

**CITIZENS INFORMATION BOARD
FINANCIAL STATEMENTS
YEAR ENDED 31/12/20**

**CITIZENS INFORMATION BOARD
FINANCIAL STATEMENTS
YEAR ENDED 31/12/20**

INDEX

<u>CONTENTS</u>	<u>PAGE</u>
General Information	2
Governance Statement and Board Members' Report	3-6
Statement on Internal Control	7-9
Report of the Comptroller and Auditor General	10-11
Statement of Income and Expenditure and Retained Revenue Reserves	12
Statement of Comprehensive Income	13
Statement of Financial Position	14
Statement of Cash Flows	15
Notes to the Financial Statements	16-33

CITIZENS INFORMATION BOARD

General Information

Board Members:

Current Board Members:

- Catherine Heaney (appointed July 2021)
- Seán Sheridan (appointed November 2015, re-appointed December 2020)
- Mary Doyle (appointed October 2018, re-appointed April 2019)
- Tim Duggan (appointed June 2015, re-appointed September 2017)
- Mary Higgins (appointed June 2016, re-appointed June 2021)
- Tina Leonard (appointed June 2016, re-appointed June 2021)
- Cearbhall O Meadhra (appointed June 2016, re-appointed June 2021)
- Ian Power (appointed June 2016, re-appointed June 2021)
- John Saunders (appointed June 2016, re-appointed June 2021)
- Nicola Walshe (appointed March 2017, re-appointed November 2017)
- Teresa Blake (appointed December 2020)
- Joan O'Connor (appointed December 2020)

Chairperson: Catherine Heaney

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

Chief Executive Officer: Fiona Coyne

Secretary: Graham Long

Solicitors: Ronan Daly Jermyn
2 Park Place
City Gate Park
Mahon Point
Cork

Bankers: AIB
52 Baggot Street Upper
Dublin 4

Auditors: Comptroller and Auditor General
3a Mayor Street Upper
Dublin 1

CITIZENS INFORMATION BOARD

Governance Statement and Board Members' Report

For the year ended 31 December 2020

Governance

The Board of the Citizens Information Board was established under the Comhairle Act 2000. The functions of the Board are set out in section 7 of this Act. The Board is accountable to the Minister for Social Protection and is responsible for ensuring good governance and performs this task by setting strategic objectives and targets and taking strategic decisions on all key business issues. The regular day-to-day management, control and direction of the Citizens Information Board are the responsibility of the Chief Executive Officer (CEO) and the senior management team. The CEO and the senior management team must follow the broad strategic direction set by the Board, and must ensure that all Board members have a clear understanding of the key activities and decisions related to the entity, and of any significant risks likely to arise. The CEO acts as a direct liaison between the Board and management of the Citizens Information Board.

Board Responsibilities

The work and responsibilities of the Board are set out in the Code of Practice for Board Members, Chairperson, Chief Executive and Secretary, which also contains the matters specifically reserved for Board decision. Standing items considered by the Board include:

- declaration of interests,
- reports from committees,
- financial reports/management accounts,
- performance reports, and
- reserved matters.

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, of all proper and usual accounts of money received and expended by it.

In preparing these financial statements, the Board of the Citizens Information 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 confirms that it has complied with the above requirements in preparing the financial statements.

The Board is responsible for keeping adequate accounting records 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 maintenance and integrity of the corporate and financial information on the Citizens Information Board's website is the responsibility of the Board.

The Board is responsible for approving the annual business plan and budget. The performance of the Citizens Information Board by reference to the annual business plan and budget is monitored by the Board through updates on the plan and financial performance at each Board meeting.

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 Board considers that the financial statements of the Citizens Information Board give a true and fair view of the financial performance and the financial position of the Citizens Information Board at 31 December 2020.

The Board approved the signing of this statement and the financial statements for the year ended 31 December 2020 on 15 December 2021.

CITIZENS INFORMATION BOARD

Governance Statement and Board Members' Report

For the year ended 31 December 2020

Board Structure

The Board consists of a Chairperson and fourteen ordinary members, all of whom are appointed by the Minister for Social Protection. The members of the Board are appointed for a period of five years and meet eight times per annum. Five members of the Board were re-appointed in June 2021 by the Minister for Social Protection. In March 2020, one scheduled Board meeting did not take place due to the onset of the Covid-19 pandemic. The table below details the appointment period for current members:

Board Member	Role	Date Appointed	Additional Detail
Catherine Heaney	Chairperson	July 2021	
Ita Mangan	Chairperson	June 2015	Ceased December 2020
Seán Sheridan	Ordinary Member	November 2015	Re-appointed December 2020
Eilis Barry	Ordinary Member	October 2018	Ceased March 2020
Teresa Blake	Ordinary Member	December 2020	
James Clarke	Ordinary Member	September 2016	Ceased September 2021
Mary Doyle	Ordinary Member	October 2018	Re-appointed April 2019
Tim Duggan	Ordinary Member	June 2015	Re-appointed September 2017
Josephine Henry	Ordinary Member	March 2010	Re-appointed March 2015, ceased March 2020
Mary Higgins	Ordinary Member	June 2016	Re-appointed June 2021
Tina Leonard	Ordinary Member	June 2016	Re-appointed June 2021
Joanne McCarthy	Ordinary Member	June 2016	Ceased October 2021
Niall Mulligan	Ordinary Member	June 2016	Ceased June 2021
Joan O'Connor	Ordinary Member	December 2020	
Cearbhall O Meadhra	Ordinary Member	June 2016	Re-appointed June 2021
Ian Power	Ordinary Member	June 2016	Re-appointed June 2021
John Saunders	Ordinary Member	June 2016	Re-appointed June 2021
Nicola Walshe	Ordinary Member	March 2017	Re-appointed November 2017

The Board completed an external Board Effectiveness and Evaluation Review in February 2020.

The Board has established three committees, as follows:

- 1. Finance, Audit and Risk Committee:** In July 2020 the Board took the decision to merge the Audit and Risk Committee and the Finance Committee. The Finance, Audit and Risk Committee held its first meeting in September 2020. The membership of this committee comprises four Board members and three independent members. The members of this committee are: John Saunders (Chairperson), Seán Sheridan, Cearbhall O Meadhra, Mary Doyle, Lorcan O'Connor, Cyril Sullivan and Alex Hoare. The role of the Finance, Audit and Risk Committee is to support the Board in relation to its responsibilities for issues of finance, risk, control, governance and associated assurance. The Finance, Audit and Risk Committee is independent from the financial management of the organisation. In particular, the Committee ensures that the internal control systems including audit activities are monitored actively and independently. There were two meetings of the Finance, Audit and Risk Committee in 2020.

The members of the **Audit and Risk Committee** to July 2020 were: John Saunders (Chairperson), Ian Power, Ita Mangan, Seán Sheridan (to November 2020), Cearbhall O Meadhra, Josephine Henry (to March 2020), Mary Doyle and Cyril Sullivan. There were four meetings of the ARC in 2020.

The members of the **Finance Committee** to July 2020 were: Ian Power (Chairperson), Ita Mangan, James Clarke, Cearbhall O Meadhra, John Saunders, Josephine Henry (to March 2020), Cyril Sullivan and Lorcan O'Connor. There were two meetings of the Finance Committee in 2020.

