**Citizens Information Board**

**Board Meeting, Wednesday, 16 May 2018**

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

**Present:** Ita Mangan (Chairperson), John Saunders, James Clarke, Cearbhall O’Meadhra, Mary Higgins, Seán Sheridan, Ian Power, Tim Duggan, Nicola Walshe, Tina Leonard, Josephine Henry

**Apologies:** Niall Mulligan, Joanne McCarthy

**In attendance:** Angela Black, Chief Executive; Graham Long, Senior Manager (minutes); Fiona Coyne, Senior Manager; Adrian O’Connor, Senior Manager; Gary Watters, Finance and Administration Manager

**Minutes**

| **Item** | **Agenda Description** |
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| **0** | **Various matters** |
| 0.1 | Closed session: Secretary to the Board |
| 0.1.1 | Graham Long will be appointed Secretary to the Board from the meeting of 13 June 2018. |
| 0.2 | Welcome to Josephine Henry |
| 0.2.1 | The Chair welcomed Josephine Henry back to the Board and was joined in this welcome by all Board members present. |
| 0.3 | Declaration of interests |
| 0.3.1 | The Chair invited Board members to declare any relevant interests. No interests were declared. |
| **1** | **Minutes of previous meeting** *(The minutes of the Board meeting held on Wednesday, 21 March 2018 were circulated in advance of the meeting.)* |
| 1.1 | The minutes were proposed by James Clarke and seconded by Seán Sheridan. |
| **2** | **Matters arising** |
| 2.1 | The Chair reported that new appointments to the Board are expected for the September meeting. |
| **3** | **Board matters** |
| 3.1 | No matters arose. |
| **4** | **Restructuring update** |
| 4.1 | *(Two updated reports on the restructuring project were circulated to Board members at the meeting.)* An update on the restructuring project was provided. Eighteen CIS and MABS companies are currently in the process of liquidation. It is expected that all companies that are part of the first phase of restructuring will be liquidated by the end of May. Briefings for companies in the second phase will take place on 22, 29 and 30 May. Advertisements for Board members and Regional Managers of the new regional companies have been posted on the CIB website. |
| **5** | **Finance matters** |
| 5.1 | Budget Monitoring |
| 5.1.1 | The Budget Monitoring Report for April 2018 showed an overall excess of income over expenditure for the year to April 2018 of €1,452,065. Variances in relation to the different budget lines were described. |
| 5.1.2 | The Virement Register showed virements to the MABS Meetings/Projects budget line and the Consultancy budget line.  |
| 5.2 | Annual Controls Review |
| 5.2.1 | The draft Statement on Internal Control for the Year Ended 31 December 2017 was presented to the Board, along with a CIB Statement on Internal Control which includes assurances from managers. |
| 5.2.2 | The Board suggested conducting occasional checks of the documents retained by managers in relation to the assurances provided. |
| 5.3 | Contract Approval Limits |
| 5.3.1 | A proposal regarding approval limits for commencing tender processes and awarding contracts was discussed. It was agreed that a revised proposal would be brought to the June Board meeting. |
| 5.4 | Risk Management |
| 5.4.1 | The Senior Management Team met with the IPA in relation to risk appetite. A report from the IPA is due shortly. The Executive will prepare a draft risk appetite statement for the June Board meeting.  |
| 5.4.2 | An update on ICT and phone systems was requested for the June Board meeting. |
| 5.4.3 | It was noted that the data protection environment will be changing in May and that the risks related to data protection should be reviewed in this context. |
| **6** | **Committee meetings – update** |
| 6.1 | Audit and Risk Committee |
| 6.1.1 | John Saunders reported that a meeting of the Audit and Risk Committee was held on 2 May. The Statement on Internal Control was discussed at the meeting. |
| 6.1.2 | Deloitte continues with the programme of internal audit for 2018. No reports have been completed as yet. |
| 6.1.3 | John Saunders recommended that the Audit and Risk Committee would examine its Charter annually to ensure there is transparency around the functioning of the Committee relative to the Board. |
| 6.1.4 | The Service Level Agreements with the new regional companies were discussed by the Committee. |
| 6.2 | Strategy Working Group |
| 6.2.1 | Seán Sheridan reported that the Strategy Working Group met with the Executive to discuss a draft strategy document. The initial priority is to support the restructuring project, with new initiatives scheduled to begin in 2019. Three priorities were recommended to the Board: 1. Enhancing service quality and availability
2. Identifying, promoting and implementing service development and innovation
3. Enhancing the capacity of the sector, including enabling and supporting the transition to new structures

The three priorities were agreed by the Board. The next step is for the Working Group to engage with the Executive to put in place a consultation process. |
| 6.3 | Social Policy & Research Committee |
| 6.3.1 | A Committee meeting was held on 27 March at which an update was provided by UCD on research into Brexit. Future topics for research were discussed, including migration, digital services and fair process in administration. There was also discussion around the provision of information in Braille. The next meeting is scheduled for 22 May. |
| 6.3.2 | A submission by CIB to the HSE on draft codes of practice for Advance Healthcare Directives was noted. |
| 6.3.3 | Seán Sheridan highlighted that the NAS Strategic Plan was now complete and would be useful for the Board to inform their strategic planning. It was agreed that the NAS Strategy could be circulated to Board members and that consideration would be given to inviting NAS to attend the next Board meeting in June. |
| **7** | **GDPR compliance update** |
| 7.1 | An update on actions in CIB and the delivery services was provided, including in relation to workshops, data protection notices and consent forms, subject access request and data breach protocols, ICT measures and eLearning. |
| 7.2 | The next steps in the process include the review of retention schedules for personal information. |
| 7.3 | The Board expressed some concern at the lack of a permanent full-time Data Protection Officer (DPO) post in CIB. |
| **8** | **Report of the Chief Executive** |
| 8.1 | The Report of the Chief Executive was issued in advance of the meeting. It was particularly noted that the citizensinformation.ie website received almost 1 million unique visitors in April 2018. |
| **9** | **HR matters** |
| 9.1 | Update on Staffing Matters |
| 9.1.1 | A request to the DEASP for a Data Protection Officer post for CIB has not been granted yet – a temporary post is being considered. There is also no update in relation to a request for an additional 7 Executive Officer (EO) posts. |
| 9.2 | Update on Code of Practice |
| 9.2.1 | The Chair provided an update on the new Code of Practice for CIB, which has been circulated to Board members. It is planned to approve this document in September 2018, with comments welcome in the interim. |
| **10** | **Date of the next meeting**  |
| 10.1 | The next meeting of the Board will take place on Wednesday, 13 June 2018 at 1.30pm.  |