

**CITIZENS INFORMATION BOARD  
DRAFT FINANCIAL STATEMENTS  
YEAR ENDED 31/12/14**

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YEAR ENDED 31/12/14**

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## BOARD MEMBERS AND OTHER INFORMATION

<b>Board Members</b>
<b>March 2010 to March 2015:</b> <ul style="list-style-type: none"><li>• Sylva Langford (Chair)</li><li>• Michael Butler</li><li>• Michael McGuane</li><li>• Martin Naughton</li><li>• Sandra Ronayne</li><li>• John Sheedy</li><li>• Pat Fitzpatrick</li></ul>
<b>Other terms:</b> <ul style="list-style-type: none"><li>• Simonetta Ryan (March 2014 to June 2014)</li><li>• Fiona Ward (November 2011 to February 2014)</li></ul>
<b>Current Board Members:</b> <ul style="list-style-type: none"><li>• Ita Mangan (Chair appointed June 2015)</li><li>• Noeline Blackwell (appointed March 2010)</li><li>• Josephine Henry (appointed March 2010)</li><li>• David Stratton (November 2012)</li><li>• Sean Sheridan (appointed November 2015)</li><li>• Tim Duggan (appointed June 2015)</li><li>• Eugene Mc Erlean (appointed September 2011)</li><li>• Sean Sweeney (December 2010)</li><li>• Anne Marie Cassidy (appointed September 2015)</li></ul>

Address: Georges's Quay House  
43 Townsend Street  
Dublin 2

Secretary: Mary Fitzgerald

Solicitors: Philip Lee Solicitors  
7/8 Wilton Terrace  
Dublin 2

Bankers: AIB  
Bankcentre Branch  
P.O. Box 1121  
Ballsbridge  
Dublin 4

Auditors: Comptroller and Auditor General  
Treasury Block  
Dublin Castle  
Dublin 2



## Comptroller and Auditor General

### Report for presentation to the Houses of the Oireachtas

#### Citizens Information Board

I have audited the financial statements of the Citizens Information Board for the year ended 31 December 2014 under the Citizen Information Acts 2000 and 2007. The financial statements, which have been prepared under the accounting policies set out therein, comprise the statement of accounting policies, the income and expenditure account, the statement of total recognised gains and losses, the balance sheet, the cash flow statement and the related notes. The financial statements have been prepared in the form prescribed under Section 22 of the 2000 Act, and in accordance with generally accepted accounting practice in Ireland.

#### Responsibilities of the Members of the Board

The Board is responsible for the preparation of the financial statements, for ensuring that they give a true and fair view of the state of the Board's affairs and of its income and expenditure, and for ensuring the regularity of transactions.

#### Responsibilities of the Comptroller and Auditor General

My responsibility is to audit the financial statements and to report on them in accordance with applicable law.

My audit is conducted by reference to the special considerations which attach to State bodies in relation to their management and operation.

My audit is carried out in accordance with the International Standards on Auditing (UK and Ireland) and in compliance with the Auditing Practices Board's Ethical Standards for Auditors.

#### Scope of Audit of the Financial Statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements, sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of

- whether the accounting policies are appropriate to the Board's circumstances, and have been consistently applied and adequately disclosed
- the reasonableness of significant accounting estimates made in the preparation of the financial statements, and
- the overall presentation of the financial statements.

I also seek to obtain evidence about the regularity of financial transactions in the course of audit.

#### Opinion on the Financial Statements

In my opinion, the financial statements, which have been properly prepared in accordance with generally accepted accounting practice in Ireland, give a true and fair view of the state of the Board's affairs at 31 December 2014 and of its income and expenditure for 2014.

In my opinion, proper books of account have been kept by the Citizens Information Board. The financial statements are in agreement with the books of account.

#### Matters on which I report by exception

I report by exception if

- I have not received all the information and explanations I required for my audit, or
- my audit noted any material instance where money has not been applied for the purposes intended or where the transactions did not conform to the authorities governing them, or
- the Statement on Internal Financial Control does not reflect the Board's compliance with the Code of Practice for the Governance of State Bodies, or
- I find there are other material matters relating to the manner in which public business has been conducted.

I have nothing to report in regard to those matters upon which reporting is by exception.

**Seamus McCarthy**  
Comptroller and Auditor General  
24 December 2015

# CITIZENS INFORMATION BOARD

## Statement on Internal Financial Control

### Responsibility for System of Internal Financial Control

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

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

### Key Control Procedures

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

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

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

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

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

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

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

During 2014, the Board incurred expenditure of €134,159 where the relevant services were not tendered. This arose in circumstances where the Board concluded contracts for services with existing providers. The Board have reviewed the procurement procedures and have ensured that they are in compliance going forward.