- 2. Social Policy and Research Committee:** comprises four Board members and one independent member. The members of this committee are: Teresa Blake, Cearbhall O Meadhra, Mary Higgins, Tina Leonard and Micheál Collins. There were four meetings of the Social Policy and Research Committee in 2020.

CITIZENS INFORMATION BOARD

Governance Statement and Board Members' Report

For the year ended 31 December 2020

- 3. Strategy and Governance Committee:** The Strategy and Governance Committee was established in November 2020. It comprises five Board members and two independent members. The members of this committee are: Seán Sheridan (Chairperson), Tina Leonard, Mary Higgins, Ian Power, Joan O'Connor, Senan Turnbull and Richard Boyle. There was one meeting of the Strategy and Governance Committee in 2020.

Schedule of Attendance, Fees and Expenses

Board/Committee Member	Board	Audit & Risk Committee	Finance Committee	Finance, Audit & Risk Committee	Social Policy & Research Committee	Strategy & Governance Committee	Fees 2020 €	Expenses 2020 €
Number of Meetings	7	4	2	2	4	1		
Ita Mangan (Chair)	7	2	1	2			8,978	0
Eilis Barry	1						855	0
James Clarke	0						0	0
Mary Doyle	7	4		2			5,985	0
Tim Duggan	4						0	0
Josephine Henry	0						0	0
Mary Higgins	6				4		5,985	0
Tina Leonard	6				2	1	5,985	0
Joanne McCarthy	6				4		5,985	0
Niall Mulligan	3						5,985	0
Cearbhall O Meadhra	6	3	1	1	4		5,985	0
Ian Power	7	3	2	2		1	5,985	0
John Saunders	6	4	2	2			5,985	0
Seán Sheridan	5	4	1	1		1	5,985	947
Nicola Walshe	6						0	0
Micheál Collins (Ext)	n/a				2		0	0
Lorcan O'Connor (Ext)	n/a		2	1			0	0
Cyril Sullivan (Ext)	n/a	3	2	2			1,414	0
							65,112	947

In accordance with the Citizen Information Board's Code of Practice for Board Members, where a member has attended less than half of the meetings in a term year, a reduced fee will be payable calculated on a pro-rata basis. The Chairperson at her absolute discretion may review the reduced fee having regard to the circumstances giving rise to the relevant absences. One member, who had attended less than half the meetings in 2020, was paid the full fee for 2020.

There were two working Board members, Nicola Walshe and Tim Duggan, who did not receive a Board fee under the One Person One Salary (OPOS) principle. Nicola Walshe is employed by the Citizens Information Board and Tim Duggan is employed by the Department of Social Protection. Nicola's salary in respect of her duties as an employee of the Citizens Information Board is not disclosed in the listing of Board members' emoluments above.

During 2020, seven Board meetings were held. A summary of attendance at these meetings is detailed in the table above.

All Board expenses relate to domestic travel.

CITIZENS INFORMATION BOARD

Governance Statement and Board Members' Report

For the year ended 31 December 2020

Key Personnel Changes

The key personnel changes during 2020 are listed in the table below.

Name	Role	Detail
Ita Mangan	Board Chairperson	Board term ended December 2020
Seán Sheridan	Vice-Chairperson	Board term ended November 2020, re-appointed December 2020
Eilis Barry	Board Member	Board term ended March 2020
Josephine Henry	Board Member	Board term ended March 2020
Teresa Blake	Board Member	Appointed to Board December 2020
Joan O'Connor	Board Member	Appointed to Board December 2020
Grainne Griffin	Senior Manager	Resigned from CIB June 2020
Susan Shanahan	Senior Manager	Appointed to Senior Management Team June 2020

Disclosures Required by Code of Practice for the Governance of State Bodies (2016)

The Board is responsible for ensuring that the Citizens Information Board has complied with the requirements of the Code of Practice for the Governance of State Bodies ("the Code"), as published by the Department of Public Expenditure and Reform in August 2016. The following disclosures are required by the Code:

- employee short-term benefits breakdown - set out in note 4 to the financial statements,
- consultancy costs (including general legal costs) - set out in note 7 to the financial statements,
- legal costs and settlements - other than general legal fees and property disposal legal fee of €24,716, there were no other costs incurred,
- travel and subsistence expenditure - set out in note 5 to the financial statements, and
- hospitality expenditure - there were no costs incurred.

Statement of Compliance

The Board has adopted the Code of Practice for the Governance of State Bodies (2016) and has put procedures in place to ensure compliance with the Code. With the exception of a lease acquisition issue raised in the Statement on Internal Control, the Citizens Information Board was in full compliance with the Code of Practice for the Governance of State Bodies for 2020.

On behalf of the Board of the Citizens Information Board.

Sean Sheridan
Board Member
Date: 16/12/2021

John Saunders
Board Member
Date: 16/12/2021

CITIZENS INFORMATION BOARD

Statement on Internal Control

For the year ended 31 December 2020

Scope of Responsibility

On behalf of the Citizens Information Board, I acknowledge the Board's responsibility for ensuring that an effective system of internal control is maintained and operated. This responsibility takes account of the requirements of the Code of Practice for the Governance of State Bodies (2016).

Purpose of the System of Internal Control

The system of internal control is designed to manage risk to a tolerable level rather than to eliminate it. The system can therefore 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 detected in a timely way.

The system of internal control, which accords with guidance issued by the Department of Public Expenditure and Reform, has been in place in the Citizens Information Board for the year ended 31 December 2020 and up to the date of approval of the financial statements.

Capacity to Handle Risk

The Citizens Information Board has a Finance, Audit and Risk (FAR) Committee* comprising four Board members and three external members, with financial, risk management and audit expertise. The FAR Committee met twice in 2020 and its predecessor, the Audit and Risk Committee, met four times in 2020.

The Citizens Information Board has an internal audit function as defined in the Board's Charter for Internal Audit. 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 FAR Committee and approved by the Board. The Internal Auditor provides the Board with reports of internal audit activity. The Internal Audit function is outsourced to an external firm.

The FAR Committee has developed a risk management policy which sets out its risk appetite, the risk management processes in place and details the roles and responsibilities of staff in relation to risk. The policy has been issued to all staff who are expected to work within the Citizens Information Board's risk management policies, to alert management on emerging risks and control weaknesses and to assume responsibility for risks and controls within their own area of work.

Risk and Control Framework

The Citizens Information Board has implemented a risk management system which identifies and reports key risks and the management actions being taken to address and, to the extent possible, to mitigate those risks.

A risk register is in place which identifies the key risks facing the Citizens Information Board and these have been identified, evaluated and graded according to their significance. The register is reviewed and updated by the FAR Committee on a periodic basis. The Board reviews and updates the risk register twice annually. The outcome of these assessments is used to plan and allocate resources to ensure risks are managed to an acceptable level.

The risk register details the controls and actions needed to mitigate risks and the specific staff responsible for operation of the controls. We confirm that a control environment containing the following elements is in place:

- procedures for all key business processes have been documented,
- financial responsibilities have been assigned at management level with corresponding accountability,
- there is an appropriate budgeting system with an annual budget which is kept under review by senior management,
- there are systems aimed at ensuring the security of the information and communication technology systems,
- there are systems in place to safeguard the assets, and
- control procedures over grant funding to outside agencies ensure adequate control over approval of grants and monitoring and review of grantees to ensure grant funding has been applied for the purpose intended.

