

Citizens **Information** Board
information · advice · advocacy



Rialtas na hÉireann
Government of Ireland

Citizens
Information
Board

Annual Report
2025



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2025 in Numbers

citizensinformation.ie website



**Number of users who visited
citizensinformation.ie:**

8,637,280

citizensinformation.ie website statistics are gathered
using Google Analytics (GA4) and only capture users who
accepted cookies when browsing the website.



Page views in 2025:

27,434,492



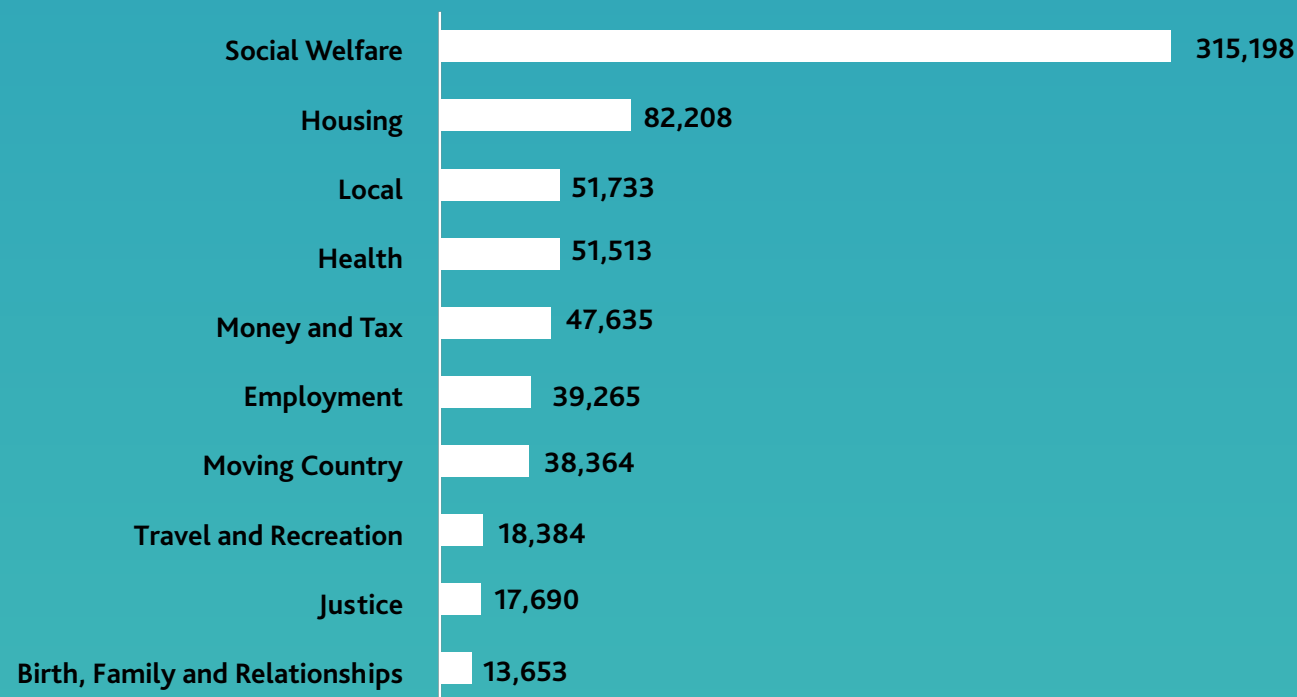
**At the end of 2025,
citizensinformation.ie held**

1,388

content pages

Citizens Information Services

Top 10 Citizens Information Service (CIS) Query Categories in 2025:



Social Policy Returns in 2025:

7,847

Social Policy Returns* submitted by the Citizens Information Services and Citizens Information Phone Service



People helped
by CIS in 2025:

384,088



Queries answered by
CIS in 2025:

708,857

* When an Information Officer feels that a client is experiencing a particular difficulty in trying to access social or public services, they submit an anonymised short report on the issue to the Citizens Information Board and this is referred to as a Social Policy Return.

Citizens Information Service Advocacy



New short-term
advocacy cases in 2025

9,913



Advocacy cases opened
as of 31 December 2025

988



New advocacy cases

1,638

Citizens Information Phone Service



Calls answered by the
Citizens Information
Phone Service (CIPS)
in 2025

111,472



CIPS webchats
answered

1,792



Money Advice and Budgeting Service



New Money Advice and Budgeting Service (MABS) clients in 2025

16,526



MABS Helpline calls in 2025

17,670



New clients who received assistance from a Dedicated Mortgage Arrears Adviser

1,661

National Advocacy Service for People with Disabilities



New initial queries

3,481



New empowerment cases

982



New representative cases

413

All contacts to the National Advocacy Service for People with Disabilities begin as an initial enquiry. A certain amount of these will progress to an Empowerment case and of these a sub set will need representation by an Advocate and progress to a Representative case

Sign Language Interpreting Service



Appointments provided by the Sign Language Interpreting Service's Irish Remote Interpreting Service

8,197



Number of people availed of the ISL Social Inclusion Voucher Scheme

419

Register of Irish Sign Language Interpreters



Irish Sign Language interpreters registered at the end of 2025

123



Chair Introduction

Catherine Heaney, Chair



As my term as Chair comes to an end and I reflect on my five years with the Citizens Information Board, I feel great pride in what the organisation has achieved and the strides it has made.

The first of three strategy cycles is now complete, during which CIB has focused on governance, oversight, systems, reporting and standards. Our next strategy will look to broaden and enhance CIB services and those of the companies we fund, as well as to promote and communicate those services so that they can be recognised for what they are – essential components of Ireland's democratic infrastructure.

CIB celebrated its twenty-fifth anniversary in 2025, and the foresight of the many people involved in building and evolving the service is now so evident, with misinformation, disinformation and malinformation eroding public trust and undermining democratic institutions.

With access to accurate, clear information, people are empowered to make better decisions, to make better plans, to expect better outcomes. When you add independent guidance and advocacy, there is scope for everyone in Ireland to be more engaged, more participative members of society.



With access to accurate, clear information, people are empowered to make better decisions, to make better plans, to expect better outcomes.

It has been a great privilege to see CIB grow in confidence in this new reality. Inside this report you can read about the Citizens Information Service's Digital Help Service, the MABS' initiatives in financial literacy, or CIB's own move into artificial intelligence with the chatbot, AskCI.

One of the highlights of my tenure on the Board was interviewing Commissioner McGrath on the EU Democracy Shield at a CIB event in November 2025. Ireland is at the very centre of efforts to sustain and support democracy, and, in what can be disheartening times, I find this to be a source of great encouragement.

My time on the Board has been made all the more enjoyable by many remarkable colleagues. I would like to thank first the wonderful staff of CIB for always looking to improve the services they provide. Led by Graham Long, they keep their eyes firmly on public interest and the vision, mission and values of CIB. The board members, staff, scheme staff and volunteers of the CIS, CIPS, MABS, NT MABS, MABS Support, NAS, SLIS and RISLI assist people at every life stage and in every situation – for this I am very grateful. I would like to thank the current and previous Ministers for Social Protection, Dara Calleary and Heather Humphreys, along with the staff of the Department of Social Protection, for championing CIB and the Service Delivery Companies. Lastly, I would like to thank my fellow Board members, past and present, for the unfailing dedication they have brought to their roles and for the support they have shown me personally as Chair. I believe CIB is well positioned for the future – I look forward to seeing it continue to develop and thrive.



Catherine Heaney,
Chair



**Ireland is at the very
centre of efforts to
sustain and support
democracy.**

CEO Foreword

Graham Long, Chief Executive Officer



2025 was a year of anniversaries for the Citizens Information Board (CIB) and the companies we fund, with CIB itself turning 25, National Traveller MABS marking its 20th year and the Citizens Information Services celebrating 50 years of service to people in Ireland. These milestones show how services can evolve and adapt, remaining relevant through 50 years of economic, social and technological changes.

For CIB, 2025 was also the year when artificial intelligence truly arrived. Traffic to our website reduced, while we saw significant growth in AI answers, demonstrating a dramatic shift in how people interact with information. AI models are a fascinating tool to gather and present information, but, now as before, accurate information is needed to generate accurate

answers. With the launch of our own artificial intelligence tool in December 2025, CIB is now, at least in part, an AI-input organisation.

For the companies we fund and support, 2025 was a busy year with many exciting developments. The Citizens Information Services continued to expand the Digital Help Service and launched their new strategy, Connecting Citizens. The Money Advice and Budgeting Services were especially active in financial literacy, including through Global Money Week and the innovative Financial Readiness for Life online course. Particular focus was placed on impact metrics and customer surveys across all the companies, a development that will greatly enhance how the impact of the services is measured and communicated.



These milestones show how services can evolve and adapt, remaining relevant through 50 years of economic, social and technological changes.



As we come to the end of one strategy cycle and begin another, CIB is moving to broaden access and communications.

In CIB we looked forward in several respects, including in finalising a communication strategy and a digital strategy, as well as working on ICT upgrades and AskCI. As ever, the organisation was busy in a wide range of areas, including producing eLearning courses and social policy reports, managing communications for the Abhaile project, overseeing financial returns, engaging with the Board and committees, working on premises matters, posting updates to social media channels, developing quality standards and organising campaigns and events. Our event in November, Informed Citizens, Strong Democracy, at which Commissioner Michael McGrath was the keynote speaker, stands out for expressing the importance of the work carried out by CIB and the Service Delivery Companies in information, advice, debt advice and advocacy, and how this work underpins a healthy democracy.

As we come to the end of one strategy cycle and begin another, CIB is moving to broaden access and communications, to optimise digital channels while strengthening the vital person-to-person services that have served so many, so well, for more than fifty years.

I would like to thank the board members, volunteers, scheme staff and staff of the Service Delivery Companies for the support they provided to me personally and to my colleagues over the year. I would like to thank the Minister for Social Protection and his staff in the Department for their assistance and guidance. I would like to thank my colleagues in CIB for their willingness to put new ideas and new approaches into practice, something so essential in these fast-changing times. Lastly, I would like to thank the members of the Board and most especially the Chair, Catherine Heaney, who has steered the organisation during her term on the Board with vision, belief and clarity of purpose.

Graham Long,
Chief Executive

About Citizens Information Board

Who We Are

The Citizens Information Board (CIB) supports the provision of information, advice, money advice and advocacy services to the public. Established under the Comhairle Act 2000, CIB comes within the remit of the Department of Social Protection. CIB's legislative mandate includes ensuring that individuals have access to accurate, comprehensive and clear information relating to social services and providing feedback on social policy.

CIB provides several services directly to the public, such as citizensinformation.ie and mabs.ie. Additional services are delivered through organisations funded by CIB, referred to as Service Delivery Companies.

The Citizens Information Board's 22 Service Delivery Companies

The Citizens Information Board provides oversight and infrastructure for 22 Service Delivery Companies, including Information and Communication Technology support. In turn, the Service Delivery Companies provide frontline services, and it is their interaction with members of the public that sees CIB's legislative mandate come to life.

Eight regional Citizens Information Services (CIS):

Dublin South CIS, North Dublin CIS, South Leinster CIS, North Leinster CIS, North Connacht & Ulster CIS, South Connacht CIS, North Munster CIS, South Munster CIS.

Citizens Information Phone Service

Eight regional Money Advice and Budgeting Services (MABS):

North Dublin MABS, Dublin South MABS, South Leinster MABS, North Leinster MABS, North Connacht & Ulster MABS, South Connacht MABS, North Munster MABS, South Munster MABS.

MABS Support

National Traveller MABS

National Advocacy Service for People with Disabilities

Sign Language Interpreting Service

Register of Irish Sign Language Interpreters



Our Vision

An Ireland where everyone has seamless access to a trusted, independent source of information, advice and advocacy.



Our Mission

To enable the delivery of quality information, advice and advocacy services to the public, based on a foundation of strong governance, systems and standards.





Our Values



Availability

We will support service development and delivery so that trusted information, advice and advocacy is available to the public in formats that meet their needs. In doing so, we will be strongly guided by our Public Sector Duty requirements, ensuring that those who need most support are prioritised.

We will collaborate with the Department of Social Protection, the Service Delivery Companies, users and other organisations to design accessible, seamless services.



Sustainability

We will consider sustainability in all of our decision making and in our ways of working, ensuring that CIB-funded services are resilient and fit-for-purpose in the long-term.

Sustainability will be considered in respect of our workplace, the environment, funding, and, crucially, in how services are delivered to the public.



Accountability

We will operate strong systems of governance and oversight to drive performance. We will use public funds prudently to deliver positive outcomes for the public.

We will work with the Department of Social Protection, the Service Delivery Companies and other organisations to ensure that trusted information, advice and advocacy is available to the public in a timely and accessible way.

