**Citizens Information Board**

**Board Meeting**

*Wednesday, 16th November 2016*

*Townsend Street, Dublin 2*

**Present**: Ita Mangan (Chairperson); Noeline Blackwell; James Clarke; Tim Duggan;

Josephine Henry; Mary Higgins; Tina Leonard; Joanne McCarthy; Eugene McErlean;

Cearbhall O Meadhra; Ian Power; John Saunders; Sean Sheridan; David Stratton

In attendance: Angela Black (Chief Executive); Graham Long, Senior Manager, Support Services; Adrian O’Connor, Senior Manager, Service Development, Money Advice; Fiona Coyne, Senior Manager, Information/Advocacy; Gary Watters, Finance & Administration Manager; Mary Fitzgerald (minutes)

**Apology**: Niall Mulligan

**Minutes**

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| 1. | **Minutes of previous meetings**  *(Minutes of the Board meeting held on 5th October 2016 and the special Board meeting held on 12th October 2016 were circulated in advance of the meeting)* |
| 1.1 | The minutes of the Board meeting held on 5th October 2016 were proposed by Ian Power and seconded by James Clarke. The minutes of the special meeting of the Board held on 12th October 2016 were proposed by Joanne McCarthy and seconded by Tim Duggan. |
| 2. | **Matters arising** |
| 2.1 | There were no matters arising. |
| 3. | **Committee Meetings Update** |
| 3.1 | ***Audit & Risk Committee***  *(Minutes of the Audit & Risk Committee meeting held on 28th October 2016 were circulated at the meeting)* |
| 3.1.1 | Two meetings of the Audit & Risk Committee were held since the last Board meeting, one on 28th October and the second meeting took place this morning. The Chairperson of the Audit & Risk Committee read out the minute of the meeting held on 28th October 2016. |
| 3.1.2 | As an update to that minute, the Office of the Comptroller & Auditor General has confirmed that it will conduct an initial audit in January 2017 and a full audit in May 2017 with a view to having the audit completed by June in order that the annual accounts can be published with the 2016 Annual Report. As part of the 2016 audit, two delivery services will be audited. |
| 3.1.3 | The Committee, having sought clarification on the procurement and evaluation processes undertaken, recommended the approval of a contract for ICT Helpdesk Service (€300,000) at its October meeting. Subsequently, the Executive reviewed the process in line with the clarifications sought. It is intended to bring this contract to the Audit & Risk Committee again prior to bringing to the Board for approval. |
| 3.1.4 | The Chairperson of the Audit & Risk Committee will speak to the Comptroller & Auditor General once the Board has approved the 2015 accounts. |
| 3.1.5 | The Internal Audit Plan 2016 will be brought to the next meeting of the Audit & Risk Committee. |
| 3.2 | ***CIS & MABS Restructuring Committee*** |
| 3.2.1 | It was noted that Ita Mangan, Ian Power and John Saunders are the Board representatives on the Restructuring Committee. Fiona Coyne, Graham Long and Adrian O’Connor represent the Executive on the Committee. MABS National Management Forum; MABS National Executive Council and the National Association of Citizens Information Services were invited to nominate representatives. The MABS NMF and NACIS representatives coincidentally were both from Services in Wexford. It was agreed that both representatives from Wexford would be accepted on the Committee. NACIS would also be asked to nominate a second representative to balance with the representation of MABS. |
| 4. | **Finance**  *(Annual Financial Statements 2015; Letter of Representation; Budget Monitoring 2015, Variance Analysis were circulated in advance of the meeting)* |
| 4.1 | Both the Letter of Representation and the Annual Financial Statements 2015 were amended slightly to reflect the fact that the Board did not have a quorum for part of 2015. |
| 4.1.2 | The amended Annual Financial Statements and the Letter of Representation were approved by the Board. |
| 4.2 | The Quality Services budget has had virtually no spend. It was decided not to proceed to Phase 2 of the quality standard due to the impending restructuring of services. It is intended to mainstream Quality and Training into Service Delivery. |
| 4.2.1 | There is no separate budget line for the Aid & Advice Scheme which was only recently launched. |
| 5. | **Report of the Chief Executive**  *(Report of the Chief Executive; Weekly Update – Aid and Advice Voucher Scheme 04/11/2016 and Dedicated Mortgage Arrears MABS Report 04/11/2016 were circulated in advance of the meeting)* |
| 5.1 | It was noted that the bulk of the vouchers issued under the Aid & Advice Scheme are for legal advice and for the assistance of Personal Insolvency Practitioners. There is no Accountants panel in place at present. |
| 5.2 | MABS National Development will be invited to attend the next meeting of the Board to describe they work they are doing on the Dedicated Mortgage Arrears service and current statistics. |
| 5.3 | Further work is being done by the CIB Executive on Key Performance Indicators with a view to developing a more streamlined business plan. |
| 6. | **Personal Microcredit**  *(Personal Micro Credit – Paper for CIB Board November 2016 was circulated in advance of the meeting)* |
| 6.1 | The Citizens Information Board is one of a number of organisations involved in the Personal Micro Credit Scheme. The scheme was promoted by the CIB and has been in place since 2013. A pilot of the scheme was evaluated and the scheme was rolled out nationally in May 2016. There are currently 2,400 personal micro credit loans being repaid. The Citizens Information Board has contributed €105,233 to date and a further €65,000 is required. Post March 2017 financial support will not be required by CIB. |
| 7. | **Date of next meeting** |
| 7.1 | The next meeting of the Board will take place on Wednesday, 14th December 2016. |