CIS and MABS Governance Post Restructuring

Following the restructuring process of the CIS and MABS companies, each new CIS / MABS Company has signed a Service Level Agreement with the Citizens Information Board which sets out the conditions upon which they receive funding. Financial Controls procedures have also been developed by the Citizens Information Board and are included as part of the Service Level Agreements. A requirement of the Financial Controls procedures is for CIS and MABS services to provide a full set of audited accounts to the Citizens Information Board.

*As outlined on page 4 the Audit and Risk Committee and the Finance Committee merged into the Finance, Audit and Risk Committee in July 2020.

CITIZENS INFORMATION BOARD

Statement on Internal Control

For the year ended 31 December 2020

Covid-19 Pandemic

Following the announcement by the Department of Health of the first case of the Coronavirus (Covid-19) in Ireland on 29 February 2020, the CIB Corporate Services team met to discuss the business continuity plan and to put in place contingency measures and actions to ensure continuity of service in the event of a Government announcement on restrictions. All aspects of CIB's operations were discussed together with key operational, IT, HR, procurement and financial controls. Actions were implemented to ensure these controls would continue in operation in the event of a working from home scenario. These included, but were not limited to, ensuring key staff were given the ability to work remotely through provision of IT equipment and systems, maintaining the current level of segregation of duties within key functions and ensuring adequate IT security measures were in place for remote working.

Following the further announcement by the Government on 12 March 2020, all CIB staff were instructed to work from home from 16 March 2020. CIB's ICT team implemented a further roll-out of additional IT equipment and systems to CIB staff to facilitate working from home. Note 25 to these financial statements contains a more detailed list of the actions implemented by CIB following the outbreak of Covid-19 in Ireland. Covid-19 did not have an effect on the 2020 financial statements as outlined in note 24 to the financial statements.

CIB's Board and Audit and Risk Committee were briefed on the progress of plans to adapt the business in line with Government guidelines, at all times, through the Chair of the Board and the Chair of the Audit and Risk Committee, at scheduled meetings and through written briefings. An additional risk specific to Covid-19 was documented and included in the risk register following approval of the Audit and Risk Committee.

Ongoing Monitoring and Review

Formal procedures which have been established for monitoring control processes and control deficiencies are communicated to those responsible for taking corrective action and to management and the Board, where relevant, in a timely way. I confirm that the following ongoing monitoring systems are in place:

- key risks and related controls have been identified and processes have been put in place to monitor the operation of those key controls and report any identified deficiencies,
- reporting arrangements have been established at all levels where responsibility for financial management has been assigned, and
- there are regular reviews by senior management of periodic and annual performance and financial reports which indicate performance against budgets/forecasts.

Procurement

I confirm that the Citizens Information Board has procedures in place to ensure compliance with current procurement rules and guidelines. Matters arising regarding controls over procurement are highlighted under internal control issues below.

Review of Effectiveness

I confirm that the Citizens Information Board has procedures to monitor the effectiveness of its risk management and control procedures. The Citizens Information Board's monitoring and review of the effectiveness of the system of internal control is informed by the work of the internal and external auditors, the Finance, Audit and Risk Committee which oversees their work, and the senior management within the Citizens Information Board responsible for the development and maintenance of the internal control framework.

I confirm that the Board conducted an annual review of the effectiveness of the internal controls for 2020 in March 2021.

Internal Control Issues

Circular 13/2014 Compliance

The Citizens Information Board had been allowing the retention of surplus funding in the 21 Service Delivery Companies without the appropriate authority from the Department of Social Protection (DSP) and the Department of Public Expenditure and Reform as required by Circular 13/2014. At 31 December 2020, the Service Delivery Companies held €7.784m in surplus funding. In 2021, CIB returned the surplus funding to the DSP which will fall to be accounted for in that year's financial statements. No surplus funding will be allowed to be retained for 2022. Agreed processes have been put in place to ensure compliance with the circular.

CITIZENS INFORMATION BOARD
Statement on Internal Control
For the year ended 31 December 2020

Non-Compliant Procurement

During 2020, expenditure of €210,826 was incurred in relation to goods and services where the procedures employed did not comply with procurement guidelines. This represents two contracts in total. New vendors were successfully procured through open tender processes in May 2020 and March 2021.

The 2019 Statement on Internal control noted five contracts with expenditure totalling €1,285,418 as being non-compliant. Of these, two contracts noted above carried into 2020; two contracts have been successfully procured and one contract was for a once off emergency procurement.

Lease Acquisition

During 2020, the Citizens Information Board entered into a lease for a premises in Kilkenny, at an annual rent of €28,740. This was entered into without seeking the approval of the Minister for Social Protection or the Minister for Public Expenditure and Reform. Approval is required under the Code of Practice for the Governance of State Bodies (2016).

On behalf of the Board of the Citizens Information Board.

Sean Sheridan
Board Member
Date: 16/12/2021

John Saunders
Board Member
Date: 16/12/2021



Ard Reachtaire Cuntas agus Ciste Comptroller and Auditor General

Report for presentation to the Houses of the Oireachtas

Citizens Information Board

Opinion on the financial statements

I have audited the financial statements of the Citizens Information Board for the year ended 31 December 2020 as required under the provisions of the Citizens Information Acts 2000 and 2007. The financial statements comprise

- the statement of income and expenditure and retained revenue reserves
- the statement of comprehensive income
- the statement of financial position
- the statement of cash flows and
- the related notes, including a summary of significant accounting policies.

In my opinion, the financial statements give a true and fair view of the assets, liabilities and financial position of the Citizens Information Board at 31 December 2020 and of its income and expenditure for 2020 in accordance with Financial Reporting Standard (FRS) 102 — *The Financial Reporting Standard applicable in the UK and the Republic of Ireland*.

Basis of opinion

I conducted my audit of the financial statements in accordance with the International Standards on Auditing (ISAs) as promulgated by the International Organisation of Supreme Audit Institutions. My responsibilities under those standards are described in the appendix to this report. I am independent of the Citizens Information Board and have fulfilled my other ethical responsibilities in accordance with the standards.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Report on information other than the financial statements, and on other matters

The Citizens Information Board has presented certain other information together with the financial statements. This comprises the governance statement and Board members' report and the statement on internal control. My responsibilities to report in relation to such information, and on certain other matters upon which I report by exception, are described in the appendix to this report.

I have nothing to report in that regard.

Andrew Harkness
For and on behalf of the
Comptroller and Auditor General

20 December 2021

Appendix to the report

Responsibilities of Board members

The governance statement and Board members' report sets out the Board members' responsibilities for

- the preparation of financial statements in the form prescribed under section 22 of the Citizens Information Act 2000
- ensuring that the financial statements give a true and fair view in accordance with FRS 102
- ensuring the regularity of transactions
- assessing whether the use of the going concern basis of accounting is appropriate, and
- such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Responsibilities of the Comptroller and Auditor General

I am required under section 22 of the Citizens Information Act 2000 to audit the financial statements of the Citizens Information Board and to report thereon to the Houses of the Oireachtas.

My objective in carrying out the audit is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement due to fraud or error. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with the ISAs, I exercise professional judgment and maintain professional scepticism throughout the audit. In doing so,

- I identify and assess the risks of material misstatement of the financial statements whether due to fraud or error; design and perform audit procedures responsive to those risks; and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- I obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal controls.
- I evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures.