Board Members 2025

Citizens Information Board members are appointed by the Minister for Social Protection. Members' terms are for a period of five years. The recruitment process for Board members is overseen by stateboards.ie



Catherine Heaney, Chair
7 July 2021



Teresa Blake
11 December 2020



Claire Byrne
14 September 2022



Mary P Corcoran
12 October 2023



Catriona Curtis
12 October 2023



Mary Dorgan
12 October 2023



Patrick Gibbons
17 June 2024



Sarah Harte
14 September 2022



Stephen Lycett
3 April 2023



Orlagh Nevin
29 April 2024



Brid O'Donovan
14 September 2022



Ian Power
15 June 2016



Seán Sheridan
17 November 2015



Seamus Smith
14 September 2022



Fiona Ward
12 October 2023

Organisation Chart



Chair:
Catherine Heaney



Chief Executive Officer:
Graham Long



**Head of Division
Corporate Services:**
Caroline Mitchell

Corporate Services Manager
Stephanie Coleman

Finance Manager
Gary Watters

HR & Governance Manager
Johanne Carey

Data Protection Officer
David Gilmartin



**Head of Division
Standards & Development:**
Rachel Downes

eLearning Manager
Enda Connolly

Standards & Development Manager
Mary Lyne

Advocacy Standards &
Development Manager
Susan Shanahan



**Head of Division
Compliance & Reporting:**
Carmel Beirne

Operational Compliance &
Reporting Manager
Claire Kellegher

Financial Compliance & Reporting
Manager
James McColgan

Communications Manager
Abhaile/ MABS
Bobby Barbour



**Head of Division
ICT Digital & Data:**
Elsa Flanagan

Digital Content Manager
Cathy Gerrard

Data & Research Manager
(Acting) Joan O'Connor

ICT Manager
David Dunne

Our Strategy

The Citizens Information Board's (CIB) staff members, supported by the Board of CIB, are at the core of ensuring the successful achievement of the CIB strategy. In turn, the support of the Board members, staff and volunteers of the Service Delivery Companies is essential to the successful delivery of the initiatives in this strategy.



Strategic Objective 1: **Service Accessibility & Delivery**

Increase accessibility of Citizens Information Board services for everyone.

Objective one of the strategy aims to adapt service channels to expand access and meet the needs of service users. Initiatives under this objective include developing data insights, continuing to improve the accessibility and functionality of citizensinformation.ie, and supporting and promoting face-to-face services.



citizensinformation.ie

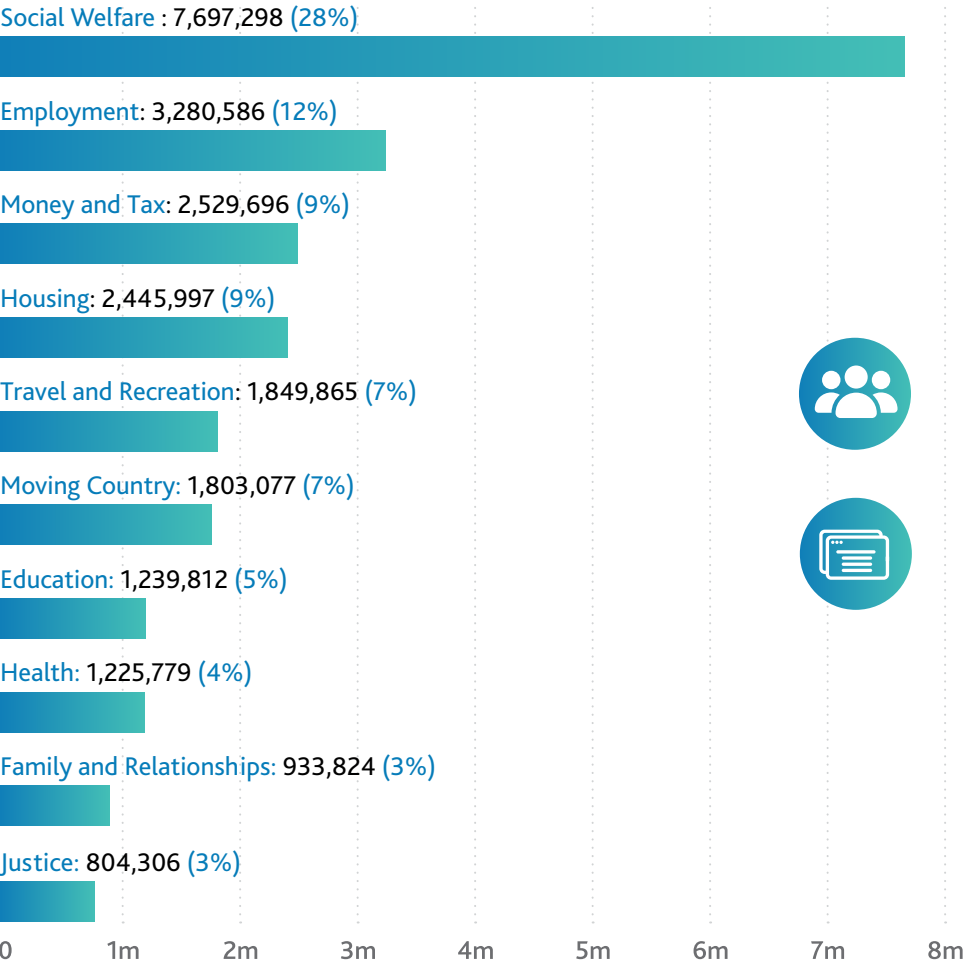
The citizensinformation.ie website is provided directly to the public by the Citizens Information Board and contains over 1,300 pages of information on public and social services. Organised across 15 categories, it is designed to be accessible to as wide an audience as possible and brings together information from a broad range of public sector sources.

In 2025, citizensinformation.ie saw 8,637,280 users and 27,434,492 page views.

Over 86% of users came from an organic search, 10% of users accessed the website directly and 1% of users came from organic social media.

There are 15 information categories on citizensinformation.ie. In 2025, the most viewed category was Social Welfare (28% of total page views), followed by Employment (12%), Money and Tax and Housing (both 9%) and Travel and Recreation and Moving Country (both 7%).

Most viewed categories in 2025 (page views)

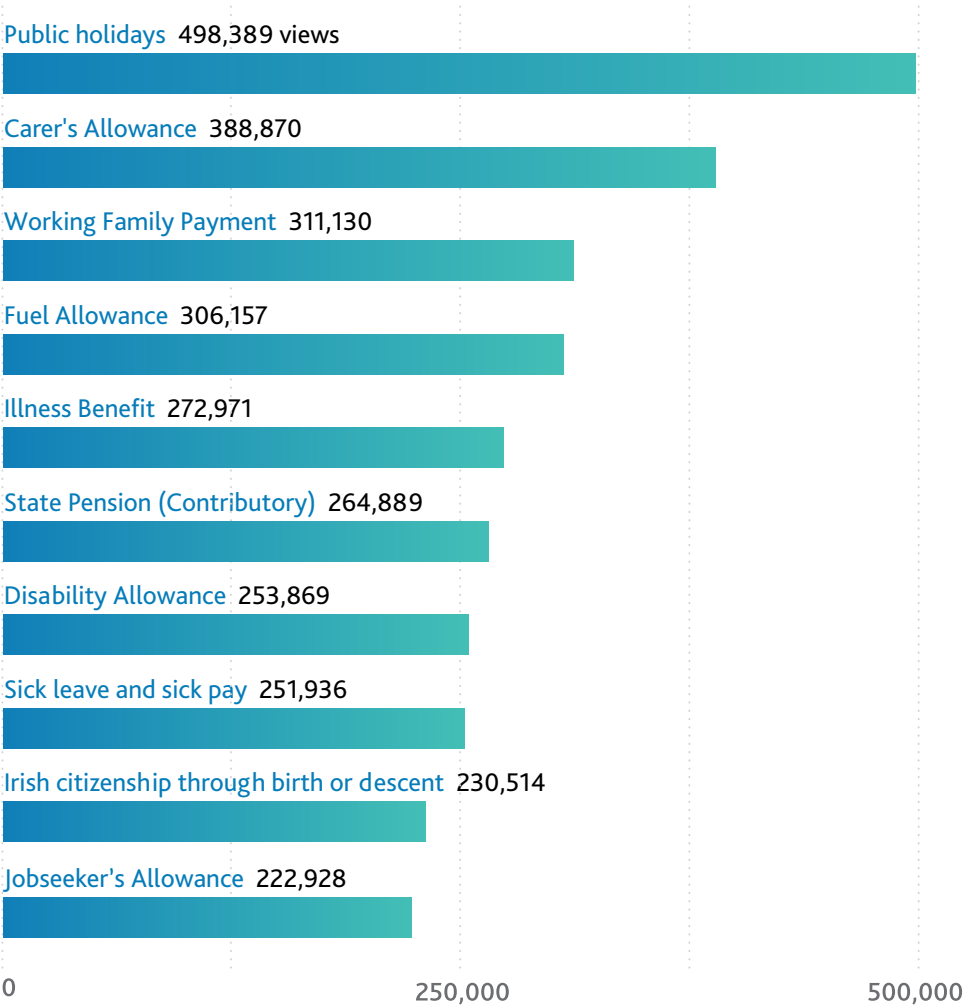


Users
8,637,280



Page views
27,434,492

Most popular citizensinformation.ie pages in 2025
(page views)



Impact of Artificial Intelligence
on citizensinformation.ie website
in 2025

The Citizen Information Board (CIB) started to see a clear fall in citizensinformation.ie traffic from March 2025 when Artificial Intelligence (AI) overviews began to be served to users' internet searches. As a result, CIB's Digital Content team started to track AI impacts on our traffic and searches on a page-by-page basis. We found that fewer users are clicking through to the website following an internet search. This is caused by AI overviews providing the information directly to users, so they often no longer need to click through to the website. We developed our new AskCI AI chatbot in partial response to this issue.



Budget 2026 on citizensinformation.ie

Budget Day 2026 generated the highest level of website traffic in 2025 on citizensinformation.ie as tens of thousands of users accessed updates.

Over 150,000 users visited citizensinformation.ie on 7 October 2025. The citizensinformation.ie website saw just under 350,000 page views – 4 times more than a typical day. By the end of the day the dedicated Budget 2026 page and the Social Welfare rates page had more than 50,000 combined page views with almost 40,000 users accessing Budget information. By the end of the week, the website had seen over 300,000 users, an increase of over 50%.

The Digital Content team posted 25 updates sharing the main Budget Day announcements on Facebook and Instagram. These channels saw over 273,000 impressions on Budget Day (a 423% increase from Budget Day last year). Our Budget Day posts also saw over 27,000 interactions representing a very high engagement rate.



Over 150,000 users visited the website on Budget Day 2026.



Key content developments on citizensinformation.ie

The Citizens Information website (citizensinformation.ie) content was reviewed and updated by CIB's Digital Content team to reflect legislative changes, feedback from the public, policy developments and administrative updates.

Social Welfare is the busiest category on citizensinformation.ie. Web pages were updated at the start of the year with Budget 2025 changes including payment rates, eligibility criteria and thresholds. Other updates included deferral of State Pension (Contributory), Jobseeker's Pay Related Benefit and emergency supports following severe weather events like Storm Eowyn.



Housing updates included information on rent regulation, notice periods, tenant protections and housing grants and schemes.



New information on the **Free Hormone Replacement Therapy scheme** and a new section on end of life care was added to the Health category.



Work started on a revision of the **Environment** category at the end of 2025 to expand information on environmental legislation, climate change and EU Directives to improve public understanding of these areas.



Developments were made to the **Auto-enrolment pages** for pensions, the Presidential election, registering to vote, the new EU Asylum Pact.



At the end of the year citizensinformation.ie had **1,388 content pages** published in both English and Irish. Over 90% of content on the website was dated within the last 3 years by 31 December 2025.



Across all categories, the Digital Content team focused on **accuracy, clarity and accessibility**, supported by ongoing verification and plain English review.



The team took part in monthly **Plain English training** to ensure that Plain English principles were implemented across the website.



Two CIB projects were shortlisted for the eGovernment Awards in 2025. The first, in the award category for 'Promoting Ireland Overseas,' was the Returning to Ireland portal and the second in the 'General' award category for Citizens Information's migration to the Wagtail Case Management System.



Website accessibility

Citizensinformation.ie continued to score 94.14% in the simplified review conducted by the National Disability Authority for the 2025 monitoring period under the European Union Web Accessibility Directive. Mabs.ie continued to score 80% in the simplified review*. Remaining issues relate to older pdfs on the website.

