**Citizens Information Board**

**Board Meeting**

***Wednesday, 27th July 2016***

**Present**: Ita Mangan, Chair; Noeline Blackwell; Tim Duggan; Josephine Henry; Mary Higgins; Tina Leonard; Eugene McErlean; Niall Mulligan; John Saunders; Cearbhall O Meadhra; Ian Power; Sean Sheridan; David Stratton

**Apologies**: Joanne McCarthy

**In attendance**: Angela Black, Chief Executive; Eileen Fitzgerald, Senior Manager, Regional Services; Adrian O’Connor, Senior Manager, Support Services; Gary Watters, Manager, Finance & Administration; Mary Fitzgerald, Secretary.

Linda Hall and David Kingston, Deloitte (for item 7).

**Minutes**

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|  | The Chairperson welcomed new appointees to the Board and expressed her hopes that the Board will work well together, reaching consensus as much as possible. |
| 1 | **Minutes of previous meeting**  *(Minutes of the Board meeting held on 17th February 2016 were circulated prior to the meeting)* |
| 1.1 | Ms Josephine Henry to be added to the attendance list of the previous meeting. With this amendment, the minutes of the previous meeting were approved. It was noted that from this meeting onwards, minutes of Board meetings will be published on the Citizens Information Board’s website following approval by the Board. |
| 2. | **Matters Arising** |
| 2.1 | Item 2.2 Legal advice was sought and will be distributed to those affected. A meeting with the Board’s solicitors will be arranged if required. |
| 2.2 | Item 4: Ms Angela Black has been appointed to the Legal Services Regulatory Authority. |
| 3. | **Contracts**  *(Business Case for Procurement of mailing service for Relate & EU Supplement was circulated in advance of the meeting)* |
| 3.1 | The contract for the mailing service was approved. Contracts will in future be dealt with by the Finance Committee. Only contracts of €135,000 and over require Board approval. |
| 4. | **Board Matters** |
| 4.1 | The Code of Practice for Chairperson, Chief Executive, Board Members and Secretary will be brought to a Board meeting before Christmas for any changes that may be required. |
| 4.2 | It was agreed that Wednesday afternoons suit members for Board meetings. A schedule of meetings up to July 2017 will be circulated. The Chairperson will speak to the Chairs of the Audit & Risk Committee and the Finance Committee regarding dates for Committee meetings. |
| 4.3 | The Chairperson nominated Ms Josephine Henry as Chair of the Audit & Risk Committee and Mr Eugene McErlean as Chair of the Finance Committee for a period of one year and will coordinate meetings of the Committees with the respective Chairs. |
| 5. | **Ratification of Appointments to Principal Officer positions** |
| 5.1 | Two appointments at Principal Officer grade were approved by the Board. |
| 6. | **Annual Report 2015**  *(the 2015 Annual Report (text version) was circulated prior to the meeting; the print version was circulated at the meeting)* |
| 6.1 | The Board approved the draft 2015 Annual Report. |
| 7. | **Finance**  *(Budget Monitoring Report June 2016; Budget 2016 Mid-Year Review and commentary; Budget Estimates 2017 and commentary; Draft Financial Statements Year Ended 31/12/2015 and Draft Internal Audit Plan were circulated in advance of the meeting)* |
| 7.1 | It was noted that representatives of the Office of the Comptroller and Auditor General commenced the audit of the 2015 accounts on 25th July 2016. It is expected this work will be completed in September for formal approval by the Board in October. |
| 7.2 | The Board approved the 2016 mid-year review which will be presented to the Department of Social Protection at end July. The Department of Social Protection to issue a letter to the Citizens Information Board regarding the financing of the Personal Microcredit Scheme. |
| 7.3 | 2017 Budget Estimate is due to go to the Department on 29th July 2016. This is to include costs related to the Aid and Advice Scheme which forms part of the Government Plan to address mortgage arrears. |
| 7.4 | Representatives of Deloitte presented the Internal Audit Plan covering a four year period. Board approval was sought for year 1 of the plan with the plan for the following three years to be reviewed following year 1. |
| 7.5 | Following the presentation, it was agreed the internal auditors would be asked to review a number of items.The Annual Report and Internal Audit Plan from the previous internal auditors to be circulated to Board members for their information. |
| 8. | **Delivery Service Re-Structuring**  *(Delivery Service Re-Structuring was circulated in advance of the meeting)* |
| 8.1 | It was agreed that the MABS and CIS representative groups (National Association of Citizens Information Services (NACIS); MABS National Management Forum (NMF) and MABS National Executive Committee (NEC)) be invited to address the Board at its next meeting. These groups will be asked to set out their views on the various restructuring models in advance of the Board meeting. The view and rationale of the Design Group will be made available to the representative groups. An additional meeting of the Board will be scheduled in October to allow for discussion of and a decision on delivery service re-structuring. |
| 9. | **Risk Management**  *(2016 Risk Register (high level risks) was circulated in advance of the meeting)* |
| 9.1 | The top level corporate risks were presented to the Board for their information. It was noted that item 6 on the document should indicate an overall risk level of “medium” rather than “high” as indicated on the document circulated. |
| 10. | **Report of the Chief Executive**  *(Report of Chief Executive was circulated prior to the meeting)* |
| 10.1 | It was agreed that future reports would relate to the organisation’s business plans and report on them. |
| 10.2 | Further information will be provided to the Board on the type of resolutions reached for the 169 MABS clients who have been discharged from the Dedicated Mortgage Arrears service. |
| 11. | **Aid and Assistance Voucher Scheme for those in Mortgage Arrears** |
| 11.1 | The Aid and Assistance Voucher Scheme is a scheme whereby some MABS clients in late stage mortgage arrears can receive vouchers to cover the cost of legal advice and/or financial advice. The Citizens Information Board’s (CIB) role is communications and promotion of the programme. Costs associated with the scheme are to be put in the CIB 2017 budget estimates to include costs of promotion and of additional resources to be provided to CIB. CIB will receive a formal detailed letter from the Department of Social Protection outlining the scheme and the budget. The scheme will be managed from within existing resources this year with additional funding being provided to CIB by the Department if this negatively impacts CIB’s 2016 budget. MABS National Development Ltd (MABS ndl) will monitor the distribution of the vouchers. |
| 12 | **Date of Next Meeting** |
| 12.1 | The Board meeting will take place on 5th October 2016 at 1.30 p.m. |
| 12.2 | An additional meeting will be scheduled in October for a decision on the re-structuring of Delivery Services. |

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Additional documentation provided to the Board in advance of the meeting:

* National Summary of CIS Activity Report 2015
* Money Advice and Budgeting Service End-Year Report 2015
* citizensinformation.ie, microsites
* Citizens Information Phone Service (CIPS) Activity Report 2015
* National Advocacy Service for People with Disabilities 2015 Annual Report
* The Sign Language Interpreting Service (SLIS) 2015 Annual Report