- I conclude on the appropriateness of the use of the going concern basis of accounting and, based on the audit evidence obtained, on whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Citizens Information Board's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my report. However, future events or conditions may cause the Citizens Information Board to cease to continue as a going concern.
- I evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

Information other than the financial statements

My opinion on the financial statements does not cover the other information presented with those statements, and I do not express any form of assurance conclusion thereon.

In connection with my audit of the financial statements, I am required under the ISAs to read the other information presented and, in doing so, consider whether the other information is materially inconsistent with the financial statements or with knowledge obtained during the audit, or if it otherwise appears to be materially misstated. If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact.

Reporting on other matters

My audit is conducted by reference to the special considerations which attach to State bodies in relation to their management and operation. I report if I identify material matters relating to the manner in which public business has been conducted.

I seek to obtain evidence about the regularity of financial transactions in the course of audit. I report if I identify any material instance where public money has not been applied for the purposes intended or where transactions did not conform to the authorities governing them.

I also report by exception if, in my opinion,

- I have not received all the information and explanations I required for my audit, or
- the accounting records were not sufficient to permit the financial statements to be readily and properly audited, or
- the financial statements are not in agreement with the accounting records.

CITIZENS INFORMATION BOARD
Statement of Income and Expenditure and Retained Revenue Reserves
For the year ended 31 December 2020

	Note	2020 €	2019 €
Income			
Oireachtas Grants	2	56,048,557	56,454,385
Net Deferred Retirement Benefit Funding	15 (c)	1,113,000	1,240,000
Other Income	3	23,679	28,822
Total Income		57,185,236	57,723,207
Expenditure			
Remuneration	4	5,043,093	4,830,333
Board Members' Fees and Expenses		66,059	77,028
Retirement Benefit Costs	15 (a)	2,116,000	2,279,000
Administration Costs	5	3,717,485	3,426,733
Citizens Information Services (CISs)	8	17,401,047	16,246,677
Money Advice and Budgeting Services (MABS)	9	22,221,208	21,910,917
Information Resources	10	171,785	187,476
Social Policy and Research	11	114,440	122,319
Information and Communications Technology	12	3,321,366	2,379,709
Advocacy	13	3,946,776	4,326,821
Training/eLearning	14	307,794	255,387
Total Expenditure		58,427,053	56,042,400
Surplus / (Deficit) for the Year before Appropriations		(1,241,817)	1,680,807
Transfer of Asset	22	(3,011,429)	0
Transfer from / (to) the Capital Account	21	2,480,942	(375,354)
Surplus / (Deficit) for the Year after Appropriations		(1,772,304)	1,305,453
Balance Brought Forward at 1 January		3,485,996	2,180,543
Balance Carried Forward at 31 December		1,713,692	3,485,996

The Statement of Cash Flows and notes 1 to 26 form part of these financial statements.

On behalf of the Board of the Citizens Information Board.

Sean Sheridan
Board Member
Date: 16/12/2021

John Saunders
Board Member
Date: 16/12/2021

CITIZENS INFORMATION BOARD
Statement of Comprehensive Income
For the year ended 31 December 2020

	Note	2020 €	2019 €
Surplus / (Deficit) after appropriations		(1,772,304)	1,305,453
Experience Gains / (Losses) on Retirement Benefit Obligations	15 (d)	724,000	2,469,000
Change in Assumptions Underlying the Present Value of Retirement Benefit Obligations		693,000	(7,030,000)
Total Actuarial Gain / (Loss) in the year		1,417,000	(4,561,000)
Adjustment to Deferred Retirement Benefits Funding		(1,417,000)	4,561,000
Other Comprehensive Income for the year		(1,772,304)	1,305,453

The Statement of Cash Flows and notes 1 to 26 form part of these financial statements.

On behalf of the Board of the Citizens Information Board.

Sean Sheridan
Board Member
Date: 16/12/2021

John Saunders
Board Member
Date: 16/12/2021

CITIZENS INFORMATION BOARD
Statement of Financial Position
As at 31 December 2020

	Note	2020 €	2019 €
Non-Current Assets			
Property, Plant and Equipment	16	4,205,019	6,685,961
Total Non-Current Assets		4,205,019	6,685,961
Current Assets			
Receivables	19	891,831	1,738,308
Cash and Cash Equivalents		1,260,826	2,201,635
		2,152,657	3,939,943
Current Liabilities (amounts falling due within one year)			
Payables	20	(438,965)	(453,947)
Net Current Assets		1,713,692	3,485,996
Retirement Benefits			
Retirement Benefit Obligations	15 (b)	(62,813,300)	(63,117,300)
Deferred Retirement Benefit Funding Asset	15 (b)	62,813,300	63,117,300
Total Net Assets		5,918,711	10,171,957
Representing			
Capital Account	21	4,205,019	6,685,961
Retained Revenue Reserves		1,713,692	3,485,996
		5,918,711	10,171,957

The Statement of Cash Flows and notes 1 to 26 form part of these financial statements.

On behalf of the Board of the Citizens Information Board.

Sean Sheridan
Board Member
Date: 16/12/2021

John Saunders
Board Member
Date: 16/12/2021

CITIZENS INFORMATION BOARD
Statement of Cash Flows
For the year ended 31 December 2020

	2020	2019
	€	€
Net Cash Flows from Operating Activities		
(Excess Expenditure over Income) / Excess Income over Expenditure	(1,772,304)	1,305,453
Depreciation and Impairment of Fixed Assets	651,898	476,150
Decrease / (Increase) in Receivables	846,477	(87,254)
(Decrease) in Payables	(14,982)	(592,747)
Transfer (from) / to the Capital Account	(2,480,942)	375,354
Loss on disposal of Fixed Asset	3,011,429	0
Net Cash Inflow from Operating Activities	241,576	1,476,956
Cash Flows from Investing Activities		
Payments to Acquire Property, Plant & Equipment	(1,182,385)	(851,504)
Net Cash Flows from Investing Activities	(1,182,385)	(851,504)
Net (Decrease) / Increase in Cash and Cash Equivalents	(940,809)	625,452
Cash and Cash Equivalents at 1 January	2,201,635	1,576,183
Cash and Cash Equivalents at 31 December	1,260,826	2,201,635

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2020

1. Accounting Policies

The basis of accounting and significant accounting policies adopted by the Citizens Information Board are set out below. They have all been applied consistently throughout the year and for the preceding year.

(a) General Information

The Citizens Information Board was set up under the Comhairle Act 2000, with a head office at 43 Townsend Street, Dublin 2. The Citizens Information Board's primary objectives are set out in Part 2 of the Comhairle Act 2000. The Citizens Information Board is a Public Benefit Entity (PBE).

Citizens Information Services (CISs) are delivered through independent companies which 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 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 MABS. The assignment of these responsibilities took effect from 13 July 2009.

The Money Advice and Budgeting Services are delivered through independent companies which 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. MABS Support and National Traveller MABS operate under separate agreements with the Citizens Information Board and the relationship of principal and agent does not apply.

The National Advocacy Service for People with Disabilities and the Sign Language Interpreting Service operate under separate agreements with the Citizens Information Board and the relationship of principal and agent does not apply. The National Advocacy Service for People with Disabilities provides an independent, confidential and free, representative advocacy service, that works exclusively for the person using the service and adheres to the highest professional standards. The Sign Language Interpreting Service promotes, represents, advocates and ensures the availability of quality interpretation services to Deaf people in Ireland.