Plain English accessibility

The Citizens Information Board (CIB) is mandated to provide accurate, comprehensive and clear information about social services. Using plain English makes our content easier to understand, improving accessibility on citizensinformation.ie. This also supports CIB's face-to-face services, as Information Officers in Citizens Information Services use the website to help clients understand their rights and entitlements.

The Digital Content team champions plain English principles on citizensinformation.ie

*Simplified Reviews were conducted on a sample of up to 400 web pages and PDFs per website against a subset of the Web Content Accessibility Guideline 2.1 clauses. Reviews are conducted weekly using automated tools



CIB's Digital Content team at the eGovernment Awards 2025 (L to R): Cathy Gerrard, CIB; Jack Chambers TD, Minister for Public Expenditure, Infrastructure, Public Services, Reform and Digitalisation; Michael Palmese, CIB



Returning to Ireland

The Returning to Ireland (RTI) portal on citizensinformation.ie is an online information resource for returning Irish emigrants that helps them with the practicalities of coming home to Ireland.

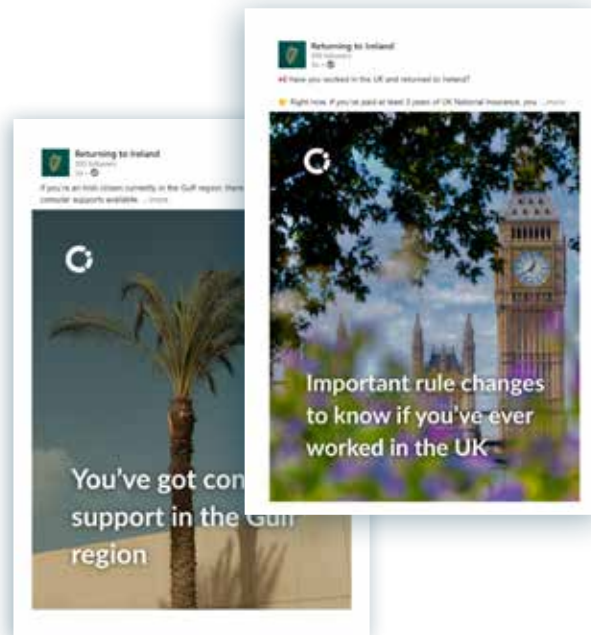
Since 2022, over 700,000 people have used the RTI portal to get information and advice about coming back to Ireland, and the information pages have been viewed over 1.5 million times.

Returning to Ireland regularly attends outreach events, often in coordination with Irish diaspora organisations, from places like Chicago, Philadelphia, Toronto, and the Middle East.

In 2025, the RTI portal saw 346,179 page views and had 159,765 users.

Returning to Ireland's (RTI) LinkedIn showcase page, which launched in September 2024 built followers and traffic in 2025. In mid-2025, we launched a LinkedIn newsletter, Filleadh, which covers common questions we receive from the diaspora.

We ran a #RTI2025 social media campaign across Facebook and Instagram in December 2025 to raise awareness about the information resources available to the diaspora. The campaign received 123,819 views and 4,264 interactions. The most popular piece of social media content posted during this campaign was about getting foreign qualifications recognised.



Information Portal for International Protection Applicants

The Citizens Information Board continued its collaboration with the Department of Children, Equality, Disability, Integration and Youth to develop information resources for newly arrived international protection applicants. The project transferred to the Department of Justice, Home Affairs and Migration in mid-2025.



Citizens Information Services

Eight regional Citizens Information Services (CISs) provide face-to-face services to the public. They are supported and funded by the Citizens Information Board. The CIS network provides free, impartial and confidential information, advice and advocacy support. People can access information on areas such as:

- Social welfare
- Employment
- Housing
- Immigration and
- Health services

Information Officers in the CIS support the public to fill out forms and applications and advocate on their behalf when needed. The CIS currently operate from 89 core Citizens Information Centres and 26 outreach locations.

Data Insights from people who use the Citizens Information Services

The Citizens Information Board (CIB) published quarterly data insights on CIS and the Citizens Information Phone Service (CIPS). These reports are available through the Data Hub section on the CIB website.

- In 2025, the Citizens Information Services dealt with **384,088 callers** and **708,857 queries**.
- **Face-to-face callers accounted for 69.7%** of contacts (267,821 callers).
- The number of **face-to-face callers increased by 1.9%** on the previous year.
- **92.3% of face-to-face callers were drop-in** and 7.7% were appointments.
- **Appointments increased by 14.4%** compared to 2024.
- The top 3 query categories were **Social Welfare, Housing and Local**.

Citizens Information Phone Service

The Citizens Information Phone Service (CIPS) is a national helpline, funded and supported by the Citizens Information Board. It provides confidential, independent, information and advice on a wide range of public service and entitlements.

CIPS also operates a Live Advisor instant chat service for people with hearing and speech difficulties and others who have difficulty communicating by telephone.

In 2025, CIPS answered 111,472 calls and responded to 1,792 webchats.



In 2025, CIPS answered 111,472 calls and responded to 1,792 webchats.

Citizens Information Service Advocacy

The Citizens Information Service (CIS) provide a free advocacy service to the public across a range of areas, including social welfare, employment, housing, immigration, health, consumer issues and education.

The CIS advocacy service supports and empowers people to ensure their interests and voices are represented in accessing their rights and entitlements to social services. Most of this work involves supporting people to access a social welfare payment, address a grievance with an employer, or secure a housing payment. Some of this work can be complex and involves supporting clients through an appeals process and even representing the client at an oral hearing.

In 2025, the CIS helped secure successful outcomes in 69% of closed cases, with a further 8% achieving partial success, highlighting the effectiveness of our support in resolving complex issues.

Money Advice and Budgeting Service



The eight regional Money Advice and Budgeting Service (MABS) companies provide free, confidential, non-judgemental and independent advice on debt and money management. MABS also has a remit to address financial exclusion through education and money management.

In 2025, MABS service delivery companies supported 16,526 new clients nationwide, reflecting continued demand for independent and practical financial advice. Clients engaged with the service to address issues such as debt, rising living costs, and difficulties managing household budgets.

Through advice and ongoing support, MABS helped clients stabilise their financial situations, improve their confidence in managing money, and work towards sustainable long-term solutions.

In addition to local offices, the MABS Helpline is a national helpline operated by North Dublin MABS and provides accessible advice and support to clients across the country. During 2025, the MABS Helpline received 17,670 calls from people seeking advice and information.

MABS Client Feedback

In 2025, MABS conducted a national client feedback survey to assess the impact and quality of its services, with 1,257 clients participating nationwide. The survey findings highlight the significant positive impact MABS has on clients' wellbeing and financial control. MABS continue to deliver a highly trusted and important service nationwide.

Many clients reported experiencing high levels of anxiety and stress before engaging with the service. Following support from MABS, they

reported anxiety reduced dramatically and clients described a renewed sense of control over their finances.

- 94% agreed or strongly agreed that MABS helped them build confidence and better manage their finances.
- 88% of clients agreed or strongly agreed that it was easy to make an appointment with MABS.
- 87% of clients agreed or strongly agreed that it is easy to access the MABS office.
- 99% rated MABS staff as courteous and professional.
- 97% of clients felt they were kept informed throughout their engagement with the service.
- 98% found the information and materials provided clear and easy to understand.

MABS Support

MABS Support provides training, money management education resources, policy and technical support to the network of eight regional Money Advice and Budgeting Service (MABS) companies. The team works to ensure that MABS has a consistent approach to service delivery by developing quality standards, processes and procedures. They coordinate policy submissions on behalf of MABS to highlight the impact of policy proposals and changes on people who are financially excluded in Ireland.

National Traveller MABS



National Traveller MABS works to reduce poverty, discrimination and the financial exclusion of Travellers in Ireland. They work with the Traveller community and organisations to change policies and practices that impact Travellers financially.

Abhaile

Abhaile is the State-funded service helping homeowners to resolve their home mortgage arrears. It provides free financial and legal advice and help from experts, accessed through the Money Advice and Budgeting Service (MABS).

Abhaile helps mortgage holders in longterm arrears to find the best solutions and stay, wherever possible, in their own homes. Abhaile provides a one-stop-shop to a range of financial and legal advice and supports.

Financial advice is provided by MABS Dedicated Mortgage Arrears advisers or Personal Insolvency Practitioners.

Legal support is available from duty solicitors and MABS court mentors at circuit court possession hearings. Legal advice is available from a consultation solicitor service, and through Personal Insolvency Arrangement reviews, also known as Section 115A review under the Personal Insolvency (Amendment) Act 2015.



The Department of Social Protection and the Department of Justice jointly coordinate and fund the services of Abhaile.

CIB administers the funding and scheme governance and has responsibility for the national communications of Abhaile.

MABS, the Insolvency Service of Ireland, the Legal Aid Board and CIB work together to implement the services of Abhaile. In 2025, 1,661 new clients received assistance from a Dedicated Mortgage Arrears Adviser in MABS.



National Advocacy Service for People with Disabilities



The National Advocacy Service for People with Disabilities (NAS) provides a free, independent, professional advocacy service to adults with disabilities across Ireland.

NAS has a particular remit to work with people who are in vulnerable situations, isolated from their community, communicate differently or have limited formal or natural supports. Advocates work with people with all types of disability and on all issues such as housing and healthcare decisions, personal finances, family or relationship issues. NAS offers both empowerment and representative type advocacy depending on the circumstances.

New initial enquiries in 2025: 3,481.
This was an increase of 10% on 2024 (3,166).

New cases opened in 2025: 982.
This was an an increase of 11% on 2024.

413 of the new cases progressed to representative type cases which was a 10% increase on 2024.

Total active cases in 2025: 1,933. This was an increase of 9% on 2024 (1,779).

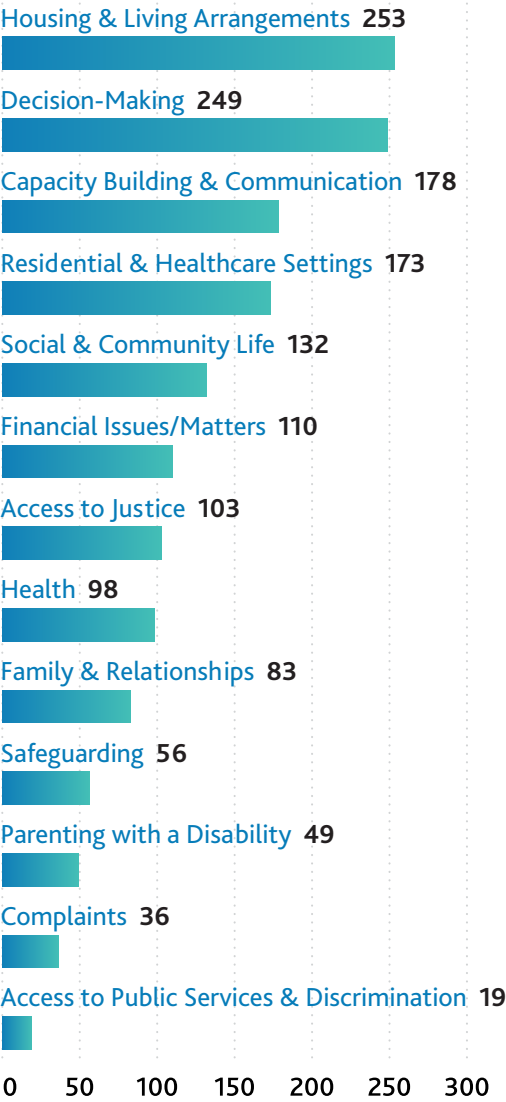
There were 266 people on the waiting list at the start of 2025. This reduced to 235 by the end of the year, a reduction of 12%.

973 cases were closed in 2025. 551 of these were empowerment cases and 422 representative advocacy cases.

The top five sub-categories of issues people with disabilities sought an Advocates support with in 2025 were:

1. Expression of will and preferences
2. Exploration of housing options
3. Local authority or social housing
4. Decision Making Representative Order
5. Inappropriate housing or living arrangement

New cases by category



*Note most cases have more than one issue and therefore multiple categories, may be selected, for one case.

Empowerment advocacy is defined as providing information, remote support for the person or family member or guidance with correspondence and meetings. Representative advocacy is where the Advocate represents the person in correspondence and at meetings and supports them to have their voice heard.



**419 people
availed of
the Irish Sign
Language (ISL)
Social Inclusion
Voucher
Scheme.**

Sign Language Interpreting Service



The Sign Language Interpreting Service (SLIS) provides a range of services including remote interpreting through the Irish Remote Interpreting Service and a referral service to assist clients to find the right interpreter for their needs. In 2025, SLIS received 8,197 remote interpreting service calls.

