b>	<b>145,146</b>	<b>184,298</b>	<b>103,834</b>	<b>131,842</b>	<b>-</b>	<b>-</b>	<b>3,173,795</b>	<b>4,029,888</b>

Notes: (a) Included in the above are fixed assets to the value of IR£44,098 (€55,993), at Net Book Value, used by the Oasis Project.

	2001 IR£	2001 Euro €	2000 Euro €
<b>13. Debtors and Prepayments</b>			
Debtors			
Trade Debtors	32,099	40,757	40,265
Oasis Debtors	314,198	398,949	202,884
National Committee on Volunteering Debtors	-	-	-
Other Debtors	-	-	151,793
	-----	-----	-----
	346,297	439,706	394,942
Prepayments	72,163	91,629	78,566
	-----	-----	-----
	<b>418,460</b>	<b>531,335</b>	<b>473,508</b>
	=====	=====	=====

**14. Creditors and Accruals**

Trade Creditors	185,325	235,314	117,757
Oasis Creditors	54,304	68,952	161,941
National Committee on Volunteering Creditors	39,135	49,689	-
National Committee on Volunteering Deferred State Grants	48,980	62,192	-
Other Creditors	-	-	17,460
	-----	-----	-----
	<b>327,744</b>	<b>416,147</b>	<b>297,158</b>
	=====	=====	=====

15. Capital Account	2001 IR£	2001 Euro€	2000 Euro€
Balance at 1 January 2001	3,243,347	4,118,201	4,226,076
Transfer to Income and Expenditure Account:			
Capital Expenditure in the period 153,740	195,209	135,588	
Amortisation in line with Asset depreciation	(223,292) (69,552)	(283,522) (88,313)	(243,463) (107,875)
	-----	-----	-----
Balance at 31 December 2001	<b>3,173,795</b>	<b>4,029,888</b>	<b>4,118,201</b>
	=====	=====	=====

## 16. Superannuation – Financial Reporting Standard 17

The Board operates a defined benefit superannuation scheme for its employees. Superannuation entitlements arising under the scheme are paid out of current income and are charged to the Income and Expenditure Account in the year in which they become payable. No provision is made in the financial statements in respect of future benefits. Salaries and Wages are charged in the financial statements net of employee superannuation contributions.

The above accounting treatment is not in accordance with the requirements of Financial Reporting Standard 17. For accounting periods ending on or after 22 June 2003 the Standard will require financial statements to reflect at fair value the assets and liabilities arising from an employer's superannuation obligations and any related funding and to recognise the costs of providing superannuation benefits in the accounting periods in which they are earned by employees. As a transitional measure the Standard requires that the present value of scheme liabilities be disclosed in the notes to the 2001 financial statements. In 2001 the Board was not in a position to comply with the requirements of FRS 17 as it did not obtain an actuarial valuation of the schemes liabilities. The Board has taken steps to ensure that it will be able to comply with the requirements of the Standard in future years.

## 17. Commitments Under Operating Lease

The Board had leasing commitments payable in the next twelve months and under the leasehold interest of premises as follows:

	2001 IR£	2001 Euro€	2000 Euro€
Lease of Office Accommodation			
Expiring after one year and before five years	12,250	15,554	14,983
Expiring after 5 years	355,693	451,637	252,814
	-----	-----	-----
	<b>367,943</b>	<b>467,191</b>	<b>267,797</b>
	=====	=====	=====

## 18. Approval of Financial Statements

The Board of Comhairle approved these Financial Statements on 14/01/02

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 2001 in accordance with section 12 of the Act.

- (a) 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.
- (b) 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.
- (c) There were 10 late payments in excess of IRE250 (€317) during 2001 that exceeded the due payment date by an average of 28 days. The value of these late payments was IRE7,694 (€9,769). Overall, late payments represented 0.24% of total payments made by Comhairle with associated penalty interest of IRE318 (€404). The Board of Comhairle certified that no interest was paid in 2001.

99.76% of all payments were paid within the prescribed timeframe.

There have been no material developments since 1 January 2002.

..... Chair  
..... Board Member  
..... Chief Executive  
..... Date