(b) Statement of Compliance

The financial statements of the Citizens Information Board for the year ended 31 December 2020 have been prepared in accordance with FRS 102, the financial reporting standard applicable in the UK and Ireland issued by the Financial Reporting Council (FRC).

(c) Basis of Preparation

The financial statements have been prepared under the historical cost convention, except for certain assets and liabilities that are measured at fair values as explained in the accounting policies below. The financial statements are in the form approved by the Minister for Social Protection with the concurrence of the Minister for Public Expenditure and Reform. The following accounting policies have been applied consistently in dealing with items which are considered material in relation to the Citizens Information Board's financial statements.

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2020

(d) Revenue

Oireachtas Grants

Revenue is generally recognised on an accruals basis; one exception to this is in the case of Oireachtas Grants, which are recognised on a cash receipts basis.

Other Revenue

Other revenue is recognised on an accruals basis.

(e) Property, Plant and Equipment

Property, plant and equipment are stated at cost less accumulated depreciation, adjusted for any provision for impairment. Depreciation is provided on all property, plant and equipment, other than freehold land, at rates estimated to write off the cost less the estimated residual value of each asset on a straight line basis over their estimated useful lives, as follows:

(i) Computer Equipment	Straight-line	33 $\frac{1}{3}$ % per annum
(ii) Office Equipment	Straight-line	20% per annum
(iii) Office Furniture	Straight-line	12 $\frac{1}{2}$ % per annum
(iv) Vehicles	Straight-line	25% per annum
(v) Premises (Owned)	Economic life of each property (40 years)	
(vi) Premises (Leased)	Economic life of each property (25 years for George's Quay House and 40 years for all other leased premises)	

Residual value represents the estimated amount which would currently be obtained from disposal of an asset, after deducting estimated costs of disposal, if the asset were already of an age and in the condition expected at the end of its useful life.

If there is objective evidence of impairment of the value of an asset, an impairment loss is recognised in the Statement of Income and Expenditure and Retained Revenue Reserves in the year.

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 December 2018 was carried out by an independent firm of property consultants.

Assets that have been revalued are stated at valuation less accumulated depreciation. Where an asset has been revalued the depreciation charge is based on the revalued amount and the remaining useful economic life of the asset. 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 Statement of Income and Expenditure and Retained Revenue Reserves.

Revaluation gains are credited to the Statement of Comprehensive Income unless they are reversing previously recognised losses that were charged to the Statement of Income and Expenditure and Retained Revenue Reserves. Revaluation losses are charged to the Statement of Income and Expenditure and Retained Revenue Reserves unless they are reversing gains previously credited to Statement of Comprehensive Income.

(f) Receivables

Receivables are recognised at fair value, less a provision for doubtful debts. The provision for doubtful debts is a specific provision, and is established when there is objective evidence that the Citizens Information Board will not be able to collect all amounts owed to it. All movements in the provision for doubtful debts are recognised in the Statement of Income and Expenditure and Retained Revenue Reserves.

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2020

(g) Operating Leases

Rental expenditure under operating leases is recognised in the Statement of Income and Expenditure and Retained Revenue Reserves over the life of the lease. Expenditure is recognised on a straight-line basis over the lease period, except where there are rental increases linked to the expected rate of inflation, in which case these increases are recognised when incurred. Any lease incentives received are recognised over the life of the lease.

(h) Employee Benefits

Short-term Benefits

Short-term benefits such as holiday pay are recognised as an expense in the year, and benefits that are accrued at year-end are included in the Payables figure in the Statement of Financial Position.

Retirement Benefits

In December 2014, the Department of Public Expenditure and Reform (D/PER) made a decision to introduce revised administrative arrangements for the establishment and approval of certain superannuation schemes in non-commercial state bodies including the Citizens Information Board. The revised arrangements were designed by D/PER to provide a more efficient and cost effective delivery of service in Departments and state agencies through the simplification and modernisation of superannuation administration. The Citizens Information Board made observations, which have been submitted to D/PER and the draft of the scheme is awaiting final sign off by D/PER, following which it will be signed by the Minister for Social Protection and the Minister for Public Expenditure and Reform.

At present staff of the Citizens Information Board who were formerly staff of the National Rehabilitation Board (NRB) who retire, receive superannuation benefits in line with the terms of the Local Government Superannuation Scheme; staff who were formerly staff of the National Social Service Board (NSSB) receive benefits in line with 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 or the Single Scheme.

These schemes are defined benefit pension schemes which are funded annually on a pay as you go basis from moneys available to the Board, including moneys 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 Comprehensive Income and a corresponding adjustment is recognised in the amount recoverable from the Department of Social Protection.

The financial statements reflect, at fair value, the assets and liabilities arising from the Citizens Information Board's pension obligations and any related funding, and recognises the costs of providing pension benefits in the accounting periods in which they are earned by employees. Retirement benefit scheme liabilities are measured on an actuarial basis using the projected unit credit method.

The Public Service Pensions (Single Scheme and Other Provisions) Act 2012 became law on 28th July 2012 and introduced the new Single Public Service Pension Scheme ("Single Scheme") which commenced with effect from 1 January 2013. All new employees to the Citizens Information Board, who are new entrants to the Public Sector, on or after 1 January 2013, are members of the Single Scheme. Employee contributions under the scheme are remitted to the Department of Public Expenditure and Reform.

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2020

(i) 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.

(j) Critical Accounting Judgements and Estimates

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported for assets and liabilities as at the reporting date and the amounts reported for revenues and expenses during the year. However, the nature of estimation means that actual outcomes could differ from those estimates. The following judgements have had the most significant effect on amounts recognised in the financial statements.

Impairment of Property, Plant and Equipment

Assets that are subject to amortisation are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount. The recoverable amount is the higher of an asset's fair value less cost to sell and value in use. For the purpose of assessing impairment, assets are grouped at the lowest levels for which there are separately identifiable cash flows (cash generating units). Non-financial assets that suffered impairment are reviewed for possible reversal of the impairment at each reporting date.

Depreciation and Residual Values

The Directors have reviewed the asset lives and associated residual values of all fixed asset classes, and in particular, the useful economic life and residual values of fixtures and fittings, and have concluded that asset lives and residual values are appropriate.

Retirement Benefit Obligation

The assumptions underlying the actuarial valuations for which the amounts recognised in the financial statements are determined (including discount rates, rates of increase in future compensation levels, mortality rates and healthcare cost trend rates) are updated annually based on current economic conditions, and for any relevant changes to the terms and conditions of the pension and post-retirement plans.

The assumptions can be affected by:

- (i) The discount rate, changes in the rate of return on high-quality corporate bonds;
- (ii) Future compensation levels;
- (iii) Future labour market conditions;
- (iv) Health care cost trend rates; and
- (v) The rate of medical cost inflation in the relevant regions.

2. Oireachtas Grants

	Sub-head	2020 €	2019 €
Department of Social Protection (DSP)			
Grants for current expenditure (Vote 37)	A.42	57,705,686	56,959,000
Prior year surplus withheld by DSP*		(1,712,999)	(475,984)
Single Scheme Contributions remitted to DPER		(79,130)	(52,631)
Other State Funding			
DFAT - Irish Abroad		85,000	0
DPER - Public Sector Innovation Fund		50,000	24,000
Total		56,048,557	56,454,385

*The DSP withhold surplus funding carried forward by reducing the grant allocated to the Citizens Information Board.