The Citizens Information Board provided funding of €400,000 to SLIS to deliver the Irish Sign Language (ISL) Social Inclusion Voucher Scheme which continued to deliver opportunities to Deaf people to access social and cultural events in 2025.

This scheme provides funding for an interpreter to accompany an ISL user to events that otherwise would not be accessible.

419 members of the adult Deaf Community in Ireland benefited from the ISL Social Inclusion Voucher Scheme in 2025. A variety of new types of events were recorded, which included parent interactions with schools, mental health and banks.

Register of Irish Sign Language Interpreters



The Register of Irish Sign Language Interpreters (RISLI) was established in December 2020 to maintain a standards-based registration system for Irish Sign Language (ISL) interpreters. The registration system is referenced in the Irish Sign Language Act (2017). RISLI has developed a Code of Conduct for Irish Sign Language interpreters and set qualification, training and Continuous Professional Development standards. In 2025 there were 123 ISL interpreters registered on the RISLI register.

Data Hub

The Citizens Information Board maintains the Data Hub on its corporate website, citizensinformationboard.ie. The Data Hub brings together anonymised data from all the Citizens Information Services and the Citizens Information Phone Service. Each year, these services support hundreds of thousands of people by providing free, independent and confidential information, advice, assistance and advocacy on their rights and entitlements.

The Data Hub captures the profile of service users, the types of queries they raise, and the main information categories emerging across the year. In 2025, the Data Hub continued to highlight strong public engagement within core areas such as social welfare, housing, health, money and tax, and employment.

The data is presented in quarterly statistical reports and an annual overview, allowing users to explore trends as they develop throughout the year. This includes shifts in caller and query numbers, and emerging patterns in information needs.



In 2025, the Data Hub continued to highlight strong public engagement within core areas.



Service Developments

The Citizens Information Board (CIB) continued work to ensure that advocacy services in the Service Delivery Companies remain accessible, consistent and responsive to the needs of service users. This included:

- Progress of the evaluation plan for the National Advocacy Service for People with Disabilities.
- Advanced enhancements to the Electronic Case Management System to improve case management processes, outcome measurement and overall reporting capability.
- Completed the Citizens Information Service (CIS) Advocacy Empowerment Pilot involving four CIS companies, with learnings now informing the development of a practical, scalable and refined advocacy model for progression across CIS companies in 2026.
- Advanced work to define outcome and impact measures for service users across CIB's Service Delivery Companies, to ensure alignment with their service offer.

Prison Support Services

In 2025, the Citizens Information Service (CIS) delivered information in-reach clinics in 8 prisons nationwide.

CIS staff held 738 clinics and answered 2,169 queries from individuals in prison.

The service is directed by a Working Group that has representatives from the Irish Prisons Service, the Citizens Information Board and the CIS.

The Working Group guides the development of the CIS Prison In-reach service. It has developed a National Prison In-Reach Framework to provide a roadmap for CIS Information Officers to deliver prison in-reach services to individuals in prison.

The prison in-reach service is available in Portlaoise prison, Midland's prison, Cork prison, Cloverhill prison, Castlerea prison, Arbour Hill/Mountjoy prison, Limerick prison and Wheatfield prison.



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Citizens Information publishes *A Year in Review* report

In December 2025 CIB developed a report called The Citizens Information Services Year in Review 2024 which was published online. The report highlights the important work done by the Citizens Information Service (CIS) over 2024 to support local communities.



Some key achievements of the CIS included:

- 395,017 people supported with 767,168 queries, covering social welfare, housing, health, employment, and more.
- 96% of clients felt better after their visit, and 98% would recommend the CIS service.
- Successful outcomes in 68% of advocacy cases, helping clients resolve complex issues and secure entitlements.
- Innovative initiatives such as the Digital Help Service, remote clinics in libraries, and targeted community engagement projects that strengthened inclusion and accessibility.

Citizens Information extend Digital Help Service nationwide

Following a successful pilot, the roll out of the Citizens Information Service (CIS) Digital Help Service (DHS) began in 2025. The Citizens Information Board delivered digital devices to 18 centres across the country to deliver the DHS, taking the total number of centres providing the service to 32.



Image courtesy of
ReThink Ireland

The DHS aims to assist clients in accessing online Government platforms and conduct their business with State agencies digitally.

South Leinster CIS made a successful application to Rethink Ireland Impact Fund 2025 to further develop the Digital Help Service and €70,000 was awarded to support the project.

Teams across CIB worked collaboratively to identify advocacy-related requirements for the development of the Electronic Case Management System and Power BI reporting. Templates and data structures for National Advocacy Service for People with Disabilities advocacy reporting were refined to support consistency and data integrity.

Specialist Information Services

The Citizens Information Board (CIB) funds specialist information services to support Citizens Information staff answer queries on specific areas.



The specialist services are:

The Immigrant Council of Ireland

The Immigrant Council of Ireland (ICI) recorded a total of 1,279 calls from Citizen Information staff in 2025.

CIB provides €68,000 to ICI annually to administer this support to Citizen Information Centres (CIC) around the country.

Threshold

Threshold answered 219 calls from CIC staff in 2025 (a drop of 14% from 2024). Thirty-three percent of calls were about termination of tenancies. CIB provides €47,000 to Threshold annually to administer support to CICs around the country.

Treoir

Treoir received 193 calls from CICs in 2025 and 942 queries from CICs in 2025. CIB provides €34,400 to Treoir annually to administer support to CICs around the country.

Free Legal Advice Clinics

CIB provides funding to the Free Legal Advice Centre (FLAC). FLAC uses this funding to recruit and support a panel of volunteer solicitors and barristers who provide legal information in telephone clinics for Citizens Information users. These clinics are booked by Citizens Information staff on behalf of the public and are arranged by the FLAC clinics and volunteer team.

In 2025, FLAC and Citizens Information organised 1,212 legal telephone clinics. A total of 4,642 people received appointments at these clinics, which were supported by approximately 296 volunteer FLAC lawyers.

Specialist services webinar

In 2025 the Standards and Development Team, in coordination with the Citizens Information Centre (CIC) National Training Group, hosted a webinar on the specialist services. Representatives from all four of the specialist services presented to CIC and CIB staff.

Strategic Objective 2: **Communicate & Engage**

Develop communication and engagement with Citizens Information Board staff, Service Delivery Companies and the public.

Objective two of the strategy will see the Citizens Information Board (CIB) put in place a number of strategies, including in relation to internal and external communication and staff development. A particular emphasis will be placed on engagement between CIB and the Service Delivery Companies. It will also involve CIB exploring a role in countering misinformation and disinformation.



Informed Citizens, Strong Democracy: Why Trust in Information Matters

The Citizens Information Board (CIB) convened a high-level event exploring the critical role of trusted, impartial public information in protecting democracy and building societies resilient to misinformation and and disinformation in Europe House, Dublin on 27 November.

Commissioner Michael McGrath, Democracy, Justice, the Rule of Law and Consumer Protection delivered a keynote address at the event Informed Citizens, Strong Democracy: Why Trust in Information Matters, which outlined his proposed framework and plans to strengthen democratic resilience. The Commissioner's remarks emphasised the importance of informed citizens as a cornerstone of democratic defence. The event also featured a fireside chat between Commissioner McGrath and Catherine Heaney, Chair of the Citizens Information Board.

For over 25 years, CIB has provided clear, evidence-based and trusted information to the public, a mission that aligns closely with the EU's Democracy Shield objectives.

The discussion came at a pivotal moment, following the launch of the European Democracy Shield on 12 November 2025 and the European Commission's Strategic Foresight Report warning of growing threats to democratic values, including disinformation and algorithmic polarisation.

Chair of the Citizens Information Board, Catherine Heaney: "For a quarter of a century, the Citizens Information Board has been funding and delivering independent information, advice and advocacy to the public. Clear, accurate information, coupled with guidance, gives people the knowledge to make positive decisions for themselves and their families. Citizens Information is a provider of knowledge, giving people unbiased facts, impartial advice and support to navigate the system. It enables everyone who uses our services to become more engaged, active, participative and self-determining members of society. It's a frontline in building a resilient society, centred around an empowered citizen."



Commissioner Michael McGrath with Catherine Heaney, CIB Chair; Graham Long, CIB Chief Executive; and members of CIB staff.

25 years of the Citizens Information Board

On 12 June, the Citizen Information Board (CIB) marked the 25th anniversary of the establishment of Comhairle with a staff event at its office in Dublin.

Comhairle was formed when some functions of the former National Rehabilitation Board were combined with the National Social Services Board and became the statutory body supporting the provision of information, advice and advocacy on a broad range of public and social services. As part of the Citizens Information Act 2007, Comhairle was renamed as the Citizens Information Board (CIB), an Bord um Fhaisnéis do Shaoránaigh (BFS).

Over 25 years, many staff members, members of the Board, and Service Delivery Companies have contributed to the development and achievements of the organisation. This includes the development of citizensinformation.ie, the development of the National Advocacy Service, the addition of the Money Advice and Budgeting Service, and the national Citizens Information Phone Service.

CIB expressed its gratitude to the Minister for Social Protection, Dara Calleary TD, and his colleagues in the Department of Social Protection for their continued support and guidance.

CIB remains steadfast in its commitment to making a positive impact in the lives of people living in Ireland for years to come and meeting our vision of an Ireland where everyone has seamless access to a trusted, independent source of information, advice and advocacy.



Staff who have been serving CIB for 25 years with CIB CEO (L to R): Mary Lyne; Graham Long; Sinead Costello; Dolores Murphy; Claire Ruddy



CIB staff celebrating 25 years

Trusted Information

As part of its 25th anniversary Citizens Information Board (CIB) launched a national campaign. The focus of the campaign was to promote citizensinformation.ie as the go-to website that provides trusted, information on people's rights and entitlements.

Built on research showing high public trust in Citizens Information services, the campaign ran across radio, print, social and digital channels between September and December. The campaign was run in both Irish and English. The campaign successfully enhanced awareness of citizensinformation.ie, strengthened CIB's position as a trusted public information provider in an ever-increasing digital landscape of misinformation and disinformation.



50 Years of Citizens Information

The first 25 Citizens Information Centres were officially registered on 8 July 1975. 50 years of Citizens Information was marked in 2025 with a range of events across the country including a Civic Reception hosted by the Lord Mayor of Cork in Cork City Hall.

President Michael D. Higgins acknowledged the milestone in a letter to the Citizens Information Board. President Higgins acknowledged the vital role Citizens Information has played in helping generations of individuals and families in accessing trusted information on their rights and entitlements.



Pictured at the Civic Reception (L-R): Gerard Curtin, CIS; Lorraine O'Donovan, CIS; Mary Lyne, CIB; Elaine Clifford, CIS; Niall Cremen, CIS

National Traveller MABS celebrates 20th anniversary



The Citizens Information Board (CIB) attended a National Traveller MABS event on 11 June which celebrated 20 years of National Traveller MABS and saw the launch of the Irish Travellers and Pensions 2025 publication. The publication was launched by Minister of State at the Department of Finance, Robert Troy TD at the event.

Graham Long, Chief Executive Officer at CIB commended the work of National Traveller MABS: "National Traveller MABS has been promoting and working on the financial inclusion of Travellers for twenty years, which is a remarkable mission to have and a remarkable milestone for any organisation to reach."

The predecessor of National Traveller MABS was Exchange House MABS, which was initially established as a pilot project within Exchange House Traveller Services in 1998. The service was established to address problems of debt and access to affordable credit among members of the Traveller community.

Exchange House MABS was mainly focused on the Greater Dublin Area, before expanding to a national support organisation in 2005 with the establishment of National Traveller MABS. National Traveller MABS is funded and supported by CIB.



National Traveller MABS has been promoting and working on the financial inclusion of Travellers for twenty years.

—Graham Long, CIB CEO

Communication Strategy 2025

The Citizens Information Board's (CIB) first-ever communication strategy was delivered in March 2025.

The communication strategy is aligned with CIB Strategy 2023 – 2026 and was designed to support our work in delivering strategic success. The communication strategy centred on two key areas, internal and external stakeholders.



Internal Communication Goal:
Enhance collaboration and engagement amongst CIB Staff to support the achievement of our Strategic Objectives.

Progress made under this goal include:

- Establishment of Internal Communications Committee
- All staff newsletter
- Internal channels for staff communication

External Communication goal:
Strengthen the reputation of CIB as a trusted source of independent information to build engagement and credibility with our stakeholders.

Progress made under this goal include:

- Trusted Information ad campaign
- European Commissioner event on why trust in information matters

Media Literacy Ireland Awards

The Citizens Information Board (CIB) participated in a judging panel for the annual Media Literacy Ireland awards which took place in Virgin Media Television studios.