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

### Annual Review of Controls

I confirm that for the year ended 31 December 2014 the Board conducted a review of the effectiveness of the system of internal financial controls.

Signed on behalf of the Board,

.....

Ita Mangan  
Chairperson  
Board of the Citizens Information Board

Date.....

# CITIZENS INFORMATION BOARD

## Statement of Board's Responsibilities

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

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

The Board confirm that they have complied with the above requirements in preparing the financial statements, which disclose with reasonable accuracy at any time the financial position of the Board and which enable it to ensure that the financial statements comply with Section 22 of the Act. The Board is also responsible for safeguarding its assets and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The term of office of the Board, apart from four expired on 3<sup>rd</sup> March 2015. The term of office for 2 members of the Board expires on 16<sup>th</sup> December 2015 and 31<sup>st</sup> December 2015. There were no new members of the Board from the 14<sup>th</sup> March 2014 to the 11<sup>th</sup> June 2015. Two other board members have been appointed since the year end. While the Current members of the Board were not in office throughout the reporting year to 31 December 2014 and on the basis that nothing has been brought to their attention that would have given them reason not to sign, the Board approved the signing of this statement and the financial statements for the year ended 31 December 2014 on 21<sup>st</sup> December 2015.

.....

Ita Mangan  
Chairperson

.....

Josephine Henry  
Board Member

Date.....

# CITIZENS INFORMATION BOARD

## Statement of Accounting Policies

### 1. Basis of Accounting

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

Citizens Information Services (CISs) are delivered through independent companies who operate under an agreement with the Citizens Information Board and the relationship of principal and agent does not apply. Consequently, the assets and liabilities of these companies are not included in the financial statements.

Part 4 of the Social Welfare (Miscellaneous Provisions) Act 2008, amended the Comhairle Act 2000 (as amended by the Citizens Information Act 2007) to extend the functions of the Citizens Information Board to include the provision of the Money Advice and Budgeting Service (MABS) and related responsibilities. These include promoting and developing the MABS, providing information about the service and providing public education about money management. Provision was also made for the Citizens Information Board to compile data, undertake research and provide advice and information to the Minister for Social Protection in relation to the MABS. The assignment of these responsibilities took effect from 13 July 2009.

The Money Advice and Budgeting Service is delivered through independent companies who operate under an agreement with the Citizens Information Board and the relationship of principal and agent does not apply. Consequently, the assets and liabilities of these companies are not included in the financial statements. The use and disposal of assets funded by the Citizens Information Board are subject to restrictions set out in the agreement. The financial statements include expenditure incurred in funding the companies during the year.

### 2. Accounting Period

The Financial Statements cover the period 1 January to 31 December 2014.

### 3. Income Recognition

State grants are accounted for on a cash receipts basis. Other Income is accounted for on an accruals basis.

### 4. Fixed Assets and Depreciation

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

Computer Equipment	Straight-line	33 $\frac{1}{3}$ %
Office Equipment	Straight-line	20%
Office Furniture	Straight-line	12 $\frac{1}{2}$ %
Vehicles	Straight-line	25%
Premises - Owned	Depreciated according to the economic life of each property	40 years (2.5%)
Premises - Leased	Depreciated according to the economic life of each property	25 years (4.0%) for George's Quay House 40 years (2.5%) for all other leased premises
- (iii) The Board has a policy of revaluing its owned Premises Assets every five years. A revaluation on the basis of Market Value and Existing Use Value at 31<sup>st</sup> December 2014 was carried out by an independent firm of property consultants.
- (iv) Where an asset has been revalued the depreciation charge is based on the revalued amount and the remaining useful economic life of the asset.
- (v) The gain or loss arising on the disposal or retirement of a fixed asset is determined as the difference between the sales proceeds and the carrying amount of the asset and is recognised in the income statement.

# CITIZENS INFORMATION BOARD

## Statement of Accounting Policies

### 5. Pensions

An updated draft superannuation scheme for the Citizens Information Board under Section 15 of the Comhairle Act 2000 was submitted to the Department of Social Protection for approval on 23<sup>rd</sup> July 2013 and is awaiting approval. At present staff of the Citizens Information Board who were formerly staff of the National Rehabilitation Board (NRB) who retire receive superannuation benefits under the terms of the Local Government Superannuation Scheme; staff who were formerly staff of the National Social Service Board (NSSB) receive benefits under the terms of the Nominated Health Agencies Superannuation Scheme; and staff who have been employed by the Citizens Information Board subsequent to its establishment and who retire receive benefits in line with the terms of the Nominated Health Agencies Superannuation Scheme.

