



Meeting of the Board  
5<sup>th</sup> October, 2016 at 1.30pm  
in Townsend Street, Dublin 2

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### ***Agenda***

1. Minutes of Previous Meeting
2. Matters Arising
3. Service Delivery Restructuring – Representative Groups
  - NACIS
  - NMF
  - NEC
4. Finance
  - Budgeting Monitoring Period 8/August 2016
5. Contracts requiring Board Approval
6. Chief Executive's Report
7. CIB Change Management
8. Date of next meeting – Wednesday 12<sup>th</sup> October 2016

## Citizens Information Board

### Board Meeting

Wednesday, 5<sup>th</sup> October 2016

- Present: Ita Mangan (Chairperson); Noeline Blackwell; James Clarke; Tim Duggan; Josephine Henry; Mary Higgins; Joanne McCarthy; Eugene McErlean; Niall Mulligan; Cearbhall O Meadhra; Ian Power; David Stratton
- Apologies: Tina Leonard; John Saunders; Sean Sheridan
- In attendance: Angela Black, Chief Executive; Fiona Coyne, Senior Manager, Regional Services; Graham Long, Senior Manager, Support Services; Adrian O'Connor, Senior Manager, Mortgage Arrears Resolution; Mary Fitzgerald (minutes)
- Agenda item 3: Michael McGuane; Nuala Crowe Taft, National Association of Citizens Information Services  
Micheál O Giolláin; Seamus Keena, MABS National Management Forum  
Rosaleen Maher; Seamus Sreenan, MABS National Executive Council
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### Minutes

Ita Mangan welcomed James Clarke to his first meeting of the Citizens Information Board.

- 1 **Minutes of previous meeting**  
*(Minutes of the Board meeting held on 27<sup>th</sup> July 2016 were circulated in advance of the meeting)*
  - 1.1 The minutes of the previous meeting were adopted.
- 2 **Matters arising**
  - 2.1 There were no matters arising.
- 3 **Service Delivery Restructuring – Presentations from representative groups**  
*(Submissions from the National Association for Citizens Information Services (NACIS); MABS National Management Forum (MABS NMF); MABS National Executive Council plus a joint submission from NACIS and MABS NMF dated 2/12/2015 were circulated in advance of the meeting)*
  - 3.1 Representatives of the representative groups for Citizens Information Services and for Money Advice and Budgeting Services made presentations to the Board on their preferred model for restructuring of these delivery service networks.
  - 3.2 A special meeting of the Board to decide on the model for restructuring has been scheduled for 12<sup>th</sup> October 2016.
4. **Finance**  
*(Budget Monitoring Report for Period 8/August 2016 was circulated in advance of the meeting)*
  - 4.1 The budget was under profile in period 8 due to timing of receipt of invoices but has come back more or less on profile in period 9. A supplementary budget will be sought from the Department of Social Protection due to higher than anticipated levels of retirements in 2016.
  - 4.2 The audit of accounts for 2015 by the Office of the Comptroller & Auditor General has been signed off subject to some notes and will be brought to the November Board meeting for signing.

5 **Contracts**

*(Business Case for Procurements of Value in Excess of €5,000 (excl. VAT) was circulated in advance of the meeting)*

- 5.1 The award of a contract for a managed information brochure distribution and display service in a network of health information locations nationwide (1,300+) was approved by the Board. This was a single tender action as the provider is a sole supplier in Ireland.
- 5.2 Permission was sought to award a contract for PR and marketing services for the MABS service. A request for tenders was posted on etenders, four tenders were received. A paper on this contract to be brought to the special Board meeting on 12<sup>th</sup> October 2016.

6. **Chief Executive's Report**

*(Chief Executive's report was circulated in advance of the meeting)*

- 6.1 The report circulated is in a new format, aligned to the organisation's strategic priorities.
- 6.2 It was agreed that policy submissions will be brought to the Board before submission, insofar as possible due to time constraints.

7 **CIB Change Management**

*(The final report of the change management consultants, was circulated prior to the meeting)*

- 7.1 There have been a number of unanticipated retirements from the organisation which is now below its ECF (Employment Control Framework) target of 74, with a whole time equivalent staff of 66.6385. Three functions report directly to the Chief Executive (Finance, Quality and HR & Governance). The report recommends the introduction of a pillar to support corporate functions. It is also recommended that the organisation structure should include staff at Executive Officer level which would bring CIB in line with structures in the Civil Service.
- 7.2 The new structure would be introduced on a phased basis. The implementation of the new structure would take place over a three to four year period in consensus with the Department of Social Protection. A business plan will be prepared based on the consultant's report with a view to engaging in discussions with the Department.

8 **Date of next meeting**

- 8.1 A special meeting of the Board will take place on Wednesday, 12<sup>th</sup> October 2016. In advance of the meeting further documentation related to the restructuring of delivery services will be circulated to the Board.

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

*St. Mary*

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

*16/11/2016*