**Citizens Information Board**

**Board Meeting 22nd March 2017**

Townsend Street, Dublin 2

**Present:** Ita Mangan, Chairperson; Noeline Blackwell; James Clarke; Tim Duggan; Mary Higgins; Tina Leonard; Cearbhall O Meadhra; Ian Power; Sean Sheridan, Eugene McErlean; Josephine Henry; Nicola Walshe.

**Apologies:** John Saunders; Niall Mulligan; Joanne McCarthy.

**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, Service Delivery; Gary Watters, Finance and Administration Manager; Stephen Valentine, HR & Governance Manager; Louise Loughlin, NAS Manager (Item 6); Shona Geraghty (minutes)

**Minutes**

The Chairperson welcomed Nicola Walshe, CIB Staff Representative to the Board.

| **Item** | **Agenda Description** |
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| **1** | **Minutes of previous meeting**  *(The minutes of the Board meeting held on 15th February 2017 were circulated in advance of the meeting.)* |
| 1.1 | The minutes were proposed by Tina Leonard and seconded by James Clarke. |
| **2** | **Matters arising** |
| 2.1 | Item 3 : Restructuring Implementation Sub-Committee is for discussion at the next Board meeting. |
| **3** | **Committee Meetings – Update**  *(Committee membership to be uploaded on CIB’s website)* |
| 3.1 | Audit & Risk Committee |
| 3.1.1 | The Committee will be issued with a copy of the letter from Deloitte regarding the internal audit approach and assurances; Capita and Deloitte Annual reports 2015 and 2016 to be compared. |
| 3.1.2 | The Committee approved a “one quote” procurement limit of no more than €200 for supplies of goods only, with a maximum from the same supplier of €1,000 p.a. |
| 3.13 | Amended Draft Annual Financial Statements for 2016 will issue to the Department of Social Protection by end of March 2017. |
| 3.1.4 | Audit & Risk Committee Charter is being aligned to the new Code of Practice. |
| 3.2 | Finance Committee |
| 3.2.1 | The Committee was updated on the Budgeting Monitoring report for January 2017. Salaries budget is underspent due to not achieving CIBs Employment Control Framework target of 74 whole time equivalents. |
| 3.2.2 | Draft Annual Financial Statements 2016 features €75k trade debtors, the majority of this is in relation to a HSE debtor which has been recovered since the year end. A provision for a bad debt of €23,424 in relation to the Mortgage Arrears Information Helpline can now be documented. |
| 3.2.3 | Budget Report Outturn 2016 notes an overall excess of income over expenditure for the year to December 2016 of €397,431. The Committee noted that there were no major variances and there was confidence around the figures presented. |
| 3.2.4 | Virement Policy was approved and the register will be reported to the Finance Committee and the Board as updated. The Chief Executive updated the Committee on the budget for the Personal Micro Credit Project which is included in the Virement register. |
| 3.2.5 | Authority to raise purchase orders and sign invoices has been streamlined in line with grades and in line with D/PER guidelines. A new limit of €250,000 (from €120,000) as recommended by D/PER for the Chief Executive was approved by the Committee. |
| 3.2.6 | Finance Committee Charter is being updated to bring in line with the new Code of Practice. Expressions of interest from Board Members to join the Committee are being sought. A quorum stating a minimum of four will be documented in the Charter. |
| 3.3 | Social Policy & Research Committee |
| 3.3.1 | Joanne McCarthy will Chair the Social Policy & Research Committee. Other members are Niall Mulligan, Mary Higgins, Noeline Blackwell, Cearbhall O’Meadhra and Geralyn McGarry CIB. Other Board members will join meetings as appropriate. Membership will be sought from the delivery partners and from academics as the agenda dictates. |
| **4** | **Finance**  *(Budget Monitoring February 2017 – Variance Analysis was circulated in advance of the meeting.)* |
| 4.1 | Material variances per budget head were noted. Overall excess of income over expenditure for the year to February 2017 was €2.371m. |
| 4.2 | Revised Subsistence and Mileage rates come into effect from 1st April 2017 and these will issue to Board members by email. |
| **5** | **Report of the Chief Executive** |
| 5.1 | Volunteer Strategy within the CISs is currently being reviewed, a survey monkey has been completed and the data analysed. Phase two is underway with thematic focus groups with Development Managers and volunteers. The new strategy will be drafted during Q2, 2017 with a view to rolling out finalised strategy in Q3, 2017. |
| 5.2 | The Abhaile Communications Plan was launched on 27th February. MABS Helpline has seen an increase in 20-25% of calls since this date. Posters are now featured in bus shelters, shopping centres in over 250 locations nationally. Following some questions in relation to outcomes and successes, CIB Executive will report back to the next Board meeting with more analysis based on the digital and print campaign. |
| **6** | **National Advocacy Service for People with Disabilities** *(Introduction to the National Advocacy Service for People with Disabilities (NAS) Report was circulated in advance of the meeting.)* |
| 6.1 | Louise Loughlin, Manager of the National Advocacy Service for People with Disabilities presented a summary of activities as outlined in the report. An overview of the spread of advocates throughout the country coupled with description of the constantly changing environment, the length of time each cases takes, waiting lists and eligibility criteria were briefly discussed. NAS are developing a prioritisation policy. Drafting for statutory powers in congregated settings for advocacy is with the Department of Social Protection to progress. The Board congratulated and complimented the NAS service and noted that the discussion today highlighted the need for increased capacity and also the need to promote the awareness of the service. |
| **7** | **Internal Recruitment** |
| 7.1 | Recent internal recruitment and promotions were outlined. |
| 7.2 | External recruitment campaigns are underway and panels will be formed. |
| **8** | **Date of Next Meeting** |
| 8.1 | The next meeting of the Board will take place on Wednesday 17th May 2017 at 1.30 p.m. |