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

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

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

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

The Public Service Pensions (Single Scheme and Other Provisions) Act 2012 became law on 28<sup>th</sup> July 2012 and introduced the new Single Public Service Pension Scheme ("Single Scheme") which commenced with effect 1<sup>st</sup> January 2013. All new employees to the Citizens Information Board, who are new entrants to the Public Sector, on or after 1<sup>st</sup> January 2013 are members of the Single Scheme.

### 6. Capital Account

The Capital Account represents:

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

### 7. Leased Assets

- (a) Finance Leases

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

- (b) Operating Leases

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



# CITIZENS INFORMATION BOARD

## Income and Expenditure Account For The Year Ended 31 December 2014

	Note	2014 €	2013 €
<b>Income</b>			
State Funding	1	54,073,915	46,461,319
Other Income	2	440,230	495,107
Net Deferred Funding for Pensions	23 (c)	2,040,000	2,373,000
		-----	-----
Transfer from Capital Account	21	56,554,145 163,462	49,329,426 100,653
		-----	-----
		<b>56,717,607</b>	<b>49,430,079</b>
<b>Expenditure</b>			
Salaries	3	4,854,346	5,120,707
Board Members' Fees and Expenses	4	58,377	64,758
Pension Costs	23 (a)	2,468,000	2,439,000
Administration Costs	5	2,298,344	2,301,222
Regional Services	8	14,330,138	14,087,803
Money Advice and Budgeting Services (MABS)	9	18,269,307	18,830,993
Quality	10	130,729	166,407
Information Resources	11	192,401	175,263
Social Policy and Research	12	176,201	168,230
Information and Communications Technology	13	1,484,750	1,574,860
Advocacy	14	3,749,478	3,795,451
Training	15	242,369	275,355
Mortgage Arrears Information Helpline	16	96,045	343,903
		-----	-----
		<b>48,350,485</b>	<b>49,343,952</b>
		=====	=====
Operating Surplus for the Year		8,367,122	86,127
Impairment Loss	17	-	(714,370)
		-----	-----
Surplus / (Deficit) for the Year		8,367,122	(628,243)
Transfer from Capital account *		714,370	-
Surplus at 1 January		1,399,462	2,027,705
		-----	-----
Surplus at 31 December		10,480,954	1,399,462
		=====	=====

\*The transfer from the capital account is to cover the impairment loss in 2013 – this transfer had been effected on the 2013 Balance Sheet.

The results for the period relate to continuing operations.

The Statement of Accounting Policies and Notes 1 to 26 form part of these financial statements.

.....  
Ita Mangan  
Chairperson

.....  
Josephine Henry  
Board Member

Date.....

**CITIZENS INFORMATION BOARD**  
**Statement of Total Recognised Gains and Losses**  
**for the Year Ended 31 December 2014**

	Note	€	2014 €	€	2013 €
Surplus / (Deficit) for the Year			8,367,122		(628,243)
Unrealised (Loss) / Gain on Revaluation of Land and Buildings	17		-		(2,803,193)
Actuarial Gain on Pension Liabilities	23 (b), (e)				
i. Experience (Loss) / Gain on Pension Liability		840,000		2,473,000	
ii. Changes in Assumptions underlying Present Value		-		-	
iii. Actuarial (Loss) / Gain on Pension Liabilities		-----	840,000	-----	2,473,000
Adjustment to Deferred Pension Funding	23 (b), (e)		(840,000)		(2,473,000)
<b>Total Recognised Gains / (Losses) for the Year</b>			----- <b>8,367,122</b> =====		----- <b>(3,431,436)</b> =====

The Statement of Accounting Policies and Notes 1 to 26 form part of these financial statements.

.....

Ita Mangan  
Chairperson

.....

Josephine Henry  
Board Member

Date.....

