**Citizens Information Board**

**Board Meeting 14th June 2017**

Townsend Street, Dublin 2

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

**Apologies:** John Saunders; Joanne McCarthy; Mary Higgins

**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)

**Minutes**

| **Item** | **Agenda Description** |
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| **1** | **Minutes of previous meeting** *(The minutes of the Board meeting held on 17th May were circulated in advance of the meeting.)* |
| 1.1 | The minutes were proposed by Noeline Blackwell and seconded by Cearbhall O’Meadhra. |
| **2** | **Matters arising** |
| 2.1 | An External system penetration testing was last undertaken in 2012. Deloitte have been appointed to undertake this testing in Sept 2017. System Penetration Testing will be an agenda item at the next Audit & Risk Committee. An action register is to be established to record matters that require action by the Executive between meetings. |
|  | **Committee Reports** |
| 3.1 | Social Policy & Research Committee |
| 3.1.1 | The first meeting of the Social Policy & Research Committee took place on 29th May 2017. Graham Long provided an update at the meeting. The committee will support CIB in setting priorities for social policy work and provide guidance in relation to the balance of social policy work between reports, submissions and proposals.  |
| 3.1.2 | Several key priority areas were discussed at the meeting for immediate action; Public PIP, over-indebtedness, Brexit, Traveller caravan loans, immigration, people with disabilities and social welfare schemes.  |
| 3.1.3 | The Board approved the publishing of the Housing Assistance Payment (HAP) Scheme – The Experience of Citizens Information Services Report. Graham Long will forward to the Department of Housing, a paper on housing that Cearbhall O’Meadhra has prepared. |
| **4** | **Finance***(Budget Monitoring May 2017 Variance Analysis was circulated in advance of the meeting.)* |
| 4.1 | Material variances per budget head were noted. Due to the delayed release of the May grant the overall excess of expenditure over income for the year to May 2017 was €580,890. |
| 4.2 | Telecommunications budget is under €68k due to the delay in the Limerick office move and delay in receiving a LAN upgrade invoice. Hardware budget is under €74k due to a delay in starting the 2017 PC deployment, this will commence in late June. |
| 4.3 | Rent & Services Chargers are under budget by €35k for the year as the new Limerick premises has not commenced.  |
| 4.4 | The Salaries and Board Members Fees budget has a variance of €129,424 and will remain low until CIB have recruited up to its Employment Control Framework (ECF). |
| 4.5 | No virements were activated during the first five months of the year. |
| **5** | **Report of the Chief Executive***(The report of the Chief Executive, June 2017 was circulated in advance of the meeting.)* |
| 5.1 | The Chief Executive drew the attention of the Board to some of some key areas noted in the report.  |
| 5.2 | The redesign of Citizensinformation.ie is now implemented on testing website in the Office of the Government Chief Information Officer (OGCIO).  |
| 5.3 | As of 2nd June, the DMAs have processed a total of 3,775 mortgage arrears cases, broken down into 2,390 active and 1,385 discharged cases. Mr Eugene McErlean will meet with Adrian O’Connor to establish the clarification the Board seeks on category/outcomes from DMA cases that MABSndl will need to provide. MABSndl will be invited to the next Board meeting to present this and a range of other areas. |
| 5.4 | Standardising the categorising of clients by the 51 companies on MABSIS while the new case management system is being implemented needs attention by CIB.  |
| **6** | **Volunteer Strategy** *(A note for the Board on the Review of the Volunteer Strategy was circulated in advance of the meeting.)* |
| 6.1 | The Board were briefed on the current review of the current National Strategy for Volunteers 2012. Work to date is being collated and drafted and a draft will be available in July. The draft collated report, together with questionnaires will be presented at the next Board meeting so that Board members can contribute to the development of the strategy at an early stage of its development. |
| **7** | **Delivery Services Restructuring** |
| 7.1 | The Chief Executive briefed the Board on progress to date.  |
| 7.2 | Of the 14 consultation meetings around the country, 13 were positive.  |
| 7.3 | The Implementation Group, established before the consultation meetings, is a movable group where specific skills and expertise will be called upon as and when necessary. |
| 7.4 | It was noted that there were no MABS companies on the Implementation Group, except for one MABS employee. It was noted that an invitation issued to NMF to invite MABS management who are willing to serve and contribute to the implementation of the restructuring and recommend to CIB.  |
| 7.3 | A timeline for preparation for reorganisation of the CISs and MABS companies was circulated in advance of the meeting.  This covers decision making, preparation & planning, action plan, TUPE, monitoring & quality and CIS/MABS industrial relations.  Following discussion, some additions to the plan will be incorporated. |
| **8** | **Date of the next Meeting**  |
| 8.1 | The next meeting of the Board will take place on Wednesday 26th July 2017 at 1.30pm. There will be a closed session at the start of the meeting.  |