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2020

3. Other Income

	Note	2020	2019
		€	€
Other Income		17,947	15,664
Grants Returned		5,732	13,158
		23,679	28,822

4. Remuneration

(a) Aggregate Employee Benefits

	Note	2020	2019
		€	€
Staff short-term benefits		4,590,161	4,410,502
Employer's contribution to social welfare		452,932	419,831
		5,043,093	4,830,333

The total number of staff employed (WTE) at the year-end was 83.86 (2019, 74.8).

Included in the staff numbers are two staff members seconded to the Board from the Department of Social Protection in 2020.

€97,799 (2019: €121,907) was deducted from staff by way of public sector additional superannuation contribution and was paid over to the Department of Social Protection.

Included in the salary costs is an expense for holiday pay amounting to €73,134 (2019: €53,808).

Staff short-term benefits consist of basic pay only, no expenditure was incurred in 2020 and 2019 on overtime/allowances and termination costs.

(b) Key Management Personnel

Key management personnel in the Citizens Information Board consist of the CEO, Senior Management and members of the Board. Total compensation paid to key management personnel, including Board members' fees, amounted to €576,517 (2019: €559,211). This does not include the value of retirement benefits earned in the period. Senior Management are members of the Citizens Information Board's pension scheme and their entitlements in that regard do not extend beyond the terms of the model public service pension scheme. During 2020 and 2019, one Senior Manager was a member of the Single Public Service Pension Scheme.

(c) Chief Executive Officer Salary and Benefits

The Chief Executive received salary payments of €118,797 (2019: €113,511). No bonus payments were made in the year. The 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.

(d) Range of total employee benefits

Short-term employee benefits*		Number of Employees	
From	To	2020	2019
€60,000	- €69,999	20	18
€70,000	- €79,999	9	7
€80,000	- €89,999	1	3
€90,000	- €99,999	1	2
€100,000	- €124,999	4	2

*Short-term employee benefits in relation to services rendered during the reporting period include salary and other payments made on behalf of the employee, but exclude employer's PRSI.

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2020

5. Administration Costs

	Note	2020 €	2019 €
Accommodation and Establishment	6	1,847,395	1,866,275
Travel and Subsistence (Domestic)		19,474	114,335
Travel and Subsistence (International)		0	5,140
Stationery and Office Supplies		6,512	18,800
Postage		26,202	48,563
Consultancy and Reports	7	312,566	231,550
Recruitment		35,023	12,393
Public Relations		175,096	16,426
Seminars and Meetings		15,629	36,316
Insurance		457,945	432,763
Board Publications and Miscellaneous		25,163	21,014
Affiliation Fees		19,555	20,408
External Audit Fees*		23,300	35,600
Actuarial Fees		5,535	5,535
Internal Audit Fees		84,161	69,676
Depreciation		651,898	476,150
Bad/Doubtful Debts		0	100
Interest and Charges		797	829
Library		7,928	0
Other**		3,306	14,860
		3,717,485	3,426,733

*2019 External Audit fees includes audit fees and property revaluation fees.

** No hospitality expenditure was incurred in 2020 (2019: €nil).

6. Accommodation and Establishment

	Note	2020 €	2019 €
Rent and Rates		1,262,443	1,185,086
Light and Heat		63,368	66,153
Maintenance and Security		515,582	606,912
Archiving		6,002	8,124
		1,847,395	1,866,275

7. Consultancy and Reports

	Note	2020 €	2019 €
Pension Trustee Services for Delivery Services		0	9,020
HR Support Services for Delivery Services		112,023	77,944
Employee Assistance Programme		3,412	9,812
Pension Consultancy		2,940	7,034
Payroll Processing Services		112,380	106,476
General Legal Fees		25,477	21,166
Property Disposal Legal Fees		24,716	0
Procurement Support		31,618	0
Other		0	98
		312,566	231,550

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2020

8. Citizens Information Services (CISs)

	Note	2020 €	2019 €
Citizens Information Grants		15,705,877	14,414,645
Central Support to Citizens Information Services			
Conferences, Seminars and Meetings		23,357	59,396
Volunteer Conference and Recognition		0	32,986
Advertising and Promotion		138,963	161,667
Citizens Information Phone Service		1,251,419	1,267,500
Mobile Unit		0	1,083
Information Supports		281,431	309,400
		17,401,047	16,246,677

9. Money Advice and Budgeting Service (MABS)

	Note	2020 €	2019 €
MABS Grants		16,787,825	16,154,163
Central Support to MABS			
Advertising and Promotion		104,802	11,954
Meetings/Projects & Research		108,780	122,229
MABS National Development (MABSnd)		266,582	1,535,248
MABS Support		1,209,076	0
Dedicated Mortgage Arrears		1,974,798	1,827,728
Personal Microcredit Project		78,200	55,000
Abhaile		1,691,145	2,204,595
		22,221,208	21,910,917

MABSnd was a central technical support service that provided support and training to MABS companies. MABSnd also managed the MABS national telephone helpline, website and MABSIS client information system. The activities of MABSnd were transferred to MABS Support in February 2020 with the exception of the MABS Helpline, which transferred to North Dublin MABS. MABSnd entered liquidation in February 2020.

MABS Support is a central service which provides support to MABS regional companies with best practice and technical advice on client casework, quality standards and training of MABS staff. In conjunction with the Citizens Information Board, MABS Support develops money management education toolkits, produces publications in hard copy and online, maintains the MABS client management system, conducts data analysis and research and makes social policy submissions.

Following a Government decision, the Dedicated Mortgage Arrears project has been extended until the end of 2022. The primary focus of this project is to put dedicated people into MABS offices whose sole purpose is to deal with Mortgage Arrears cases.

The Abhaile programme will run from 2016 to 2022. Abhaile is a new service to help homeowners, at risk of losing their homes to find a resolution. It provides vouchers for free financial and legal advice and help from experts, which are available through MABS. The 2020 expenditure under this programme was for the provision of vouchers for Personal Insolvency Practitioners and Accountants and for running the Communications Campaign of the programme.

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2020

10. Information Resources

	Note	2020	2019
		€	€
Assist Ireland Website Development		0	363
Online Information - Translations		14,075	13,303
Citizens Information Board Website Development		53,176	38,233
Publications		50,964	47,965
Public Sector Innovation Fund		14,612	14,071
Social Media		8,054	0
Library		8,189	22,850
Content Development		22,715	50,691
		171,785	187,476

11. Social Policy and Research

	Note	2020	2019
		€	€
Research Support		23,701	29,448
Disability and Information Research		40,987	33,911
Social Policy Reports		35,071	47,788
Social Policy Grants		11,100	7,873
Miscellaneous		3,581	3,299
		114,440	122,319

12. Information and Communications Technology

	Note	2020	2019
		€	€
Telecommunications		818,572	659,432
Software and Licensing		241,452	166,483
Other Hardware		20,372	29,424
ICT Support		683,452	647,909
Fully Managed ICT Infrastructure		633,426	481,816
Security		320,174	331,514
Projects		603,918	63,131
		3,321,366	2,379,709

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2020

13. Advocacy

	Note	2020	2019
		€	€
Grant to National Advocacy Service for People with Disabilities		3,216,279	3,250,954
Grant to Advocacy Support Worker Programme		33,809	445,672
Grant to Sign Language Interpreting Service		583,424	528,835
Irish Sign Language		65,934	0
Advocacy MIS/Case Management System		44,962	96,839
Access		1,208	0
Meetings		1,160	4,521
		3,946,776	4,326,821

The National Advocacy Service for People with Disabilities was established in November 2013 and it operates under a service agreement with the Citizens Information Board to deliver advocacy services to people with disabilities. The National Advocacy Service for People with Disabilities provides an independent, confidential and free, representative advocacy service, that works exclusively for the person using the service and adheres to the highest professional standards. The Sign Language Interpreting Service promotes, represents, advocates and ensures the availability of quality interpretation services to Deaf people in Ireland.