**CITIZENS INFORMATION BOARD**  
**Balance Sheet as at 31 December 2014**

	Note	2014 €	2013 €
<b>Fixed Assets</b>	17	4,685,140 =====	4,848,602 =====
<b>Current Assets</b>			
Debtors and Prepayments	19	1,232,618	874,419
Bank and Cash on Hand		9,509,329	1,586,012
		-----	-----
		10,741,947	2,460,431
		-----	-----
<b>Current Liabilities</b>			
Creditors: Amounts Falling Due within One Year	20	(260,993)	(346,599)
		-----	-----
<b>Net Current Assets</b>		10,480,954	2,113,832
<b>Total Assets Less Current Liabilities Before Pensions</b>		<b>15,166,094</b>	<b>6,962,434</b>
Deferred Pension Funding	23 (c)	33,700,000	32,500,000
Pension Liabilities	23 (d)	(33,700,000)	(32,500,000)
		-----	-----
<b>Total Assets Less Current Liabilities</b>		<b>15,166,094</b>	<b>6,962,434</b>
		=====	=====
<b>Represented by</b>			
Capital Account	21	4,685,140	4,848,602
Income and Expenditure Account		10,480,954	2,113,832
		-----	-----
		<b>15,166,094</b>	<b>6,962,434</b>
		=====	=====

The Statement of Accounting Policies and Notes 1 to 26 form part of these financial statements.

.....  
 Ita Mangan  
 Chairperson

.....  
 Josephine Henry  
 Board Member

Date.....

# CITIZENS INFORMATION BOARD

## Cash Flow Statement for the Year Ended 31 December 2014

	Note	2014 €	2013 €
<b>Reconciliation of Surplus for the Period to Net Cash from Operating Activities</b>			
Surplus / (Deficit) for the year		8,367,122	(628,243)
Impairment Loss		-	714,370
Transfer (from) / to Capital Account		(163,462)	(100,653)
Depreciation		301,374	337,891
(Increase) / Decrease in Debtors		(358,199)	22,367
(Decrease) / Increase in Creditors		(85,606)	98,263
		-----	-----
<b>Net Cash Inflow / (Outflow) from Operating Activities</b>		<b>8,061,229</b>	<b>443,995</b>
		=====	=====
 <b>Cash Flow Statement</b>			
Net Cash Inflow from Operating Activities		8,061,229	443,995
<b>Capital Expenditure:</b>			
Acquisitions		(137,912)	(237,238)
		-----	-----
<b>Increase / (Decrease) in Cash for the Year</b>		<b>7,923,317</b>	<b>206,757</b>
		=====	=====
 Reconciliation of Net Cash Flow to Movement in Net Funds			
Movement in Net Funds for the Year		7,923,317	206,757
Net Funds at 1 January		1,586,012	1,379,255
		-----	-----
<b>Net Funds at 31 December</b>		<b>9,509,329</b>	<b>1,586,012</b>
		=====	=====

The Statement of Accounting Policies and Notes 1 to 26 form part of these financial statements.

.....  
 Ita Mangan  
 Chairperson

.....  
 Josephine Henry  
 Board Member

Date.....

# CITIZENS INFORMATION BOARD

## Notes to the Financial Statements for the Year Ended 31 December 2014

	Note	2014 €	2013 €
<b>1.</b>	<b>State Funding</b>		
	State funding was received from Vote 37 Subhead A36 Office of the Minister for Social Protection as follows:		
	Grant in relation to Current Year	45,000,000	46,387,404
	Grant Advance (a)	9,000,000	-
		-----	-----
	Total Grant recognised	54,000,000	46,387,404
	<b>Other State Funding</b>		
	HSE – Contribution to Integrated Information Services	73,915	73,915
		-----	-----
	Total	<b>54,073,915</b>	<b>46,461,319</b>
		-----	-----
	(a) In December 2014, The Department of Social Protection advanced funding of €9 million in relation to January 2015 to CIB. As outlined in the Accounting Policies, CIB recognises Oireachtas grants on a cash receipt basis. The full amount received during 2014 is therefore recognised in the Financial Statements.		
<b>2.</b>	<b>Other Income</b>		
	Mortgage Arrears Information Helpline	93,237	343,903
	Training Fees	17,000	8,275
	Premises Rental and Services	-	5,080
	Grants Returned – National Advocacy Service	117,844	-
	Reimbursement of Staff Secondments	185,345	81,918
	Other Income	26,804	55,931
		-----	-----
		<b>440,230</b>	<b>495,107</b>
		-----	-----
<b>3.</b>	<b>Salaries</b>		
	Regional Services	893,837	982,247
	Quality	407,220	428,261
	Information Resources	681,353	743,793
	Social Policy and Research	244,926	256,255
	Information and Communication Technology	439,393	474,462
	Advocacy	238,085	235,169
	Training	588,686	626,846
	Management Services	1,360,846	1,373,674
		-----	-----
		<b>4,854,346</b>	<b>5,120,707</b>
		-----	-----

The average number of staff employed by the Citizens Information Board in the period was 73.2 (2013, 77.2). In addition 10 staff were seconded to the Board from the Department of Social Protection in 2014: 1 to Regional Services, 4 to Management Services and 5 to the Mortgage Arrears Information Helpline (see Note 16). €231,640 (2013, €257,807) was deducted from staff by way of pension levy and was paid over to the Department of Social Protection.

