



**An Roinn Coimirce Sóisialaí
Department of Social Protection**

www.welfare.ie

**Thousands of people avail of free, independent and
confidential information and advice in Fingal**

***Minister Burton meets the staff and volunteers of Fingal Citizens
Information Service***

Minister for Social Protection, Joan Burton TD today (20th May 2011) visited and met with staff and volunteers of Fingal (North County) Citizens Information Service at the Swords Citizens Information Centre. Minister Burton also officially opened the Skerries and Balbriggan Citizens Information Centres (CICs).

Fingal Citizens Information Service provides an information service to the people of north Fingal from Swords and Skerries to Balbriggan, Malahide and Donaghmede. This area has a population of almost 150,000 people and is served by four Citizens Information Centres. In 2010, Fingal's Citizens Information Service dealt with 24,400 callers and answered a total of 36,300 queries.

Speaking at the Skerries CIC, Minister Burton said: "I am delighted to be here to celebrate the opening of this new office. There has been a Citizens Information Service in Skerries since 1975 which is a credit to the energy and commitment of the local community of Skerries."

Both Skerries and Balbriggan CICs were short listed as finalists in the Fingal Chamber of Commerce awards last year - a testament to the high quality service provided to the local community. Malahide CIC was awarded "Best Community Service", as recognised by the Malahide Chamber of Commerce.

Minister Burton also officially opened the Balbriggan CIC, where she said: "The CIS supports individuals in difficult personal circumstances through the provision of free, confidential and independent information, advice and advocacy. Nationally, CISs have seen an increase in the complexity of people's issues and in the levels of distress arising from the current challenging times. This is fully reflected here in Fingal - 47% of enquiries last year related to social welfare and 10.5% to employment issues."

However, the commitment of the staff and volunteers to providing a quality service to the people of Fingal is exceptional. A number of the volunteers in Fingal CIS last year received recognition for over 20 years of service to the community as information providers and, in the past two years, the number of volunteers giving their time to Fingal Citizens Information Service has risen by over 30% to 72."



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Minister Burton acknowledged the excellent work of the Citizens Information Board, the statutory agency with responsibility for the development and support of the network of Citizens Information Services nationally and the Money Advice and Budgeting Services.

The Minister concluded by wishing the Board of Directors, staff, volunteers and all of those involved in Fingal CIS every success in their future work. "As we mark the opening of the new premises, I wish the staff and volunteers of Fingal Citizens Information Service well in their endeavours to further develop a high quality, free, comprehensive and confidential service that will inform, educate, advocate for and empower the people of Fingal."

Editor's note:

Nationally, the Citizens Information Board is responsible for supporting the provision of information, advice and advocacy on a wide range of social and civil services through:

- The web-based information sources www.citizensinformation.ie
- The Citizens Information Phone Service, a low call service available Monday-Friday 9 a.m.-9p.m. 1890 777 121
- The face to face services, the network of Citizens Information Services (CIS) nationwide offering information and advocacy services to the public. Contact information for the network of offices is available at www.citizensinformation.ie

Contacts Details

Swords CIC, Unit 26, The Plaza, Main Street, Swords, Co. Dublin (Tel: 01 8406877)

Skerries CIC, 13 New Street, Skerries, Co. Dublin (Tel: 01 8494443)

Balbriggan CIC, Georges Square, Balbriggan, Co. Dublin (Tel: 01 8412508)

Malahide CIC, 2nd Floor, Malahide Library, Main Street, Malahide, Co. Dublin (Tel: 01 8450627)



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Opening Hours

<p>Swords CIC Monday: 09:00 - 17:00 Tuesday: 09:00 - 17:00 Wednesday: 09:00 - 17:00 Thursday: 09:00 - 17:00 Friday: 09:00 - 17:00</p>	<p>Balbriggan CIC Monday: 09:30 - 12:30; 13:30 - 16:30 Tuesday: 09:30 - 12:30; 13:30 - 16:30 Wednesday: 09:30 - 12:30; 13:30 - 16:30 Thursday: 09:30 - 12:30; 13:30 - 16:30 Friday: 09:30 - 12:30; 13:30 - 16:30</p>
<p>Malahide CIC Monday: 10:00 - 12:30; 14:00 - 16:30 Tuesday: 10:00 - 12:30; 14:00 - 16:30 Wednesday: 10:00 - 12:30; 14:00 - 16:30 Thursday: 10:00 - 12:30; 14:00 - 16:30 Friday: 10:00 - 12:30; 14:00 - 16:30</p>	<p>Skerries CIC Monday: 9:30 - 12:30 ; 1.15 - 4.15 Tuesday: 9:30 - 12:30; 1.15 - 4.15 Wednesday: 9:30 - 12:30; 1.15 - 4.15 Thursday: 9:30 - 12:30; 1.15 - 4.15 Friday: 9:30 - 12:30; 1.15 - 4.15</p>

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