**Citizens Information Board**

**Board Meeting 26th July 2017**

Townsend Street, Dublin 2

**Present:** Ita Mangan, Chairperson; James Clarke; Tim Duggan; Cearbhall O Meadhra; Ian Power; Sean Sheridan, Nicola Walshe, Niall Mulligan, John Saunders.

**Apologies:** Joanne McCarthy; Mary Higgins, Josephine Henry, Eugene McErlean, Tina Leonard, Noeline Blackwell.

**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); Colette Bennett & Michael Doherty, MABSndl (item 3).

**Minutes**

The meeting started in closed session. A general discussion of the role of Board members took place. It was decided to draw up a new Strategic Plan for CIB to be ready in early 2018.

| **Item** | **Agenda Description** |
| --- | --- |
| **1** | **Minutes of previous meeting**  *(The minutes of the Board meeting held on 14th June 2017 were circulated in advance of the meeting.)* |
| 1.1 | The minutes were proposed by Ian Power and seconded by Sean Sheridan. |
| **2** | **Matters arising** |
| 2.1 | Item 2.1 - System Penetration Testing will be an agenda item at the next Audit & Risk Committee 6th September. |
| 2.2 | The Board expressed its good wished to members who are absent due to illness. |
| **3** | **MABSndl**  *(A paper titled ‘Data Gathering and Analysis – DMABS Project’ was circulated in advance of the meeting.)* |
| 3.1 | At the request of the Board, MABS National Development were invited to present to the meeting on a range of matters, including the MABSIS IT System and DMABS outcomes. |
| 3.1.1 | Colette Bennett and Michael Doherty briefed the Board on the history of the MABSIS IT System dating back to 2004/2005 when it was developed to facilitate payments. MABSIS is used in every local service and is co-ordinated via the MABSIS Co-Ordinator, staffed in MABSndl. The responsibilities of both the data controllers and data processor were outlined. It was noted that MABSIS is not, and was never intended to be, either a case management system, nor a mechanism for gathering and analysing client date. The new Case Management System being tendered for by CIB will address the issue of data collection. |
| 3.1.2 | The Board was briefed on the progress of DMABS which was established in 2015 with three main objectives; establishing of a DMA MABS across a range of locations; creation of a national network of Court Mentors and a Pilot Public PIP Project. The project is on course to meet its target of an additional 17,400 cases over a three-year period, consisting of 5,400 to DMA MABS, and a further 12,000 to mainstream MABS. The detail of the weekly DMA data reporting was discussed and a breakdown of the outcome/status of all DMA cases up to 7th July 2017 outlined. Discussion also took place on the Court Mentor Service and lender practices. |
| 3.1.3 | Tim Duggan noted that the DSP had worked with the Chief Executive of CIB and her team to establish DMABS and the Abhaile project. Tim chairs the Steering Group for the Abhaile service and is the Departmental representative at the Senior Official Group and Cabinet Committee on Housing and Mortgage Arrears. He noted that Abhaile is to be reviewed by the autumn and a report on same made to the Cabinet Committee setting out its proposed future and funding requirement. Accordingly, it is critical that there are comprehensive statistics about outcomes for reporting to Government and that there is evidence that the projects are working. A Private Members Bill to establish a Mortgage Resolution Office could intensify pressure in this area over the coming months. |
| 3.1.4 | MABSndl were thanked for their very informative document and presentation. |
| **4** | **Committee Meeting Updates** |
| 4.1 | The chair of the Finance committee has resigned and a new Chair has not yet been appointed. |
| 4.2 | Audit & Risk Committee |
| 4.2.1 | John Saunders has been appointed as Chair of the Audit and Risk Committee. He gave the Board an update Deloitte have completed internal audits for three services. No major findings were reported. Most of the important and minor findings had been corrected at the time the audits concluded. |
| 4.2.2 | A draft Risk Management Framework and Risk Register has been prepared. |
| 4.2.3 | The process around the Letter of Representation to the Comptroller and Auditor General was discussed and plan is in place for next year. |
| 4.3 | Finance Committee |
| 4.3.1 | The variances around the Budget Monitoring June 2017 are profiling issues. The Mid-Year review has issues to the DSP and will be reprofiled and the Budget Estimates 2018 following approval at the Board today will issue to the DSP. |
| 4.4 | Social Policy & Research Committee |
| 4.4.1 | The Board approved the publishing of the report ‘Information Provision and Access to Public and Social Services for the Deaf Community’. |
| **5** | **Finance**  *(Budgeting Monitoring June, Budget Mid-Year Review 2017 and Budget Estimates documentation were circulated in advance of the meeting.)* |
| 5.1 | Budgeting Monitoring June 2017 |
| 5.1.1 | The overall excess of income over expenditure for the year to June 2017 was €69,059. The profiled excess is €820,906, the variance between this and the actual spend of €751,847 is due to several variances on the profile budget for the year to date. |
| 5.1.2 | Gary Watters reported on the material variances per budget head. |
| 5.2 | Budget Mid-Year Review 2017 |
| 5.2.1 | The total estimated expenditure to 31 December 2017, is anticipated to outturn at €53,826,878, some €618,465 less than budget. |
| 5.2.2 | The total estimated income to 31 December 2017, is anticipated to outturn at €53,983,075, some €462,268 less than budget. |
| 5.2.3 | The estimated income exceeds expenditure by €156,197 to 31 December 2017. |
| 5.2.4 | Gary Watters reported on some of the proposed revisions to budget lines at mid-year review. |
| 5.3 | Budget Estimates 2018 |
| 5.3.1 | The budget estimates presented outline the cost in 2018 of maintaining the Board’s existing service delivery commitments at the current level and the estimated cost of developing the Board’s service delivery further. |
| 5.3.2 | Total expenditure of €58,888,471 is proposed for 2018 which would require a total funding allocation of €58,476,700 from the Department of Social Protection (DSP). |
| 5.3.3 | Additional funding of €3,298,457 is being sought under Service Development. |
| 5.3.4 | A motion to approve the Budget Estimates 2018 for submission to the Department of Social Protection was proposed by Sean Sheridan and seconded by Ian Power. |
| 5.4 | Risk Management |
| 5.4.1 | A draft Risk Management Framework and Risk Register was reviewed by the Audit & Risk Committee at the July meeting. Adjustments are required following this review. The Board were asked to provide any comments to Gary Watters. |
| 5.4.2 | CIB’s internal Business Continuity and Disaster Recovery policies are to issue to Board members. |
| **6.** | **Report of the Chief Executive** |
| 6.1 | CIB have met with Open Data in the Department of Public Expenditure and Reform on areas of common interest with a view to data sharing. |
| 6.2 | As of 7th July, the DMAs have processed a total of 3,952 Mortgage Arrears cases, which can be broken down into 2,350 Active and 1,602 discharged cases. |
| 6.3 | As of the 7th of July, the latest figures show that 8,034 vouchers have been issued since the scheme went live on July 22nd.  6,152 of these are for PIP services, 1,686 are for legal advice and 196 are for legal aid with Section 115A appeals as defined under the Personal Insolvency (Amendment) Act 2015. |
| 6.4 | Abhaile roadshows began with a pilot in Waterford on 24th July. |
| 6.5 | Year 1 of the Information Provision and Advocacy Practice (IPAP) course has been completed by students in IT Blanchardstown. |
| **7** | **Delivery Services Restructuring** |
| 7.1 | Further rounds of consultation for CISs and MABS will take place in the form of facilitated focus groups during August. This will be centred around five themes; Boards and Local Advisory Committees, Service Delivery Strategy, Regional Managers, Administrators and Volunteers. |
| 7.2 | CIB have met the CIS Employer Union. CIB have offered a similar forum for MABS for discussions, MABS have taken the decision to go to the Work Place Relations Commission. |
| 7.3 | Draft regional restructuring costings were presented to the Board. The premises budget was noted as covering the re-assignments of leases from old companies to new. |
| 7.4 | Tender for the Project Management Services for the restructuring has issued. |
| 7.3 | The Legal Services tender is underway and includes an element of the Transfer of Undertaking for the Protection of Employees (TUPE) process. |
| **8** | **Volunteer Strategy**  *(A document titled ‘Update on the revised CIB/NACIS National Strategy for**Volunteers in CISs was circulated in advance of the meeting.)* |
| 8.1 | A Steering Group was formed in May 2016, to review and if necessary revise the CIB/NACIS National Strategy on Volunteers in Citizens Information Services***.*** The first Strategy (2012-2015) represented the first time that a national strategy focused specifically on volunteers/volunteering within the network had been put together. This was a joint CIB/NACIS project. |
| 8.2 | The Steering Group comprises four NACIS nominees (one Development Manager and three volunteers, all of whom have served on boards as well as operating as information givers), and four CIB nominees, with CIB administrative support. |
| 8.3 | A comprehensive consultation process has been undertaken with a very high level of active participation from the network. There were two stages in the consultation process:  Stage One/Survey Monkey questionnaire and Stage Two/Regional focus groups. |
| 8.4 | The latest meeting of the Steering Group was on 4 July and a further meeting is scheduled for 10 August. A final draft will be presented to the September Board meeting. |
| **9** | **Date of the next Meeting** |
| 9.1 | The next meeting of the Board will take place on Wednesday 15th November 2017 at 1.30pm. |