# CITIZENS INFORMATION BOARD

## Notes to the Financial Statements for the Year Ended 31 December 2014

### 4. Board Members' Fees and Chief Executive's Remuneration

	Number of meetings Attended	2014	
		Fees €	Expenses €
Noelene Blackwell	9/9	-	-
Michael Butler	9/9	5,985	-
Pat Fitzpatrick	2/4	-	683
Josephine Henry	9/9	5,985	-
Sylda Langford (Chair)	9/9	-	-
Eugene McErlean	8/9	5,985	-
Michael McGaune	9/9	5,985	3,154
Martin Naughton	7/9	5,985	-
Sandra Ronayne	6/9	5,985	-
Simonetta Ryan	6/8	-	-
John Sheehy	9/9	5,985	2,998
David Stratton	9/9	-	-
Sean Sweeney	9/9	5,985	3,662
Fiona Ward	1/1	-	-
		47,880	10,497

The new Chief Executive received salary payments of €8,995 (2013: €Nil). The previous Chief Executive retired on 25<sup>th</sup> August 2014 and received salary payments of €73,325 (2013: €116,385). No bonus payments were made in the year. The new Chief Executive received payments of €178 (2013: €Nil) in respect of travel and subsistence. The previous Chief Executive received payments of €114 (2013: €483) in respect of travel and subsistence. The new Chief Executive is a member of an unfunded defined benefit public sector scheme and her pension entitlements do not extend beyond the standard entitlements in the public sector defined benefit superannuation scheme.

	Note	2014 €	2013 €
<b>5. Administration Costs</b>			
Accommodation and Establishment	6	1,318,771	1,259,963
Travel and Subsistence		128,587	151,294
Stationery and Office Supplies		23,974	35,233
Postage		82,858	82,845
Consultancy and Reports	7	140,606	101,167
Recruitment		5,530	-
Legal Fees		9,334	82,901
Public Relations		14,478	21,213
Seminars and Meetings		10,617	15,710
Insurance		134,598	147,141
Board Publications and Miscellaneous		9,233	3,326
Affiliation Fees		7,708	10,933
External Audit Fees		20,000	19,300
Internal Audit Fees		27,533	24,435
Bad Debts		45,500	4,654
Depreciation		301,374	337,891
Interest and Charges		805	1,399
Other		16,838	1,817
		2,298,344	2,301,222

# CITIZENS INFORMATION BOARD

## Notes to the Financial Statements for the Year Ended 31 December 2014

		2014	2013
	Note	€	€
<b>6.</b>	<b>Accommodation and Establishment</b>		
	Rent and Rates	1,127,772	1,072,643
	Light and Heat	81,817	82,565
	Maintenance and Security	106,928	100,637
	Archiving	2,254	4,118
		-----	-----
		<b>1,318,771</b>	<b>1,259,963</b>
		-----	-----
<b>7.</b>	<b>Consultancy and Reports</b>		
	Strategy Development	20,418	-
	Review of MABS National Development Ltd.	-	14,760
	Review of National Traveller MABS	6,996	2,998
	Revaluation of Land and Buildings	-	9,225
	Estate Agency Services	-	5,228
	Pension Trustee Services for Delivery Partners	22,140	24,163
	Pension Support Services	5,767	3,123
	HR Support Services for Delivery Partners	59,388	20,785
	Employee Assistance Programme	12,099	15,235
	Payroll Processing Services	11,699	5,650
	Other	2,098	-
		-----	-----
		<b>140,605</b>	<b>101,167</b>
		-----	-----
<b>8.</b>	<b>Regional Services</b>		
	(i) Citizens Information Grants		
	Region 1	4,467,464	4,260,921
	Region 2	3,040,402	3,109,525
	Region 3	2,332,514	2,377,155
	Region 4	2,718,623	2,790,091
	(ii) Central Support to Citizens Information Services		
	Conferences, Seminars and Meetings	10,860	13,114
	Materials, Support and Evaluation	-	3,556
	Advertising and Promotion	115,396	99,576
	Network Support	48,500	47,790
	(iii) Citizens Information Phone Service	1,288,215	1,123,244
	(iv) Mobile Units	15,564	25,299
	(v) Information Supports	292,600	237,532
		-----	-----
		<b>14,330,138</b>	<b>14,087,803</b>
		-----	-----
<b>9.</b>	<b>Money Advice and Budgeting Service (MABS)</b>		
	(i) MABS Grants		
	Region 1	5,906,205	4,391,629
	Region 2	3,556,322	5,349,898
	Region 3	2,850,789	2,626,542
	Region 4	3,920,387	4,022,363
	(ii) Central Support to MABS		
	Conferences, Seminars and Meetings	-	1,626
	Advertising and Promotion	37,472	69,551
	MABS National Executive Committee & National Management Forum	17,089	18,215
	Network Support	-	45,151
	(iii) MABS National Development Ltd.	1,981,043	2,306,018
		-----	-----
		<b>18,269,307</b>	<b>18,830,993</b>
		-----	-----

