**Citizens Information Board**

**Board Meeting, Wednesday, 24 July 2019**

George’s Quay House, 43 Townsend St., Dublin 2

**Present:** Ita Mangan (Chairperson), Seán Sheridan, Mary Doyle, Joanne McCarthy, John Saunders, