**Citizens Information Board**

***Board Meeting: 14th December, 2016***

*Townsend Street, Dublin 2*

**Present:** Ita Mangan, Chairperson; Noeline Blackwell; James Clarke; Tim Duggan; Josephine Henry; Mary Higgins; Tina Leonard; Eugene McErlean; Joanne McCarthy; Niall Mulligan; 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; Mary Fitzgerald (minutes);

Annemarie O’Connor, Business Manager, MABS ndl; Michael Doherty, Dedicated Mortgage Arrears Project Manager; Ger O’Brien, Dedicated Mortgage Arrears Advisor; Nicola Fox, Dedicated Mortgage Arrears Advisor (Agenda item 3).

**Minutes**

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| 1 | **Minutes of previous meeting**  *(The minutes of the Board meeting held on 16th November 2016 were circulated in advance of the meeting)* |
| 1.1 | The minutes were proposed by Noeline Blackwell and seconded by John Saunders. |
| 2 | **Matters arising** |
| 2.1 | There were no matters arising not already on the agenda for this meeting. |
| 3 | **Dedicated Mortgage Arrears Service – Presentation by MABS ndl**  *(Mortgage account resolution proposal 10/02/2016; Mortgage Account Resolution Proposal 2; Dedicated Mortgage Arrears (DMA) MABS Powerpoint; Review of the Mortgage to Rent (MTR) Scheme. A Submission by the Citizens Information Board and MABS (November 2016). These documents were circulated in advance of the meeting).* |
| 3.1 | Information on a public Personal Insolvency Practitioner service will be brought to the February meeting of the Board. |
| 4 | **Committee Meetings Update**  *(Draft minute of Finance Committee meeting held on 23rd November 2016; Report of Finance Committee meeting held on 23rd November 2016; Minute of CIS/MABS Restructuring Committee meeting held on 14th November 2016 and a note of an Audit & Risk Committee conference call held on 13th December 2016 were circulated in advance of the meeting)* |
| 4.1 | Two meetings of the CIS/MABS Restructuring Committee will be held in January. The Committee will report back to the Board at the February Board meeting. |
| 4.2 | The Board approved the extension of the contract for the ICT Support Helpdesk for a period of six months. |
| 5 | F**inance**  *(Budget Monitoring November 2016 – Variance Analysis; Final Budget Estimates 2017; Virement Register were circulated in advance of the meeting)* |
| 5.1 | The Department of Social Protection will request sanction from the Department of Public Expenditure and Reform to allow the Citizens Information Board to carry unspent funds into 2017 due to tendered costs for the MABS Case Management System exceeding estimates. |
| 5.2 | Department of Social Protection sanction will be sought to allow virement between budget heads. There is no Department of Public Expenditure and Reform restrictions on this. |
| 6 | **Chief Executive’s Report**  *(Chief Executive’s Report was circulated in advance of the meeting)* |
| 6.1 | KPIs and Business Plan will be aligned to the Citizens Information Board’s revised structure and will be incorporated into the quarter 1 workplan. |
| 7 | Revised CIB Code of Practice  (Revised Code of Practice was circulated in advance of the meeting) |
| 7.1 | The Chairperson will edit and reduce the revised Code and bring it back to the Board in Quarter 1 2017. |
| 8 | **Other Business**  *(Proposal to recruit an additional half-time Irish Sign Language Interpreter for the Irish Remote Interpreting Service (IRIS) was circulated in advance of the meeting. A schedule of dates for Board and Committee meeting in 2017 was circulated at the meeting)* |
| 8.1 | The Board approved an additional half-time post for the Irish Sign Language Interpreting Service. |
| **9** | **Date of Next Meeting** |
| 9.1 | The next meeting of the Board will take place on 15th February 2017 at 1.30 p.m. |