# CITIZENS INFORMATION BOARD

## Notes to the Financial Statements for the Year Ended 31 December 2014

		2014 €	2013 €
<b>10.</b>	<b>Quality</b>		
	Quality Standards Accreditation Programme	128,566	152,811
	Customer Consultation/Service Development	2,163	13,596
		-----	-----
		<b>130,729</b>	<b>166,407</b>
		-----	-----
<b>11.</b>	<b>Information Resources</b>		
	Assist Ireland Website Development	25,833	19,675
	Online Information - Translations	16,715	18,267
	CIB Website Development	6,170	5,851
	Publications	135,346	125,468
	Miscellaneous	8,337	6,002
		-----	-----
		<b>192,401</b>	<b>175,263</b>
		-----	-----
<b>12.</b>	<b>Social Policy and Research</b>		
	Research Support	46,991	50,001
	Disability and Information Research	76,821	62,223
	Social Policy Reports	35,645	37,790
	Social Policy Grants	10,710	12,380
	Miscellaneous	6,034	5,836
		-----	-----
		<b>176,201</b>	<b>168,230</b>
		-----	-----
<b>13.</b>	<b>Information and Communication Technology</b>		
	Telecommunications	629,592	716,611
	Software and Licensing	156,072	70,545
	Hardware provided to Citizens Information Services and Money Advice and Budgeting Services	7,037	31,960
	Other Hardware	33,218	21,941
	Support	403,551	564,357
	ICT Projects	255,280	169,446
		-----	-----
		<b>1,484,750</b>	<b>1,574,860</b>
		-----	-----



# CITIZENS INFORMATION BOARD

## Notes to the Financial Statements for the Year Ended 31 December 2014

	Note	2014 €	2013 €
<b>14.</b>	<b>Advocacy</b>		
	New National Advocacy Service – Establishment Costs	-	4,613
	Grant Support to National Advocacy Service	3,077,266	3,058,958
	Grant Support to Advocacy Support Worker Programme	328,929	336,572
	Grant Support to Sign Language Interpreting Service	275,000	284,658
	Advocacy Support, Research and Development	39,183	61,096
	Access & Advocacy Support – Inclusion Ireland	29,100	38,396
	Conferences, Seminars and Meetings	-	11,158
		-----	-----
		<b>3,749,478</b>	<b>3,795,451</b>
		-----	-----

Under the Disability Strategy and Citizens Information Act 2007 the Citizens Information Board was given a remit to provide advocacy for people with disabilities. An independent review of the structure of the National Advocacy Service for People with Disabilities recommended restructuring the Service as a single entity with a national board of management to deliver better value with the same resources. Accordingly a new company called the National Advocacy Service for People with Disabilities was established on 25 November 2013. The new company took over service delivery on 1 June 2014.

<b>15.</b>	<b>Training</b>		
	Training Resources	20,823	3,512
	Training Services	162,755	198,457
	Staff Training	47,027	50,039
	Advocacy Training	6,429	14,221
	Supporting Volunteers	5,335	9,126
		-----	-----
		<b>242,369</b>	<b>275,355</b>
		-----	-----

<b>16.</b>	<b>Mortgage Arrears Information Helpline</b>		
	Salaries and Pensions	71,018	179,847
	Administration and Support	25,027	59,080
	Travel Expenses	-	100
	Staff Training	-	2,575
	Public Relations and Promotion	-	102,301
		-----	-----
		<b>96,045</b>	<b>343,903</b>
		-----	-----

The mortgage arrears information helpline project was established in July 2012 in response to the mortgage crisis. The costs were funded by mortgage lenders and the helpline was operated by staff seconded from the Department of Social Protection. Funding for the helpline ended on 31 May 2014 and seconded staff returned to the parent department. Operation of a specific helpline ceased on that date and it is now subsumed under the general MABS helpline.

## CITIZENS INFORMATION BOARD

### Notes to the Financial Statements for the Year Ended 31 December 2014

17. Fixed Assets	Premises		Motor Vehicles	Computer Equipment	Office Equipment	Office Furniture	Total
	Owned	Leasehold					
<b>Cost / Revaluation</b>	<b>€</b>	<b>€</b>	<b>€</b>	<b>€</b>	<b>€</b>	<b>€</b>	<b>€</b>
Balance at 1 January 2014	1,880,000	3,523,465	171,405	661,858	682,531	734,096	7,653,355
Additions	-	-	-	137,912	-	-	137,912
Disposals	-	-	-	(60,103)	(190)	-	(60,293)
	-----	-----	-----	-----	-----	-----	-----
Balance at 31 December 2014	1,880,000	3,523,465	171,405	739,667	682,341	734,096	7,730,974
	=====	=====	=====	=====	=====	=====	=====
<b>Accumulated Depreciation</b>							
Balance at 1 January 2014	-	897,059	171,405	435,538	682,531	618,220	2,804,753
Charge for the year	47,000	100,148	-	115,391	-	38,835	301,374
Disposals during the year	-	-	-	(60,103)	(190)	-	(60,293)
	-----	-----	-----	-----	-----	-----	-----
Balance at 31 December 2014	47,000	997,207	171,405	490,826	682,341	657,055	3,045,834
	=====	=====	=====	=====	=====	=====	=====
<b>Net Book Value at 31 December 2014</b>	1,833,000	2,526,258	-	248,841	-	77,041	4,685,140
	=====	=====	=====	=====	=====	=====	=====
Balance at 31 December 2013	1,880,000	2,626,406	-	226,320	-	115,876	4,848,602
	=====	=====	=====	=====	=====	=====	=====

- i. The Board has a policy of revaluing its owned premises every 5 years. At 31 December 2013 the buildings were valued at €1.9m. The carrying value at end 2013 was €5.4m. The depreciated historic cost was €2.7m.
- ii. The value of Premises Leasehold assets relates to capitalised expenditure on the Leasehold Property listed under Note 18(b).

# CITIZENS INFORMATION BOARD

## Notes to the Financial Statements for the Year Ended 31 December 2014

### 18. Property

#### a) Freehold Land and Buildings

The Citizens Information Board owns Land and Buildings at the following locations:

Location	Net Book Value as at 31.12.14 €
Cork	331,500
Dublin	1,267,500
Letterkenny	78,000
Sligo	48,750
Tralee	107,250
	-----
	<b>1,833,000</b>
	=====

#### b) Leasehold Property

The Citizens Information Board leases office space at the following locations:

Location	Expiry Date	Break Clause	Annual Rent €
<b>Head Office – Dublin</b>			
43 Townsend Street, Dublin 2	2032	-	681,197
<b>Regional Offices</b>			
Castlebar	2017	-	6,396
Cavan	2015	-	11,773
Galway	2025	2015	39,400
Kilkenny	2050	-	40
Limerick	Monthly	-	14,201
Sligo	2015	-	12,500
Tallaght	2019	-	89,495
Waterford	2028	2015	62,500
			-----
			917,502
			=====

### 19. Debtors and Prepayments

	2014 €	2013 €
Debtors		
Trade Debtors	40,703	87,251
Mortgage Arrears Information Helpline Debtor	302,445	259,996
Bad debt provision in respect of Mortgage Arrears Helpline	(45,000)	
Other Debtors	14,161	14,329
	-----	-----
	312,309	361,576
Prepayments	920,309	512,843
	-----	-----
	<b>1,232,618</b>	<b>874,419</b>
	=====	=====

## CITIZENS INFORMATION BOARD

### Notes to the Financial Statements for the Year Ended 31 December 2014

			2014		2013
20. Creditors and Accruals			€		€
PAYE and PRSI Creditors			114,430		219,025
Trade Creditors			146,563		127,574
			-----		-----
			<b>260,993</b>		<b>346,599</b>
			=====		=====
21. Capital Account			2014		2013
			€		€
Balance at 1 January			4,848,602		8,466,818
Transfer to Income and Expenditure Account:					
Capital Expenditure in the year	17	137,912		237,238	
Released on Disposal of Fixed Assets	17	-		-	
Amortisation in line with Asset depreciation	17	(301,374)	(163,462)	(337,891)	(100,653)
			-----		-----
Unrealised (Loss) / Gain on Revaluation of Land and Buildings	17		-		(3,517,563)
			-----		-----
<b>Balance at 31 December</b>			<b>4,685,140</b>		<b>4,848,602</b>
			=====		=====

#### 22. Comparative Figures

Certain Comparative figures have been re-analysed on the same basis as the current year under Note 20.