CIB joined North East & West Kerry Development and Webwise Ireland to judge the category 'Best General Media Literacy Initiative' which was open to those who help to empower people with skills to use, understand, create or participate in media. In a strong shortlist, ADAPT Centre's 'Discuss AI: A National Conversation' was a worthy category winner. Highly commended in this category was 'Storytelling and Creative Media', a project by Dublin and Dún Laoghaire Education and Training Board.



Financial Literacy

Promoting Financial Literacy

Throughout 2025, the Abhaile/MABS Communications team highlighted Money Advice and Budgeting Service (MABS) initiatives on digital channels and community-focused events.

The team also delivered quarterly financial literacy updates on the MABS website and social media channels, which showcased how MABS strengthens financial confidence across a diverse array of communities.



Money Management Education

The Money Advice and Budgeting Service (MABS) is one of several stakeholders engaged in initiatives to support Ireland's National Financial Literacy Strategy 2025-2029. The strategy focuses on the empowerment of individuals, families and community groups in money management skills.

MABS delivered 666 money management education events nationwide in 2025. This included 404 money management education sessions which reached over 13,600 people.

MABS specialists engaged with a range of people experiencing financial vulnerability including second and third level students, community groups, adult learners and individuals experiencing financial vulnerability.

Targeted delivery ensured access for groups at higher risk of financial exclusion. This included people from low-income households, migrants and International Protection Applicant System residents, Travellers, people with disabilities, older people, people in prisons, homeless service users and those experiencing mental health or addiction challenges.

Money management education sessions focused on budgeting, borrowing and cost of credit, savings promotion, scam and fraud awareness, and improving understanding of MABS services.

Abhaile Awareness Campaign

Abhaile launched the 'Open Door' advertising awareness campaign in May and promoted the message of hope and support available for borrowers facing long-term mortgage arrears.



The campaign achieved significant national visibility across radio, digital, outdoor, social and search channels, ensuring sustained reach among the target audience. Social activity delivered over 27 million impressions, while targeted digital activity generated more than 32,000 user clicks to information and support services.

The awareness campaign also raised awareness of the newly introduced second-round voucher initiative for eligible borrowers to re-engage with support services.

Overall, the campaign supported continued awareness of Abhaile services and reinforced the importance of early engagement, particularly among those in long-term mortgage arrears.

The service is co-funded by the Department of Social Protection and the Department of Justice, Home Affairs and Migration.

National Ploughing Championships 2025

Abhaile featured in the 'Building Together' hub within the Government of Ireland village at the National Ploughing Championships from 16-18 September. The Abhaile/MABS Communications team were on hand to share information on mortgage arrears support and advice with attendees. The estimated footfall through the Government of Ireland village averaged c. 52,000 per day.

Separately, MABS were also in attendance at the National Ploughing Championships, providing money advice, increasing awareness of the support they offer, and allowing attendees to access support through referrals to their regional offices.



(L to R) Micheál Martin, An Taoiseach;
 Nicole Boyle McBride, Abhaile/MABS;
 Bobby Barbour, Abhaile/MABS



(L to R) Jim O'Callaghan TD, Minister for Justice;
 Michael Santry, Abhaile/MABS;
 Bobby Barbour, Abhaile/MABS; Graham Long, CIB



Pictured at the launch of the Financial Readiness for Life course (L to R): Karl Cronin, MABS; Dr Orla Flynn, ATU; Marcella Reilly, ATU; Gwen Harris, MABS; Graham Long, CIB; Michael Laffey, MABS

Financial Readiness for Life course

The Financial Readiness for Life Course was launched in March 2025 and was developed in collaboration with MABS and Atlantic Technological University (ATU). The free online course, accessed via ATU has been developed to assist students in taking control of their financial wellbeing by learning how to budget and keep track of their finances.

MABS and ATU also collaborated to co-host a financial readiness workshop which explored the growing financial challenges faced by students in higher education. The workshop was presented at the Collaborate 2025 conference.

Global Money Week 2025

The Abhaile/MABS Communications team promoted Global Money Week 2025. This is a global initiative by the Organisation for Economic Co-Operation and Development (OECD).

MABS delivered Global Money Week in collaboration with the Competition and Consumer Protection Commission and schools across Ireland to build students' financial literacy. Over 30,000 students participated which presented an important opportunity to connect with young people making decisions about their future education and careers.

The team also highlighted and supported MABS's attendance at Higher Options 2025, where MABS staff were on hand to provide free, confidential, and non-judgmental advice on budgeting, managing money, and understanding credit.

Social Policy

The Citizens Information Service (CIS) submitted 7,847 Social Policy Returns (SPRs)* to the Citizens Information Board (CIB) in 2025. This data is important in helping us meet our statutory role 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' (Comhairle Act, 2000)

Most of these SPRs (35%) related to Social Welfare issues, 18% were on housing, 16% related to immigration and citizenship, and 11% concerned taxation and revenue issues.



Social Policy Advisory Group

The Citizens Information Board (CIB) established a Social Policy Advisory Group with representatives from the Citizens Information Service (CIS) and the Citizens Information Phone Service as well as members of CIB's Data and Research Team. This group shared mutual policy knowledge and expertise and the collective impact on policymaking and the development of public services. It also identified opportunities to influence and make change on behalf of people who are excluded, marginalised or in positions of vulnerability.

Social Policy Update

During 2025, CIB published five issues of our 'Social Policy Update' newsletters, which is circulated to over 800 subscribers. This newsletter captures CIB's policy work, highlights the key trends within delivery service data and contextualises this work within the broader context of national developments in social and public policy.



Policy Submissions

The data and insights submitted by the Citizens Information Board (CIB) Service Delivery Companies (SDCs) on a daily basis continued to provide CIB with a strong evidence base for our policy submissions. During 2025 we made three policy submissions in response to public consultations. These were on:

- The successor to the [Roadmap for Social Inclusion 2020](#).
- [Pathways to Work 2026-2030](#), the national public employment service strategy.
- [National Strategy for Improving Community Safety](#).

CIB's Pre-Budget Submission

CIB's Pre-Budget Submission is a key policy document that is produced on an annual basis. This contains policy feedback on a broad range of issues that SDC's have highlighted from their work with clients. The 2025 submission focused on work, welfare, and child poverty, disability, illness and caring, housing, availability, affordability and energy costs, as well as debt resolution and financial inclusion. [CIB's Pre-Budget Submission is available on the CIB website](#).

Budget 2026: A Citizens Information Board Policy Review

In November, CIB published Budget 2026: A Citizens Information Board Policy Review which tracked the Budget 2026 outcomes against points raised and policy suggestions made in CIB's Pre-Budget Submission. The review was submitted to the Minister for Social Protection and the Minister for Finance in July 2025. [This review is available on the CIB website](#).

Policy Engagement

CIB's Data and Research Team engage directly in various policy fora and networks highlighting the concerns that clients of services present with - in keeping with our legislative mandate. In 2025, CIB established ongoing communication and engagement with the Immigration Service Delivery (ISD) of the Department of Justice, Home Affairs and Migration in relation to the new ISD online portal.

CIB also represented on the Department of Social Protection's (DSP) Disability Consultative Forum and engaged with the DSP to discuss social policy feedback on specific schemes. We continued our representation on the Health Service Executive Primary Care Reimbursement Service Communications Working Group, the Legal Aid Board Consultative Panel, as well as on the Social Policy Network.

Misinformation and Disinformation

The Citizens Information Board (CIB) is named in the National Counter Disinformation Strategy (NCDS) in 2025. CIB was named as one of the agencies involved in the communication of trustworthy information, alongside the Central Statistics Office and libraries.

The NCDS was published as part of a coordinated and strategic approach to combat the damaging impact of disinformation on Irish society and democracy.

CIB is named as one of the agencies involved in the communication of trustworthy information, alongside the Central Statistics Office and libraries.



Citizens Information Social Media

Social media in 2025

Citizen Information Board's (CIB) Digital Content team manage two social media channels, Facebook and Instagram. 2025 was a very strong year for organic growth and reach on both Facebook and Instagram. Total follower count across platforms increased significantly. Facebook followers increased by 49%, Instagram followers increased by 501% reaching almost 65,000 followers by the end of the year.

The strategic focus in 2025 was on consistency and community. During the year engagement levels doubled, outperforming public sector benchmarks and showed strong audience connection. Posts related to housing, social welfare and employment performed especially well and clearly resonated with the public. We also developed closer links with Citizens Information Services on the ground, promoting local events and campaigns.

Focus on the Irish language

A key goal in 2025 was to increase Irish language content on social media. CIB increased Irish language posts by 443% in comparison to 2024. These posts saw an increase of 567% in interactions and 447% increase in views and impressions. We ran a campaign for Seachtain na Gaeilge and further developed short form video content in English, encouraging our audience to engage with the Irish language by explaining concepts like 'seanfhocail' (old Irish sayings) and Irish place names. Engagement grew faster than reach, which suggests that audiences are interested in and willing to engage with Irish language content.

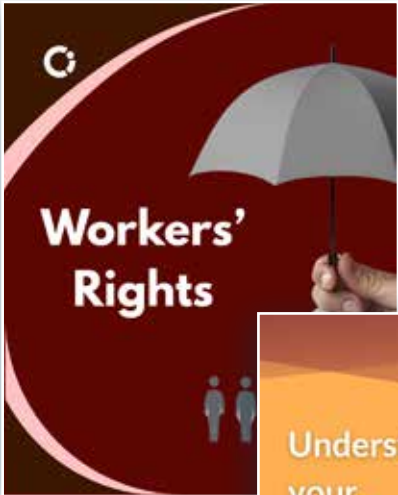


	Total followers	New followers	Engagement	Views	Posts published	Replies sent	Reviewed items
Facebook	57K	18K	58K	36M	982	838	5.1K
Instagram	7K	5.9K	8.4K	5.1M	993	636	621
Total	64K	24K	66.4K	41.1M	1,975	1,474	5.7K
	+ 62%	+ 1,059%	+ 138%	+ 739%	+ 45%	+ 612%	+ 197%

Citizens Information Social Media Campaigns

We delivered 10 campaigns in 2025, covering key life events and public information topics throughout the year.

Months	Topic	No. of posts	Reach	Impressions	Engagement
Feb 2025	Your Child	22	63,999	65,659	4,534
Mar 2025	Benefits & Taxes	60	1,255,753	1,258,896	64,394
Mar 2025	Seachtain na Gaeilge	22	18,495	19,294	383
April 2025	Leaving School	38	150,888	148,662	3,219
May – Sept 2025	Benefits & Taxes relevant reposts	32	1,478,806	1,826,686	91,341
Jun 2025	Your Good Health	60	293,460	298,298	15,717
Aug 2025	Housing	79	464,812	496,801	21,994
Sept 2025	Employment	46	1,184,414	1,289,160	62,769
Oct 2025	Budget 2026 campaign	67	446,718	513,014	44,156
Nov 2025	Pensions	30	380,709	533,728	19,447
Dec 2025	Returning to Ireland	22	122,443	176,710	4,164
Total		478	5,860,497	6,626,908	332,118



Insights

Insights is a Citizens Information Board (CIB) social policy series initiated in 2024. Insights are focused thematic reports, based on an analysis of Citizen Information Service data and draw from Citizens Information Phone Service, Money Advice and Budgeting Service, and National Advocacy Service for People with Disabilities data and feedback. Reports capture the main concerns of the public as presented to these services and recorded in CIB's database. In 2025 we published two Insights series reports:

- Home Comforts: A review of housing adaptation and energy upgrade grants.
- Ageing at Home: Supporting older people to remain in their communities.

These reports are available on the Citizens Information Board website.



Service Delivery Company Policy and Research

CIB supported funded services with their policy and research reports/paper, including:

- MABS research: Between a Rock and a Hard Place: Defective Concrete Blocks, The Dual Trauma of MABS Client Households in Mortgage Arrears Residing in Properties with Defective Concrete Blocks
- National Traveller MABS: Irish Travellers and Pensions 2025

Scope Newsletter

CIB's Scope Newsletter keeps CIB's Service Delivery Companies up to date on the latest news and changes to benefits, entitlements, schemes and services. It also flags possible policy and legislative changes. Every two weeks Scope is emailed to approximately 800 staff and volunteers across the network.



Public Sector Equality and Human Rights

The Citizens Information Board's (CIB) Public Sector Working Group continued its work in 2025 including training for staff members, the promotion of awareness of human rights issues and raising awareness and understanding of forms of disabilities among staff members.

CIB is pleased to report that we were found by Irish Human Rights and Equality Commission (IHREC) to be fully compliant with Section 42 of the IHREC Act. This places a statutory obligation on public bodies to have regard to human rights and equality considerations in the performance of their functions.

