



Case Number: REP 34295-2022

Ms Anne Maria Walsh  
Meetings Administrator Corporate Services Department  
Kilkenny County Council  
County Hall  
John Street  
R95 A39T

25 November 2022

Dear Ms Walsh

I refer to your recent correspondence to the Minister for Social Protection, Heather Humphreys T.D, regarding Citizens Information Services in Kilkenny.

The Citizens Information Board (CIB) is a statutory agency tasked with providing information, advocacy, and advice to citizens. These important services are delivered by eight independent regional Citizen Information Service (CIS) companies, that operate a national network of Citizens Information Centres, including South Leinster Citizens Information Services, which encompasses Kilkenny.

It is important to note that, by law, the CIB is charged with independently overseeing the delivery of its services under its remit. Similarly, each CIS is an independent limited company governed by a voluntary board of directors. These eight CIS companies make decisions independently on the delivery of services in their own regions.

Any operational changes or decisions are therefore a matter for CIB and the independent boards. The Minister cannot direct them regarding operational decisions.

The Minister has been informed by CIB that the Board of South Leinster CIS are committed to delivering in-person services to the public. South Leinster CIS has informed CIB that 20 volunteers have returned to support service provision in Kilkenny CIC.

An independent company, Bearing Point, have commenced work on the review of the programme of volunteering in Citizens Information Services. The review will explore the role of the volunteer in the Citizens Information Service, through consultation utilising focus groups and surveys with identified internal and external stakeholders, including current and past volunteers and agencies which receive referrals from the CIS.

Citizens requiring information, advice and advocacy can access services in Kilkenny CIC at the following times:- drop-in clinic Monday to Friday 10:00am to 12:30pm and Monday to Thursday 2:00pm to 4:30pm. Email and phone services are available Monday to Friday 10:00am to 1:00pm and 2:00pm to 5:00pm. Reception services are open from Monday to Thursday 10:00am to 12:30pm and 2:00pm to 4:30pm, Friday 10:00am to 12:30pm.

Additionally, the Citizens Information Phone Service (CIPS) is a nationwide service that can be reached on 0818 07 4000, Monday to Friday, 9am to 8pm.

It is incumbent on CIB and the CIS Boards to ensure that a high-quality service is delivered nationally which will continue to provide essential information, advice, and advocacy to the citizens of Ireland in the most effective manner possible.

I trust this clarifies your query on this matter.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Ronan Ballantine', written over a horizontal line.

---

**Ronan Ballantine**  
**Assistant Principal**  
**CIB Oversight Unit / Translations & Interpretation Services**