## CITIZENS INFORMATION BOARD

### Notes to the Financial Statements for the Year Ended 31 December 2014

#### 23. Pension Costs

##### (a) Analysis of Total Pension Costs Charged to Expenditure

	2014	2013
	€	€
Current Service Cost	1,150,000	1,170,000
Interest on Pension Scheme Liabilities	1,800,000	1,800,000
Employee Contributions	(482,000)	(531,000)
	-----	-----
	<b>2,468,000</b>	<b>2,439,000</b>
	=====	=====

##### (b) Movement in Pension Liability during the financial year

	2014	2013
	€	€
Pension Liability at 1 January	32,500,000	32,600,000
Current Service Cost	1,150,000	1,170,000
Other Finance Income (Interest Costs)	1,800,000	1,800,000
Actuarial (Gain) / Loss	(840,000)	(2,473,000)
Pensions Paid in the Year	(910,000)	(597,000)
	-----	-----
<b>Pension Liability at 31 December</b>	<b>33,700,000</b>	<b>32,500,000</b>
	=====	=====

##### (c) Deferred Funding Asset for Pensions

The Board recognises these amounts as an asset corresponding to the unfunded deferred liability for pensions on the basis of the set of assumptions described above and a number of past events. These events include the statutory basis for the establishment of the superannuation schemes, and the policy and practice currently in place in relation to funding public service pensions including contributions by employees and the annual estimates process. The Board has no evidence that this funding policy will not continue to meet such sums in accordance with current practice. The deferred funding asset for pensions as at 31 December 2014 amounted to €33.7m (2013: €32.5m).

##### Net Deferred Funding for Pensions in year

	2014	2013
	€	€
Funding Recoverable in Respect of Current Year Pension Costs	2,950,000	2,970,000
State Grant Applied to Pay Pensioners	(910,000)	(597,000)
	-----	-----
	<b>2,040,000</b>	<b>2,373,000</b>
	=====	=====

## CITIZENS INFORMATION BOARD

### Notes to the Financial Statements for the Year Ended 31 December 2014

#### 23. Pension Costs (cont.)

cont.

- (d) The Citizens Information Board operates a defined benefit superannuation scheme for staff. The results set out below are based on an actuarial valuation of the liabilities in respect of the Citizens Information Board staff as at 31 December 2014. This valuation was carried out by an independent actuary using the projected unit method.

The financial assumptions used to calculate scheme liabilities for the purpose of FRS 17 were as follows:

Assumption	2014	2013
Discount rate	5.50%	5.50%
Salary increase assumption	4.00%	4.00%
Pension increase assumption	4.00%	4.00%
Price inflation	2.00%	2.00%
Member age 65 (male current life expectancy)*	22	22
Member age 65 (female current life expectancy)*	25	25

On the basis of these assumptions, and using the projected unit method prescribed in FRS 17, the value of the accrued liabilities in respect of Citizens Information Board staff at 31 December 2014 was estimated at €33.7m (compared with €32.5m as at 31 December 2013).

#### (e) History of Defined Benefit Obligations

	2014	2013	2012	2011	2010
	€000	€000	€000	€000	€000
Defined Benefit Obligations	33,700	32,500	32,600	24,162	19,839
Experience (Gains) / Losses on Scheme Liabilities	840	2,473	1,100	1,099	(2,092)
Percentage of Scheme Liabilities	2.00%	8.00%	3.00%	4.54%	(10.50%)

The cumulative actuarial gain recognised in the Statements of Total Recognised Gains and Losses amounts to €5.471m.

## CITIZENS INFORMATION BOARD

### Notes to the Financial Statements for the Year Ended 31 December 2014

#### 24. Commitments

##### Operating Leases

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

	2014 €	2013 €
Annual Payments:		
Lease expiring after one year and before five years	120,164	45,370
Lease expiring after 5 years	797,338	923,032
	<u>917,502</u>	<u>968,402</u>

#### 25. Board Members – Disclosures of Transactions

In the normal course of business the Citizens Information Board may enter into contractual arrangements with undertakings in which the Citizens Information Board Members are employed or otherwise interested. The Citizens Information Board adopted procedures in accordance with the guidelines issued by the Department of Finance in relation to the disclosure of interests by Board Members and these procedures have been adhered to by the Citizens Information Board during the year. There were no such disclosures of interests in the year.

#### 26. Approval of Financial Statements

The Board of the Citizens Information Board approved these Financial Statements on 21 December 2015.