Equality of Access to Information

Equality of access to trusted information is core to the services we provide. CIB ensures that we deliver accessible information through our online services, communicate in Irish and Irish Sign Language on request, and publish key documents in both Irish and English.

Research

Research published on supporting older people to continue living in their homes and communities through the Aging at Home publication.

In 2025, we delivered a programme of learning and awareness events to support staff development, promote inclusivity, and strengthen understanding of key social issues.

JAM Cards Introduced

Introduced Just A Minute (JAM) Cards across CIB, CIS, and MABS to support service users who may need extra time or patience during interactions.

International Women's Day

Held an International Women's Day event to celebrate the contributions of women across the organisation.

Deaf Awareness Week

Participated in Deaf Awareness Week to improve communication and understanding of the experiences of Deaf people.

Equality, Human Rights, and Social Policy Talk

Delivered a staff session on how CIB's social policy, data, and research work addresses equality and human rights issues and aligns with the Public Service Duty.

Menopause Awareness

Provided a menopause awareness session focused on education, health impacts, and inclusive workplace practices.

Mental Health Awareness

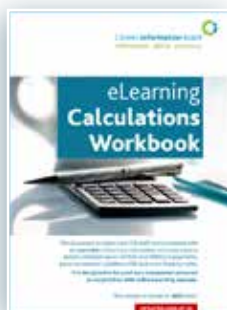
Hosted a session on supporting people with mental health difficulties, promoting empathy and a supportive organisational culture.

Supporting Service Delivery Companies

Training and Development

The Citizens Information Board's (CIB) eLearning team is responsible for the development and delivery of specialist online training for staff across all of our funded Service Delivery Companies.

In 2025, the eLearning team enabled over 6,800 learners to successfully complete training and achieve certification. We continued to grow CIB's library of high-quality specialist eLearning courses and developed new courses:



- Essential Training for Information Providers Year 2
- Queries about Ombudsman Complaints

- Queries about Assisted Decision-Making
- Advocacy training on Department of Social Protection overpayments
- Advocacy training on Employment Law
- Advocacy training on Immigration Law
- Citizens Information Service Reception & General Office Skills

The eLearning team also partnered with SOLAS to deliver literacy and plain English training, produced a new comprehensive Calculations Workbook for training use by our services, as organising and delivering numerous training webinars in co-operation with various organisations including the Department of Social Protection and the Revenue Commissioners.



Engaging with Service Delivery Companies

Throughout 2025 the Citizens Information Board (CIB) continued to engage with the 22 Service Delivery Companies (SDCs) to promote and support proactive and informative two-way communications to advance the strategic aims of CIB and Service Delivery Companies.

The Compliance and Reporting Division actively engaged with the service delivery companies throughout the year providing ongoing advice and support to strengthen financial management, ensure ongoing regulatory compliance and support effective service delivery. The engagement took place through structured reporting cycles, direct engagement on emerging issues and practical guidance to assist companies in meeting their obligations under funding, staffing and governance requirements, while maintaining appropriate oversight and accountability.

The Division worked closely with companies throughout the year during the annual cash budget plan cycle and in-year monitoring by setting clear reporting schedules and providing guidance and follow-up to support the completion and timely submission of quarterly financial returns and related updates required for internal governance and reporting.

The Division engaged with companies on premises related matters including new leases and rent reviews, providing oversight and practical support, recognising the importance of premises to ensure service continuity.

Support was provided in relation to HR compliance and operational matters, responding to HR queries arising during the year, including recruitment related issues, to help ensure that companies could maintain appropriate staffing levels within their approved staff complement.

The Compliance and Reporting Division also engaged with service delivery companies to support corporate governance obligations by providing guidance on compliance requirements including the Charities Regulator Code of Governance. The support also included liaison on governance documentation and advice where companies were considering constitutional changes which required review and assurance.

Citizens Information Service Training Programme

CIB's Advocacy Standards and Development team delivered a Citizen Information Service training programme, which included advocacy focused sessions on Social Welfare Overpayments, Employment Law, and Immigration. The Employment Law workshops were delivered in October in Dublin, Cork and Athlone, followed by Immigration training sessions in November in the same locations. Attendance and engagement were consistently strong, and participant feedback was highly positive.

Social Policy Training

The Citizens Information Board's (CIB) Data and Research team provided online and in-person social policy training for Citizens Information Services (CIS) and the Citizens Information Phone Service.

They also provided in-person social policy training to South Connacht CIS in Q4 of 2025.

Liberties Citizens Information Centre

The Citizens Information Board was delighted to attend the official launch of the Liberties Citizens Information Centre in Dublin on 10 September 2025. The event was marked by the presence of Minister for Social Protection, and the Minister for Rural and Community Development and the Gaeltacht, Dara Calleary TD who formally opened the new premises in Usher Street. The new centre offers comprehensive and improved information, advice and advocacy service to the local community.



Pictured at the Usher Street CIC launch (L to R): Anne Doyle, CIS; Stewart Reddin, CIS; Graham Long, CIB; Dara Calleary TD, Minister for Social Protection; Nuala Crowe Taft, CIS; Maeve Wallace, CIS; Aurelia Bodrug, CIS; Laura Crowther, CIS; Daniel McDonald, CIS



(L to R): Dara Calleary TD, Minister for Social Protection; Nuala Crow Taft, CIS; Richard Phillips, CIS; Fergal Morris, South Dublin CIS Board; Graham Long, CIB

Launch of Citizens Information Service National Strategy 2025–2027



The Citizens Information Board (CIB) attended the launch of the Citizens Information Service National Strategy 2025-2027 on 12 November 2025.

The strategy, 'Connecting Citizens' commits to enhancing in-person services and empower clients to access vital services online. The strategy was launched by the Minister for Social Protection, and the Minister for Rural and Community Development and the Gaeltacht, Dara Calleary TD. The launch was attended by CIB staff as well as staff, volunteers and board member of the Citizens Information Service.



(L to R): Rachel Downes, CIB; Graham Long, CIB; Dara Calleary TD, Minister for Social Protection; Mary Lyne, CIB; Susan Shanahan, CIB; Martin Quinn, North Munster CIS

Strategic Objective 3: Technology & Supports

Improve technology and supports to deliver an enhanced experience for the public.

Objective three of the strategy relates to Citizens Information Board's (CIB) Information and Communications Technology (ICT) and digital supports. Under this objective, CIB plans to develop a digital strategy to expand the digital service provided, as well as to develop future-facing ICT infrastructure, applications, and cybersecurity systems.



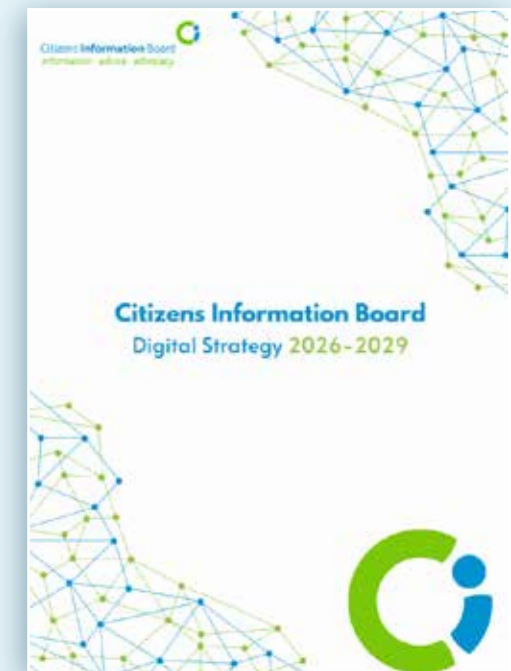
CIB Digital Strategy

During 2025, the Citizens Information Board (CIB) began early work on the implementation of the Digital Strategy 2026–2029, building on the foundational planning and research completed in 2024.

CIB's Digital Strategy outlines a long-term vision to enhance digital supports and systems, ensuring that CIB's employees and Service Delivery Companies can continue to provide effective, accessible, and inclusive services to the public. At the heart of the strategy is the ongoing commitment to deliver trusted information, advice, and advocacy for all, in line with our vision. CIB has advanced several key projects designed to modernise services, improve accessibility, and strengthen the organisation's digital capabilities.

In line with Government guidelines and the European Union Artificial Intelligence Act, CIB has created an AI framework that will underpin the use of AI responsibly within the organisation. This coincided with the launch of AskCI, a generative Artificial Intelligence (AI) chatbot designed to generate answers to user questions using content from the Citizens Information website. AskCI is among the first public service, publicly available Retrieval Augmented Generation systems.

CIB continue to support the rollout of the Citizens Information Service Digital Help Service. This initiative aims to support clients in accessing and completing online forms related to government services plans are in place to have at least one Digital Help Service in every CIC by the end of 2026. CIB is exploring digital enhancements to support translation services.



In 2025, CIB carried out several projects to improve our core digital architecture. This included work to ensure that policies and procedures that underpin how we manage, maintain, and support day-to-day operations align with industry best practices. CIB also established several internal governance structures to support transformation. Staff training and capability building initiatives were launched to ensure that staff are equipped to participate fully in the digital change process. Access to real-time data and dashboards was also provided to support evidence-based decision making. CIB has also worked to improve connectivity in all locations, and worked with a number of offices to improve their connectivity by upgrading software in several locations that were experiencing connectivity issues.

CIB continue to align strategic work with wider national and European digital priorities, ensuring the organisation's projects contribute to broader goals around digital inclusion and public service innovation.

The Digital Strategy remains focused on responding to emerging technologies, changing demographics, and increasing expectations for seamless, accessible services. The progress achieved in 2025 provides a strong foundation for the next phase of delivery, supporting CIB in developing modern, user focused services for people across Ireland.



CIB continue to align strategic work with wider national and European digital priorities, ensuring the organisation's projects contribute to broader goals around digital inclusion and public service innovation.



AskCI

In December 2025, the Citizens Information Board (CIB) launched AskCI, Ireland's first publicly available government Artificial Intelligence (AI) chatbot, designed to help people find accurate information about public services, rights and entitlements using only verified content from citizensinformation.ie.

AskCI was developed in response to significant changes in how people now search for information online. There is a growing prevalence of commercial AI tools and search engine AI summaries, which can return incomplete or incorrect public service information, and which have caused a clear drop in traffic to citizensinformation.ie.

Purpose and approach

AskCI complements existing Citizens Information channels. It provides conversational, plain language answers to questions and clearly signposts users back to the website and, where necessary, to the Citizens Information Phone

Service and local Citizens Information Centres. The chatbot does not provide personalised advice and does not access personal data or internal systems.

AskCI is built on retrieval augmented generation (RAG) technology. It retrieves content only from citizensinformation.ie and uses generative AI to produce a clear, natural language response with source citations. AskCI's database is updated automatically as the website is updated, which ensures information remains current.

Governance and development

Governance, accessibility and quality assurance were essential to this project. Before launch, we carried out a Data Protection Impact Assessment, accessibility testing and adhered to detailed governance processes.

A structured quality monitoring process was introduced during the pilot phase, with review of sample responses by Digital Content team to assess accuracy, clarity and usefulness.



Early usage showed public demand for conversational access to information, with queries on social welfare, housing, employment and financial matters. Insights from user queries are being used to inform ongoing content planning and service improvement.

AskCI was developed in collaboration with the Office of the Government Chief Information Officer and represents CIB's contribution to exploring the responsible use of artificial intelligence to enhance access to trusted public service information.

AskCI can be accessed at www.askcitizensinformation.ie

Digital Infrastructure and Cybersecurity Enhancements

During 2025, the Citizens Information Board's (CIB) Information and Communication Technology (ICT) team expanded and enhanced systems, applications, and data with more secure cloud-based access. The next-generation cloud-based Customer Experience system for Helplines in the Citizens Information Phone Service, Money Advice and Budgeting Service (MABS) and the National Advocacy Service for People with Disabilities (NAS), was expanded with more in-built customer surveys and associated reporting.

CIB conducted a significant Cyber Security review in 2025, with processes and procedures now fully aligned with the National Cyber Security Centre (NCSC) Baseline Standards for Public Services bodies and the requirements set forth under the NIS2 Directive. CIB ICT continues to invest significantly to ensure that CIB Information Technology systems have appropriate safeguards in place that continually align with the NCSC principles, the NIS2 Directive, and the requirements of the General Data Protection Regulation (GDPR).

The CIB ICT Internal Helpdesk answered 8,623 requests in 2025. CIB's Helpdesk Provider, PFH, continued to provide extensive support to users.

