**Citizens Information Board**

**Board Meeting 17th May 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; Nicola Walshe, John Saunders

**Apologies:** Niall Mulligan; Joanne McCarthy; Josephine Henry

**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; Shona Geraghty (minutes); John Stewart, Manager SLIS and Ann Coogan, Chairperson SLIS (Item 4)

**Minutes**

| **Item** | **Agenda Description** |
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| **1** | **Minutes of previous meeting** *(The minutes of the Board meeting held on 22nd March 2017 were circulated in advance of the meeting.)* |
| 1.1 | The minutes were proposed by Eugene McErlean and seconded by Noeline Blackwell. |
| **2** | **Matters arising** |
| 2.1 | There were no matters arising. |
| **3** | **Committee Reports** |
| 3.1 | Audit & Risk Committee |
| 3.1.1 | The Finance and Administration Officer reported on the most recent meeting of the Audit and Risk Committee. Deloitte updated that meeting on the current audits being undertaken. Three of the six reviews (CISs and MABS) are complete. Most issues were around governance. Following all six audits, it is suggested that the Board of CIB write to Service Delivery companies outlining themes identified for all services to implement.  |
| 3.1.2 | A procurement officer has been appointed and some initial work is underway to develop a contract register and implement a procurement policy with support from the DSP and Office of Government Procurement. The policy will be brought to the committee in due course.  |
| 3.13 | The Comptroller and Auditor General has completed its field work. |
| 3.1.4 | Committee members have agreed to receive papers by email for all future meetings. |
| **4** | **Sign Language Interpreting Service***(A report titled ‘Summary of SLIS Presentation to the Citizens Information Board was circulated in advance of the meeting.)* |
| 4.1 | Ann Coogan, Chairperson and John Stewart, Manager SLIS presented to the Board the vision of SLIS. They commented that the current experience in the Irish deaf community is one of marginalisation due to the lack of sign language recognition and provision. They outlined some steps/recommendations on how SLIS and CIB could bridge the gap, for example by expanding the remote interpreting service; increasing the number of trained sign language interpreters; providing a quality-assurance and registration scheme for interpreters; providing ongoing professional training and development; and reducing the barriers deaf people face by delivering the SLIS access, emergency and referral service. The Board of CIB thanked them for their informative presentation and acknowledged the hard work of the staff of SLIS. |
| **5** | **Finance***(Budget Monitoring April 2017 Variance Analysis was circulated in advance of the meeting.)* |
| 5.1 | Material variances per budget head were noted. Overall excess of income over expenditure for the year to April 2017 was €1,322,623. |
| 5.2 | No virements were activated during the first four months of the year. |
| 5.3 | Due to bank holiday timing issue the variance analysis for the next Board meeting will issue by email a couple of days in advance of the meeting and not in hard copy with the papers.  |
| **6** | **Annual Report 2016***(The draft 2016 Annual report was circulated in advance of the meeting.)* |
| 6.1 | The draft 2016 Annual Report was approved in principal subject to minor changes. It was commented that the report was clear and readable. The expectation is that the Annual Report and the audited accounts will be published together. |
| **7** | **Report of the Chief Executive***(The report of the Chief Executive, May 2017 was circulated in advance of the meeting.)* |
| 7.1 | The Chief Executive drew the Board to the attention of some key areas noted in the report.  |
| 7.2 | The work of the DMA was going well and key statistics on the number of cases processed were noted. |
| 7.3 | Detailed statistics and an update of the implementation of the Abhaile programme will be brought to the September meeting for discussion which will be in advance of the review by the Department of Social Protection |
| 7.4 | MABS CMS tender process has concluded and subject to final clarifications, will be awarded to the preferred bidder. |
| 7.5 | Restructuring of CISs and MABS |
| 7.5.1 | The Chief Executive updated the Board on the series of regional consultations on the reorganisation of CISs and MABS that were underway starting 10th May and finishing 26th May in eight locations.  |
| 7.5.2 | A legal company has been engaged to undertake the TUPE process.  |
| 7.5.3 | A Project Manager to manage the implementation is being recruited. |
| 7.5.4 | A detailed plan that will provide content on the implementation following all regional consultation meetings will be presented at the July Board meeting. This will be a more detailed and updated version of the high-level implementation plan devised by the Implementation Committee and agreed at the February Board meeting and will include the process, costs and the next steps. The plan will cover the next 18 months – two years with as much detail as is possible at that time. An interim updated plan will be presented at the June meeting. |
| 7.5.5 | It was agreed that any email communication received directly by Board members is to be referred to the Executive for follow up. Board members will not be responding directly to email communication.  |
| **8** | **Disposal of Surplus CIB Premises in Sligo** |
| 8.1 | The Board re-approved the decision in September 2004 to dispose of the CIB premises in Sligo.  |
| **9.** | **Date of the next Meeting**  |
| 9.1 | The next meeting of the Board will take place on Wednesday 14th June 2017 at 1.30 p.m. |

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