**Citizens Information Board**

**Board Meeting 20 September 2017**

CIB, George’s Quay House, 43 Townsend Street, Dublin 2

**Present:** John Saunders, Chairperson; James Clarke; Tim Duggan; Seán Sheridan, Nicola Walshe, Joanne McCarthy; Josephine Henry, Eugene McErlean, Tina Leonard, Noeline Blackwell.

**Apologies:** Ita Mangan, Ian Power; Cearbhall O’Meadhra; Niall Mulligan, Mary Higgins,

**In attendance:** Angela Black, Chief Executive; Graham Long, Senior Manager, Support Services; 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 26th July 2017 were circulated in advance of the meeting.)* |
| 1.1 | Correction: Tim Duggan chairs the Steering Group for the Abhaile service and is the Departmental representative at the Senior Official Group to the Cabinet Committee on Housing and Mortgage Arrears. |
| 1.2 | With the amendment above, the minutes were proposed by Seán Sheridan and seconded by Nicola Walshe. |
| **2** | **Matters arising** |
| 2.1 | Item 4.2.3- A Board member wished to have the letter of representation amended in relation to information security. By the end of 2018 a comprehensive IT Audit will be undertaken and will incorporate some of the issues raised by the Board member. This, as well as the Internal Audit Plan, will be discussed at the next A&R Committee meeting. |
| **3** | **Board Matters** |
| 3.1 | Reduction of Quorum: Following low attendance at a recent Board meeting, a reduction of the quorum may be required in the future, possibly during the summer. It was agreed not to reduce the quorum and revisit as required.  |
| 3.2 | Move towards a paperless Board: A paper with options for the electronic issue of documentation to all Board members will be presented at the November meeting. |
| 3.3 | Tim Duggan and Nicola Walshe have been reappointed to the Board. |
| 3.2 | CIB Strategic Plan 2018 – 2020: A sub-group of the Board has been established to support the CIB Executive in the development of the next strategic plan. A staff day is scheduled in early October and the outcome from a workshop will issue to the Board sub-group. The next strategy will be discussed at the November Board meeting. |
| **4** | **Committee Meeting Updates** |
| 4.1 | Audit & Risk Committee |
| 4.2.1 | The Board was updated on three Service Delivery Company internal audit reports undertaken by Deloitte. One report was 4 important and 3 minor findings and this is being addressed by CIB Executive. In future, Internal Audit Reports will issue to all Board members once presented to the Audit & Risk Committee. |
| 4.2.2 | The latest (twice yearly) ICT disaster recovery testing was successful with two minor fails that rectified within five minutes. The Committee were assured that there is a robust disaster recovery system in place and a protective system to avoid data breakdown is in progress. |
|  | Social Policy Committee |
| 4.2.1 | A meeting did not take place. |
| **5** | **Finance***(Budget Monitoring Report August 2017 Period 8 was circulated in advance of the meeting.)* |
| 5.1 | Budgeting Monitoring August 2017 |
| 5.1.1 | The overall excess of expenditure over income for the year to August 2017 was €849,676. |
| 5.1.2 | DMA MABS variance of €10,867 – the Q3 grant for Limerick was withheld as the pending the recruitment of a new DMA Advisor. |
| 5.1.3 | Abhaile variance of €46,508 due to the difficulty in determining the timing and/or volume of the vouchers cashed by citizens. |
| 5.1.4 | ICT variance of €104,461 due to Telecommunications, ICT projects and ICT security all under budget. |
| 5.1.5 | Training variance €7,976 due to a higher than anticipated spend on training supports to CISs in July and a number of other smaller overspends on eLearning. |
| 5.2 | Budget Estimates 2018 Update |
| 5.2.1 | There is no indication from DEASP as to the expected budget allocation for 2018. CIB’s budget allocation will be known on Budget day, 10th October 2017.  |
| 5.2 | Premises |
| 5.2.1 | The Board approved CIB Executive to sign a one-year licence agreement between Pobal and CIB for premises in Sligo.  |
| 5.3 | Risk Management |
| 5.3.1 | The Board approved the Risk Framework previously issued and discussed at the June meeting. All suggested amendments have been incorporated. A Risk Appetite statement will be included by CIB Executive.  |
| **6.** | **Report of the Chief Executive** |
| 6.1 | The redesigned citizensinformation.ie website is now live. |
| 6.2 | CIB has been liaising with Citizens Advice NI, Border People and Law Centre NI to develop a shared approach to Brexit information. |
| 6.3. | As of 8th September, the DMAs have processed a total of 4,238 Mortgage Arrears cases. 8,657 vouchers have been issued since the scheme went live in July 2016. |
| 6.4 | The NAS are finalising their first Strategy for the period 2018-2020. |
| **7** | **Update of Restructuring** |
| 7.1 | A series of themed focus groups were held during August to focus on Service Delivery Strategy, Boards links to Advisory Committees, Regional Manager roles and roles of Administrators with overall positive feedback from these focus groups. |
| 7.2 | Draft job role description for the new Regional Manager posts are in development following the focus groups. |
| 7.3 | CIS Union/Employer sub-group will meet again late September. The MABS NMF and Unite Trade Union have agreed to set up a MABS Union/Employer group following a meeting with the Workplace Relations Commission. |
| 7.4 | CIB has sent responses to follow-up queries from the DEASP in relation to the business case previously submitted. |
| 7.5 | The Board requested that the ‘Time Line for Preparation for Reorganisation of CIS and MABS Companies Update’ document presented in June 2017 be updated and issued with Board papers for each Board meeting during the lifetime of the project in order to provide the Board with a live update. |
| 7.6 | In response to a query in relation to planning, resourcing and funding for the project, it was reported that while CIB await confirmation of allocation of dedicated resources for the project from D/PER via the DEASP a lot of the work currently underway is preliminary and preparatory and CIB will continue to prepare for the restructuring. |
| 7.7 | Following a tender process, a contract is being awarded for Management Consulting and Advisory Services for the restructuring project. The Management Consultants will be in place during October to commence on the project. |
| **8** | **Reports – Cost Benefit Analysis***(A document titled ‘Costs Benefits Analysis of the Proposed Regional Reorganisation of the CIS and MABS Network’ was circulated in advance of the meeting.)* |
| 8.1 | The Joint Committee on Social Protection requested CIB Executive to provide a cost benefit analysis to the Committee and this report was commissioned by CIB.  |
| 8.2 | This report will be submitted to the DEASP, Joint Oireachtas Committee and uploaded to the CIB website. |
| 8.3 | The Board requested a list of submissions and papers made available to the Consultants and papers that were made available to the Consultants for their information.  |
| 8.4 | Following a discussion, a Board member was invited to submit any comments to support claims of any factual errors in the report.  |
| 8.5 | Clarity is required around what type of decisions are for the Board and CIB Executive (operational) to make and to keep at an appropriate level. |
| **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.  |

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