CIB ICT provided nationwide procurement and support for key technology services, including:

- Managed network, infrastructure and phone services, including 0818 and direct dial numbers
- Secure internet access and managed cybersecurity services
- Bulk text messaging
- Support for all software applications
- Direct and remote network connectivity
- Access to cloud-based platforms, such as Microsoft Azure and 365, Teams, Amazon AWS, Genesys CX Cloud, Zoom and Adobe

CIB ICT supports more than 1,500 computers and 400 printers, utilising Government Network Services and other services under various Office of Government Procurement frameworks. CIB updated the hardware of over 600 devices in 2025.

The development began of multilingual webchat channels, which CIB hopes to pilot in 2026 with the help of our Helpline services.

CIB ICT also supports the internal implementation of AI-based services and automation tools now that AI governance and processes have been approved for use under Government guidelines and policies, and will work with staff and services to determine the best way to adopt, roll out, and support these new technologies.

Procurement processes for new infrastructure, networks, telephony, and software started in 2025. CIB ICT awarded and negotiated key contracts for software provision and management, and expanded the use of products to our Service Delivery Companies.

Strategic Objective 4: Oversee & Collaborate

Provide oversight and agree metrics with Service Delivery Companies.

Objective four of the strategy relates to the Citizens Information Board's relationship with the Service Delivery Companies (SDCs). Plans under this objective include agreeing outcome-based metrics with the SDCs, enhancing compliance and reporting processes, assessing the scope of advocacy services, collaborating on new service design and implementing recommendations in relation to volunteers in the Citizens Information Services.



Oversight and Collaboration

CIS and NAS Advocacy

The Citizens Information Board (CIB) continued to support oversight of CIS advocacy provision through the Citizens Information Service (CIS) Advocacy Development Group and contributed to standard-setting, procedural alignment, and resource development. CIB worked with the CISs to address emerging issues and support consistent practice nationally.

Engagement with the National Advocacy Service for People with Disabilities focused on evaluation-related requirements, Electronic Case Management System enhancements and data integrity work, to ensure clarity in outcome-measurement approaches and strengthen the quality of advocacy data.

2023–2026 Corporate Strategy

CIB continued to provide strategic leadership, oversight and stability during a period of sustained external pressure, organisational change and growing public demand for services in 2025. The Board's focus remained on ensuring that CIB is well positioned to deliver on its statutory mandate, while progressing the commitments set out in Strategy 2023–2026.

Significant progress was made across a number of strategic priority areas during the year. The reorganisation of the Board, undertaken to support the delivery of Strategy 2023–2026, has strengthened governance arrangements and enabled more focused oversight of key thematic and risk areas.

Digital transformation continued to be a major area of delivery. Work to enhance the accessibility, usability and reach of citizensinformation.ie progressed throughout 2025, ensuring the website remains a trusted and user-centred source of public service information.

A key milestone was the introduction of AskCI, CIB's AI-enabled information tool, designed to support users to navigate information more easily while maintaining accuracy, quality and trust.

In parallel, CIB advanced its longer-term planning with the development of a Digital Strategy 2026–2029, setting a clear direction for future digital investment and service delivery. The development of CIB's first comprehensive Communications Strategy also marked an important step in strengthening how CIB communicates with the public, stakeholders and partners, and in promoting trust in information.

Significant investment was made in upgrading CIB and Service Delivery Companies' ICT and call-centre infrastructure. These upgrades are critical to ensuring resilience, security and scalability, and to supporting frontline services to respond effectively to increasing demand.

Governance frameworks across CIB and the Service Delivery Companies were further enhanced during the year, supporting consistency, accountability and risk management. In addition, the formal introduction of Impact Frameworks represents an important development in how CIB and the SDCs measure and demonstrate outcomes, supporting evidence-based decision-making and continuous improvement.

Overall, 2025 represented a year of solid delivery and strategic groundwork, ensuring that CIB is well placed to complete the remaining period of Strategy 2023–2026 and to respond to emerging challenges in the years ahead.

Overall, 2025 represented a year of solid delivery and strategic groundwork ensuring that CIB is well placed to respond to emerging challenges.

Service Level Agreements

The Citizens Information Board has in place Service Level Agreements (SLAs) with twenty-two service delivery companies covering a three-year period from 1 January 2024 to 31 December 2026. These SLAs set out the agreed objectives, performance requirements, governance arrangements and reporting obligations of each company.

The agreements provide the framework within which funding is allocated and services are delivered, ensuring alignment with the Citizens Information Board's strategic and operational priorities. The SLAs also support appropriate oversight, accountability and transparency in the use of public funds throughout the duration of the agreements.

Service Delivery Company Operational Grant Allocations

The Operational Grant Allocations for 2025 were determined by the Financial Compliance and Reporting team following validation of each service delivery company's existing level of service requirements. During the course of the year, additional funding was allocated to service delivery companies to support the implementation of wage agreements. These allocations were considered and approved in accordance with established governance procedures.

The service delivery companies were formally notified of their approved 2025 Operational Grant Allocation and any subsequent additional pay related funding following board approval. During the year, the Financial Compliance and Reporting team oversaw the payment of grants totalling €46.80 million to the twenty-two service delivery companies.

Service Delivery Company Financial Reports

The twenty-two Service Delivery Companies are required to complete and submit Board approved Quarterly Financial Returns to the Compliance and Reporting division. The Compliance and Reporting division monitors expenditure versus budget, on a cash basis to ensure that companies remain within their annual operational grant allocation.

The Service Delivery Companies are paid their grant allocations in four payment instalments. The instalments are issued to the Service Delivery Companies by the Compliance and Reporting division following validation of the Quarterly Financial Returns submitted by the companies. Payments of the grant instalments are also subject to compliance with CIB's Financial Compliance and Reporting Requirements handbook.

Service Delivery Companies are required to have their annual financial statements audited by an external auditor. The Board approved audited annual financial statements of each company are required to be submitted to the Compliance and Reporting division by 1 July in the year following the previous financial year.

Financial Controls

The Compliance and Reporting division maintains a Financial Controls and Reporting Requirements handbook for the Service Delivery Companies. This document contains a range of financial controls directed at ensuring Service Delivery Company financial transactions are properly incurred, authorised, and correctly accounted for. The companies are required to maintain and update their own internal financial policies and procedures in line with the requirements set out in the CIB's handbook.

Internal Audit

The internal audit function provides independent assurance that governance, risk management, controls systems and procedures in the service delivery companies are operating effectively and in accordance with the Citizens Information Board's Financial Controls and Reporting Requirements handbook and relevant legislation. Recommendations for improvement are made where deficits are found and the implementation of such recommendations is tracked and monitored by internal audit. The Finance, Audit and Risk Committee agree and monitor the annual risk based internal audit work programme.

In 2025, internal audit issued eight audit reports regarding the Citizens Information Board funded companies. The findings were considered by the Finance, Audit and Risk Committee.

Corporate Governance

The Citizens Information Board continues to offer eLearning corporate governance courses to support board members in the Service Delivery Companies. The courses were intended to supplement the Guide to Best Practice Corporate Governance developed by the Compliance and Reporting division. The eLearning courses include Board Leadership 1: The role of charities and directors and Board Leadership 2: Meetings management.



Citizens Information Service Quality Working Group

The Citizen Information Service Quality Working Group, a collaboration between the Citizens Information Board and the CISs, delivered the following:

- A new online platform to enable the sharing of documents across the 89 Citizens Information offices and the Citizens Information Phone Service.
- A National Citizens Information Customer Satisfaction report 2024.
- A Quality Review Framework to provide a toolkit to conduct quality reviews on the provision of information, advocacy and reception services to ensure that Citizens Information delivers to a consistent standard nationwide.
- A new Customer Charter which is [available online](#).

Citizens Information Customer Satisfaction Survey

The surveying of Citizens Information Service (CIS) users continued in 2025 with feedback received from 9,343 customers. The standardised approach to surveying customer satisfaction was first adopted by CISs in 2024 providing an invaluable insight into how the customer is experiencing the service.

Clients visiting a Citizens Information Centre (CIC) are invited to provide feedback by completing the Customer Satisfaction form. These forms are then analysed by CIB’s Standards and Development team. Results of the 2025 surveys found:

- | | |
|---|--|
| 98% of respondents were happy with the service provided | 97% of respondents thought that the information was well explained |
| 98% of respondents found that staff were friendly and welcoming | 97% of respondents felt that they were listened to |
| 97% of respondents indicated that they would recommend the service to others | 93% of respondents agreed that they felt better after using the CIC |

Survey feedback consistently described the service as:

- | | |
|------------------|---------------|
| ● People centred | ● Independent |
| ● Empowering | ● Accessible |
| ● Trustworthy | |

Strengthening MABS Service Delivery

The Citizens Information Board (CIB) – Money Advice and Budgeting Service (MABS) Quality Assurance Programme Board (QAPB) is a collaborative forum between CIB and MABS to develop a standardised approach for the delivery of MABS services across the country.

The Quality Assurance Programme Board delivered the following projects in 2025:

- A new Debt Relief Notice Toolkit.
- A Toolkit for dealing with M50 Toll debt.
- Quarterly reports on Money Management Education work MABS undertakes which are available on www.mabs.ie.
- Agreed and enacted a national client feedback process in MABS.
- A new online platform for MABS staff to ensure that all staff have access to standardised resources.



Strategic Objective 5: Demonstrate Efficiency & Effectiveness

Demonstrate service value through governance and outcomes.

Objective five of the strategy involves continuing to develop the Citizens Information Board's systems of governance and internal control, as well as using outcome-based metrics to demonstrate the impact made by services.



Governance

Citizens Information Board Governance

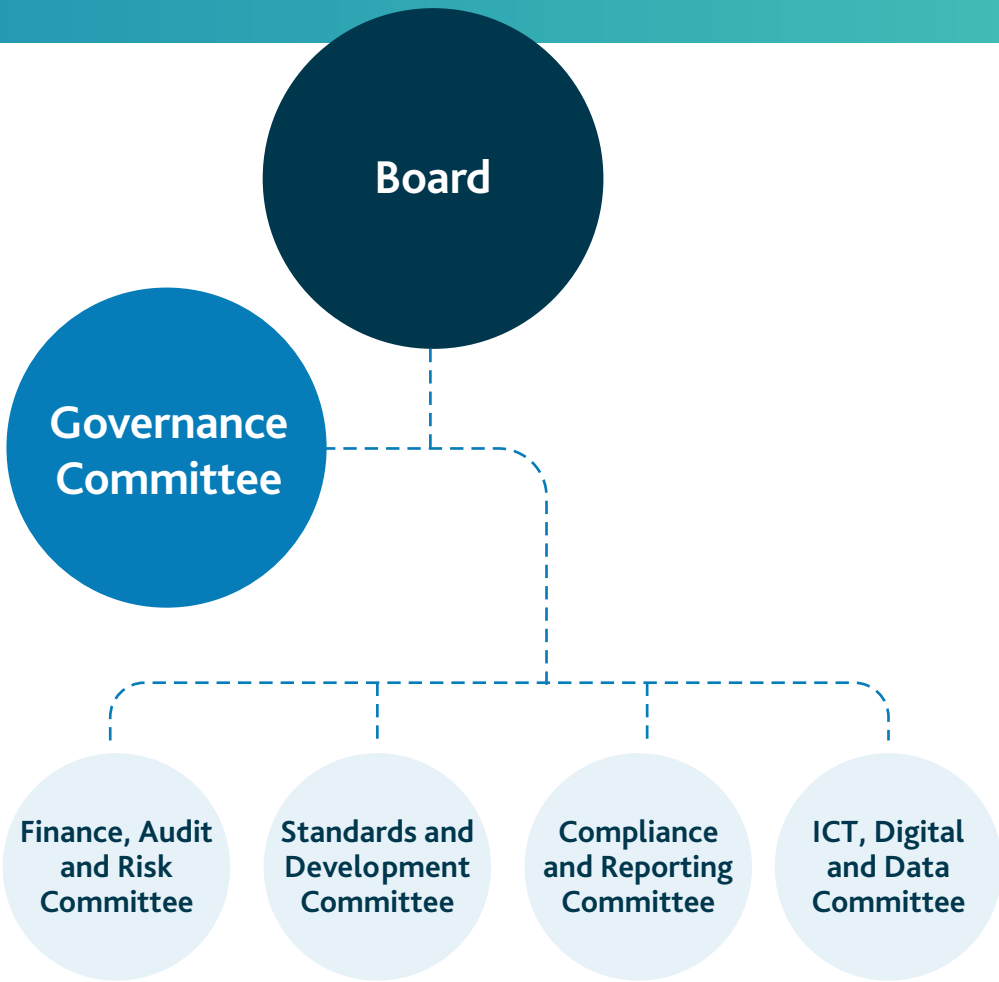
In recent years, the Citizens Information Board's (CIB) Board has delivered significant governance enhancements. These include the restructuring of Board committees to strengthen oversight and effectiveness.