14. Training/eLearning

	Note	2020	2019
		€	€
Training Services		166,250	109,986
Staff Training		50,016	81,068
Advocacy Training		22,878	12,539
Moodle		19,570	23,339
Course Development		49,080	28,455
		307,794	255,387

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2020

15. Retirement Benefit Costs

(a) Analysis of total retirement benefit costs charged to the Statement of Income and Expenditure and Retained Revenue Reserves

	2020	2019
	€	€
Current Service Costs	1,685,000	1,472,000
Interest on Retirement Benefit Scheme Liabilities	749,000	1,133,000
Employee Contributions	(318,000)	(326,000)
	2,116,000	2,279,000

(b) Movement in net retirement benefit obligations during the financial year

	2020	2019
	€	€
Net Retirement Benefit Obligation at 1 January	(63,117,300)	(57,316,300)
Current Service Costs	(1,685,000)	(1,472,000)
Interest Costs	(749,000)	(1,133,000)
Actuarial Gain / (Loss)	1,417,000	(4,561,000)
Pensions Paid in the year	1,321,000	1,365,000
Net Retirement Benefit Obligation at 31 December	(62,813,300)	(63,117,300)

(c) Deferred funding for retirement benefits

The Board recognises these amounts as an asset corresponding to the unfunded deferred liability for retirement benefits 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 retirement benefit schemes, 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 net deferred funding for retirement benefits recognised in the Statement of Income and Expenditure and Retained Revenue Reserves was as follows:

	2020	2019
	€	€
Funding Recoverable in Respect of Current Year Retirement Benefit Costs	2,434,000	2,605,000
State Grant Applied to pay Retirement Benefits	(1,321,000)	(1,365,000)
	1,113,000	1,240,000

The deferred funding asset for retirement benefits at 31 December 2020 amounts to €62.8m (2019: €63.1m).

(d) History of defined benefit obligations

	2020	2019	2018	2017	2016
	€'000	€'000	€'000	€'000	€'000
Defined Benefit Obligations	62,813	63,117	57,316	61,842	62,156
Experience Losses / (Gains) on Defined Benefit Scheme Liabilities	(724)	(2,469)	(629)	280	(2,123)
Percentage of Scheme Liabilities	1%	4%	1%	0%	(3%)

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2020

(e) General description of the scheme

The Citizens Information Board operates the following defined benefit pension schemes in respect of its employees:

- (i) For employees appointed prior to 1 January 2013:
Citizens Information Board Superannuation Scheme (the scheme structure is based on the traditional Public Service model).
- (ii) For employees who are new entrants to the public service appointed after 1 January 2013:
Single Public Service Pension Scheme (the structure provides consumer price index-linked defined benefit pensions based on career-average pay).

The Citizens Information Board Superannuation scheme is a defined benefit final salary pension arrangement with benefits and contributions defined by reference to current “model” public sector scheme regulations. The scheme provides a pension (being: for each year of service $1/200^{\text{th}}$ of pensionable pay up to $3\frac{1}{3}^{\text{rd}}$ times the current rate of Social Welfare State Pension (Contributory) plus $1/80^{\text{th}}$ of pensionable pay in excess of this limit (if any)), a gratuity or lump sum (being $3/80$ of pensionable pay per year of service) and spouses and children’s pensions. The compulsory retirement age for pre-2004 members is a member’s 70^{th} birthday and they also have an entitlement to retire without actuarial reduction from age 60. Post 2004 members have an entitlement to retire without actuarial reduction from age 65; they have no compulsory retirement age. Under the Citizens Information Board Superannuation Scheme the Board may grant such increases in such pensions and preserved pensions under this scheme as may be authorised from time to time by the Minister for Social Protection with the consent of the Minister for Public Expenditure and Reform.

Up until the financial emergency, the practice had been to increase pensions in line with pay increases applicable to the person's former grade. The position since 2010 is that public service pay and public service pensions have been subject to separate reductions. Under the Public Service Stability Agreement 2018 to 2020 there is agreement to return to the non-statutory, pay-linked method of pension adjustment which had prevailed until the onset of the financial emergency. This pension increase policy is essentially time-limited (expired end-2020) and conditions bound.

The Single Public Service Pension Scheme (Single Scheme) is the defined benefit pension scheme for pensionable public servants appointed on or after 1 January 2013 in accordance with the Public Service Pension (Single Scheme and Other Provisions) Act 2012. The scheme provides for a pension and retirement lump sum based on career-average pensionable remuneration, and spouses’ and children’s pensions. The normal retirement age under the Single Public Service Pension Scheme is the qualifying age for the State Contributory Pension from the Department of Employment Affairs & Social Protection. The compulsory retirement age is a member’s 70^{th} birthday. Pensions in payment (and deferment) increase in line with the consumer price index.

The valuation used for FRS102 disclosures has been based on a full actuarial valuation performed on 8 February 2021 by a qualified independent actuary, taking account of the requirements of the FRS in order to assess the scheme liabilities at 31 December 2020.

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2020

(f) *The principal actuarial assumptions were as follows:*

	2020	2019
Rate of Increase in Salaries	2.90%	3.00%
Rate of Increase in Retirement Benefits in Payment	2.15%	3.00%
Discount Rate	0.60%	1.20%
Inflation Rate	1.40%	1.50%

Life expectancies

	2020	2019
Male, now aged 45	22.8	22.7
Male, now aged 65	21.4	21.4
Female, now aged 45	25.1	25.1
Female, now aged 65	24.0	23.9

CITIZENS INFORMATION BOARD
Notes to the Financial Statements for the Year Ended 31 December 2020

16. Property, Plant and Equipment

2020	Owned Premises €	Leased Premises €	Motor Vehicles €	Computer Equipment €	Office Equipment €	Office Furniture €	Total €
Cost							
At 1 January	3,835,000	3,720,983	89,277	2,123,243	656,695	737,089	11,162,287
Additions	0	93,823	0	1,078,580	2,575	7,407	1,182,385
Disposals	(3,100,000)	0	0	0	(641,434)	(138,971)	(3,880,405)
At 31 December	735,000	3,814,806	89,277	3,201,823	17,836	605,525	8,464,267
Depreciation							
At 1 January	109,571	1,513,059	89,277	1,386,131	655,945	722,343	4,476,326
Charge for the year	21,000	114,099	0	512,438	558	3,803	651,898
Disposals	(88,571)	0	0	0	(641,434)	(138,971)	(868,976)
At 31 December	42,000	1,627,158	89,277	1,898,569	15,069	587,175	4,259,248
Net Book Value							
At 1 January	3,725,429	2,207,924	0	737,112	750	14,746	6,685,961
Net movement for the year	(3,032,429)	(20,276)	0	566,142	2,017	3,604	(2,480,942)
At 31 December	693,000	2,187,648	0	1,303,254	2,767	18,350	4,205,019

- (i) The Board has a policy of revaluing its owned premises every 5 years. At 31 December 2018 the buildings were revalued at €3.835m.
- (ii) The value of Leased Premises assets relates to capitalised expenditure on the Leasehold Property listed under Note 17.
- (iii) CIB disposed of a freehold property in July 2020, see note 22 for details.
- (iv) CIB carried out an extensive project to identify and write down obsolete office equipment and office furniture. This exercise was completed in February 2021. Total write down of €780,405 has been reported in 2020, all assets that were written down had a zero net book value.

CITIZENS INFORMATION BOARD
Notes to the Financial Statements for the Year Ended 31 December 2020

2019	Owned Premises €	Leased Premises €	Motor Vehicles €	Computer Equipment €	Office Equipment €	Office Furniture €	Total €
Cost							
At 1 January	3,835,000	3,618,990	89,277	1,382,174	656,695	728,647	10,310,783
Additions	0	101,993	0	741,069	0	8,442	851,504
Disposals	0	0	0	0	0	0	0
At 31 December	3,835,000	3,720,983	89,277	2,123,243	656,695	737,089	11,162,287
Depreciation							
At 1 January	0	1,402,152	89,277	1,136,368	655,607	716,772	4,000,176
Charge for the year	109,571	110,907	0	249,763	338	5,571	476,150
Disposals	0	0	0	0	0	0	0
At 31 December	109,571	1,513,059	89,277	1,386,131	655,945	722,343	4,476,326
Net Book Value							
At 1 January	3,835,000	2,216,838	0	245,806	1,088	11,875	6,310,607
Net movement for the year	(109,571)	(8,914)	0	491,306	(338)	2,871	375,354
At 31 December	3,725,429	2,207,924	0	737,112	750	14,746	6,685,961

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2020

17. Premises

(a) Freehold Land and Buildings

The Citizens Information Board owns land and buildings at the following locations:

Location	Net Book Value	Net Book Value
	As at 31.12.20	As at 31.12.19
	€	€
Dublin	0	3,011,429
Cork	462,000	476,000
Tralee	136,714	140,857
Letterkenny	94,286	97,143
	693,000	3,725,429

(b) Leasehold Property

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

Location	Expiry Date	Break Clause	Lease	Annual Rent
			Commitment	
			€	€
Head Office - Dublin				
43 Townsend Street, Dublin 2	2032	-	8,873,700	739,475
Regional Offices				
Cavan	Monthly	-	0	10,066
Galway	2025	-	202,000	40,400
Kilkenny	2050	-	1,183	40
Kilkenny	2030	2025	138,910	28,740
Limerick	2038	2027	790,432	117,101
Sligo	2021	-	7,587	13,007
Tallaght	2033	2028	901,754	117,620
			10,915,566	1,066,449

Lease Commitments	2020	2019
	€	€
Payable within one year	1,050,963	1,027,643
Payable within two to five years	4,168,714	4,066,131
Payable after five years	5,695,889	6,710,525
	10,915,566	11,804,299

18. Lease Commitments

At 31 December 2020 the Citizens Information Board had no future minimum lease payments under non-cancellable operating leases, other than property leases which are detailed in note 17.

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2020

19. Receivables

	2020	2019
	€	€
Other Receivables	3,935	16,472
Prepayments	887,896	1,721,836
	891,831	1,738,308

20. Payables

Amounts falling due within one year

	2020	2019
	€	€
Trade Payables	75,176	85,360
Accruals	189,089	205,986
PAYE and PRSI Payables	174,700	162,601
	438,965	453,947

21. Capital Account

	2020	2019
	€	€
Opening balance	6,685,961	6,310,607
<i>Transfer from Income and Expenditure:</i>		
Capital Expenditure in the year	1,182,385	851,504
Amortisation in line with Asset Depreciation	(651,898)	(476,150)
Transfer of Asset	(3,011,429)	0
Closing balance	4,205,019	6,685,961

22. Disposal of Premises

A premises owned by the Board in Dublin was transferred by deed of conveyance to the Health Service Executive in July 2020. This transfer was carried out in accordance with the relevant provisions of Circular 17/2016: Policy for Property Acquisition and for Disposal of Surplus Property, and it was approved by the Department of Social Protection and the Department of Public Expenditure and Reform. The transfer was for a nominal consideration of €100, which was netted against total legal fees of €24,816, incurred by the Citizens Information Board in executing the deed. The disposal of the premises is reflected in the financial statements for the period ended 31 December 2020.

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2020

23. Related Party Disclosures

The Citizens Information Board adopts procedures in accordance with the guidelines issued by the Department of Public Expenditure and Reform covering the personal interests of Board members. In the normal course of business, the Citizens Information Board may approve grants or enter into other contractual arrangements with entities in which the Citizens Information Board members are employed or are otherwise interested.

In cases of potential conflict of interest, Board members do not receive Board documentation or otherwise participate in or attend discussions regarding these transactions.

During the year, the Citizens Information Board did not enter into any contracts with related parties.

24. Events after the reporting date

There are no events between the reporting date and the date of approval of these financial statements for issue that require adjustment to the financial statements.

The Board considers that, as the Citizens Information Board provides a public service that is funded by moneys provided by the Exchequer, via its parent department the Department of Social Protection, it is appropriate to prepare these financial statements on a going concern basis.

25. Covid-19 Pandemic

Prior to the outbreak of Covid-19 in Ireland, the Citizens Information Board put in place the following measures to ensure continuity of service while maintaining the same level of internal controls:

- (i) Citizens Information Board Finance Manager ensured that multiple people could access all systems, particularly the banking and accounting systems, remotely.
- (ii) Citizens Information Board Managers contacted suppliers to check their arrangements to work remotely, for example, ICT providers and payroll bureau.
- (iii) HR implemented notification protocols if someone contracted Covid-19 or was a close contact.
- (iv) Staff were instructed to take home laptops each day as a contingency measure.
- (v) In March 2020, the CEO made the decision that the entire organisation would switch to remote working.

Following the outbreak of Covid-19 in Ireland, the Citizens Information Board took further measures as detailed below:

- (i) Citizens Information Board ICT set priorities to maximise remote access and equipment (e.g. laptops, videoconferencing, call centre servers, additional VPN access, virtual desktop).
- (ii) Citizens Information Services set up a centralised callback service and supplemented the Citizens Information Phone Service with Citizens Information Services staff.
- (iii) Guides on HR matters, health and safety considerations and data protection considerations were sent to the Service Delivery Companies.
- (iv) The HSA Return to Work Protocol, data protection guidance, public health guidance were all published.
- (v) Vendors were procured for a nationwide installation of Covid material including screens, signage, sanitiser and fit out.
- (vi) The Citizens Information Board implemented software to enhance digital authorisation of invoices, contracts and purchase orders.
- (vii) The Service Delivery Companies put in place response plans and fitted out suitable premises.

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2020

- (viii) The Citizens Information Board eLearning team developed a common Covid resource for the Citizens Information Board network.
- (ix) Citizens Information Board staff were mandated to carry out cyber security and GDPR training.
- (x) By the end of July 2020 there were 135 premises open to clients in the Citizens Information Board funded network.
- (xi) A project group for Citizens Information Board's return to offices was started. A response plan was agreed in September 2020 and Lead Worker Representatives and first aiders were appointed and trained.
- (xii) The Citizens Information Board implemented online purchase order books to replace the paper based system.

26. Approval of the financial statements

The financial statements were approved by the Board of the Citizens Information Board on 15 December 2021.