The Board has also placed renewed emphasis on active risk management and expanded the internal audit remit. Additionally, more extensive evaluations of the Board and its committees have been undertaken.

Since 2023, the Board has operated with five committees. This committee structure broadly mirrors the structure of the

CIB Executive. The Compliance and Reporting Committee is responsible for overseeing the reporting and financial and operational compliance of the funded companies. The Finance, Audit and Risk Committee retains overall responsibility for internal audit, risk management, procurement, budget monitoring and the budget estimates cycle.

In the course of 2025, the Board and its committees met on a combined 34 occasions. The year also saw a particular focus from the Board on the development of the 2026 – 2029 CIB Strategy.



Impacts Framework Project

Citizens Information Board (CIB) appointed Indecon International Economic and Strategic Consultants to develop Service User Impact Frameworks for CIB-funded Service Delivery Companies. The frameworks are designed to demonstrate and measure the impacts and outcomes achieved for service users across CIB-funded services.

Throughout 2025, Indecon worked closely with CIB, MABS, CIS, SLIS and RISLI to develop the Frameworks. This collaborative approach will ensure that Service Delivery Companies continue to provide services that are responsive to needs, capture impacts for service users, are evidence-based, and aligned with CIB strategy and public service priorities.



Human Resources

The Citizens Information Board's (CIB) Human Resources team saw the first Gender Pay Gap report for CIB with a snapshot date of 30 June 2025. The report provided valuable insights into gender representation and pay distribution across CIB.

The report showed a mean gap of 5.05% and a median gap of 7.99%. Although women make up the majority of the workforce, the gap reflects grade distribution and higher male representation in mid management to senior roles. CIB is implementing actions in recruitment, development, and inclusion to support long term progress.

By year end, CIB's Whole Time Equivalent complement as determined under the Employment Control Framework saw all approved posts filled. This milestone reflects continued workforce planning efforts and no gaps in recruitment, finishing the year at full Whole Time Equivalents. The introduction of a Leadership Development Questionnaire ensured that individual leadership development supported the organisation's wider strategy.

Finance

The Citizen Information Board's (CIB) Finance team manages finance, procurement and risk functions, including production of the annual financial statements and the maintenance of the risk register. Finance looks to continuously improve systems, processes and controls and during 2025 adapted to changes required by external and internal stakeholders. One such change was to commence the upgrade of CIB's accounting system to a procure-to-pay system.

Budget and Funding update

The Citizen Information Board's overall budget for 2025 was €66,795,904 which represented an increase of 8.2% (€61,713,432) from 2024.

This increase was primarily related to an uplift in the Service Delivery Company (SDC) grant allocation for 2025 and the allocation of a dedicated budget for SDC pay claims in 2025.



Appendices

Customer Service Charter

The Citizens Information Board provides independent information, advice and advocacy on public and social services through citizensinformation.ie, the Citizens Information Phone Service (0818 07 4000) and the network of Citizens Information Services. We are responsible for the Money Advice and Budgeting Service and provide the National Advocacy Service for People with Disabilities, the Sign Language Interpreting Service, and the Register of Irish Sign Language Interpreters.

We put the citizen at the centre of everything we do and this Charter sets out the principles that underpin our services. You can find our Customer Service Action Plan on our website, citizensinformationboard.ie.

We Are Committed To:

1. Clear, comprehensive and accurate information

We will provide clear and detailed information about public and social services to help you identify your needs and access your entitlements.

2. Prompt, courteous and efficient responses

We will be responsive to your needs and we will deliver our services sensitively and efficiently.

3. Equality and diversity

We will respect diversity and ensure your right to equal treatment.

4. Choice

We will plan and deliver our services so you can access them in the way that suits you best.

5. Access

We will ensure that all our services and offices are fully accessible. Contact our Access officer at the address below or accessofficer@ciboard.ie.

6. Official languages

We will provide our services through Irish and/or bilingually where required.

7. Consultation and evaluation

We will consult with you to establish your needs when developing, delivering and evaluating our services.

8. Internal customers

We will support our staff to ensure that they provide an excellent service to one another and to you.

9. Co-ordination

We will work closely with other organisations to deliver citizen-focused public services.

10. Appeals

We will maintain an accessible and transparent appeal and review system where appropriate.

11. Comments and complaints

We want to provide the best service possible to you and welcome all comments on our services. Contact our Customer Services Officer, Anne Marie Owens at AnneMarie.Owens@ciboard.ie

Protected Disclosures 2025

Protected Disclosure Policy

In line with the Protected Disclosures Act 2014, as amended by the Protected Disclosures (Amendment) Act 2022, the Citizens Information Board (CIB) remains committed to promoting an environment where employees, as well as workers and volunteers within CIB funded service delivery companies, can raise concerns about potential irregularities or wrongdoing. This commitment ensures that people feel supported and empowered to report any matters of concern.

A protected disclosure is a report made by a person who believes that a wrongdoing is occurring or has occurred in their workplace, and who is afforded legal protection when doing so. This process is commonly referred to as 'whistleblowing'.

In accordance with the enhanced requirements introduced by the 2022 Act, CIB developed and approved a comprehensive Protected Disclosures Policy in 2024 which includes procedures to assist staff in making a report. The policy

outlines clear definitions and examples of what constitutes wrongdoing under the legislation, clarifies what falls outside the scope of the Act, and signposts to existing internal policies that address matters not covered by protected disclosures.

CIB recognises the importance of ongoing monitoring, support, and open communication, and continues to foster a culture that values integrity and ethical behaviour across the organisation and its funded services.

CIB did not receive any protected disclosures during 2025.

Sustainability

Legislative context and commitment

The Climate Action and Low Carbon Development (Amendment) Act 2021 sets Ireland's national climate objective and requires the State to pursue and achieve, by no later than the end of 2050, the transition to a climate resilient, bio-diversity rich, environmentally sustainable and climate-neutral economy. The Act also provides for a 51% reduction in greenhouse gas (GHG) emissions by 2030, compared to 2018 levels.

The Citizens Information Board is committed to reducing its energy related GHG emissions by 51% by 2030 and continues to make positive progress towards this objective. Progress has been supported through actions focused on energy management and operational energy efficiency.

In 2025, the Citizens Information Board continued to implement energy efficient improvements across its offices. These measures are expected to reduce energy consumption and contribute to a lower carbon footprint.

Two air-travel flights were undertaken by Citizens Information Board personnel in 2025; accordingly, a €6.60 levy charge was discharged to the Climate Action Fund at the Department of Communications, Climate Action and the environment under Circular 1 2020.

The Citizens Information Board is required to report its energy management and performance data to the Sustainable Energy Authority of Ireland (SEAI). The Citizens Information Board also submitted a Climate Action mandate to the SEAI in 2025.

Energy Performance and Targets

The Citizens Information Board is committed to reducing GHG emissions and improving energy efficiency, having regard to the following 2030 targets:

Carbon

The 2030 GHG target is 44,299 kgCO₂ (including a non-electricity GHG target of 16,041.3 kgCO₂).

Energy efficiency

CIB's energy consumption target is 505,649 kWh.

The latest statistics from the SEAI's monitoring and reporting system show CIB's energy consumption and emissions performance in 2024 as follows:

- Actual CO₂ emissions were 112,965 kgCO₂. This is 30.7% below the baseline of 162,976 kgCO₂.
- Energy performance had improved by 43.5% since the baseline.

Official Irish Languages Act

During 2025, the Citizens Information Board (CIB) continued to meet its responsibilities as a prescribed public body under Section 10 of the Official Languages Acts 2003–2021.

In January, CIB attended an information seminar hosted by An Roinn Turasóireachta, Cultúir, Ealaíon, Gaeltachta, Spóirt agus Meán, which outlined the obligations of public bodies under the Official Languages (Amendment) Act 2021.

Throughout 2025, 24 CIB staff members participated in Scoil Scairte, an immersive Irish language programme.

Additionally, 4 staff members enrolled in Irish language courses available through the One Learning platform.

In 2025, the Citizens Information Board (CIB) met the requirement set out under section 10 of the Official Languages Act, achieving 33.87% of advertising in the Irish language, exceeding the 20% requirement.

CIB recorded a spend of 7.84% against the target that 5% of all advertising expenditure be placed through Irish-language media.



Funding Provided to Service Delivery Companies

Citizens Information Services	2025	2024
Dublin South	€2,387,332	€2,399,064
Dublin North	€2,690,659	€2,621,183
South Leinster	€2,179,700	€2,167,345
North Leinster	€2,411,914	€2,340,418
North Connacht & Ulster	€2,179,299	€2,134,097
South Connacht	€1,667,134	€1,619,580
North Munster	€2,009,132	€1,918,922
South Munster	€2,131,805	€2,131,260
Total	€17,656,975	€17,331,869

Money Advice and Budgeting Service (MABS)	2025	2024
MABS Support CLG	€1,121,875	€1,097,219
National Traveller MABS	€362,549	€337,061
Dublin North	€3,234,740	€3,001,670
Dublin South	€3,155,996	€2,890,584
South Leinster	€2,671,871	€2,381,554
North Leinster	€2,616,573	€2,333,339
North Connacht & Ulster	€2,415,018	€2,251,715
South Connacht	€1,974,104	€1,817,553
North Munster	€2,676,069	€2,465,354
South Munster	€2,369,814	€2,194,589
Total	€22,598,609	€20,770,638

National	2025	2024
CIPS	€1,442,846	€1,492,002
SLIS	€1,110,176	€1,020,053
NAS	€3,756,336	€3,420,062
RISLI	€242,627	€227,872
Total	€6,551,985	€6,159,989

Specialist Information Services	2025	2024
Threshold	€47,000	€47,000
Free Legal Advice (FLAC)	€140,000	€140,000
Treoir	€0	€34,400
Immigrant Council of Ireland	€68,000	€68,000
Total	€255,000	€289,400
Overall	€47,062,569	€44,551,896

Supporting Society

Alongside the Comhairle Act, the Citizens Information Board and the network of Service Delivery Companies play a wider role across EU and Government legislation, policy and strategy. Our involvement in these broader strategies both informs and enhances CIB's Strategy 2026–2029.

Government Policy or Strategy	Our Contribution
EU Democracy Shield	CIB provides and funds trusted information, advice and advocacy and as such is a crucial part of Ireland's democratic infrastructure, representing an organisation — and a network of Service Delivery Companies — operating under the objectives of the EU Democracy Shield
Programme for Government 2025	CIB plays an explicit role in supporting commitments to counter disinformation by acting as a trusted public information source
The National Counter Disinformation Strategy	The strategy specifically names CIB as a provider of trustworthy information
Harnessing Digital — The Digital Ireland Framework	CIB enables access to digital public services while addressing digital exclusion CIS developed the Digital Help Service to assist people in accessing and using digital government services
National Financial Literacy Strategy	This strategy includes a wide range of actions for MABS and National Traveller MABS
Adult Literacy for Life Strategy	CIS and MABS are identified as key channels for providing information to the public about available literacy, numeracy and digital literacy supports
Ireland's Diaspora Strategy 2026–2030	CIB's Returning to Ireland portal, which has been viewed more than 1.5 million times by more than 700,000 people, is referenced as a key resource in the strategy
Autism Innovation Strategy 2024	CIB, CIS and NAS have named roles under this strategy in relation to eLearning and up-to-date information
National Human Rights Strategy for Disabled People 2025–2030	CIB, SLIS and RISLI are directly involved under the spotlight policy area, <i>Strengthening the pipeline of Irish Sign Language Interpreters</i>
Irish Sign Language Act 2017	Both SLIS and RISLI are carrying out crucial elements of this legislation, including facilitating access to interpretation and maintaining a register of interpreters

Acronyms and Definitions

Acronym	Description
AI	Artificial Intelligence
CIB	Citizens Information Board
CIPS	Citizens Information Phone Service
CIS	Citizens Information Services
DSP	Department of Social Protection
EDAP	European Democracy Action Plan
EU	European Union
HR	Human Resources
ICT	Information and Communication Technology
MABS	Money Advice and Budgeting Service
NAS	National Advocacy Service for People with Disabilities
NT MABS	National Traveller Money Advice and Budgeting Service
RISLI	Register of Irish Sign Language Interpreters
SDC / SDCs	Service Delivery Company / Companies. This refers to the 22 companies that CIB funds and supports
SLIS	Sign Language Interpreting Service

Definition	Description
Misinformation	False or misleading content shared without harmful intent though the effects can be still harmful, e.g. when people share false information with friends and family in good faith (EDAP)
Disinformation	False or misleading content spread with an intention to deceive or secure economic or political gain and which may cause public harm (EDAP)
Malinformation	Generally true information that is being shared at a time or in a way that intends to inflict harm on a person, social group, organisation or country (United Nations)

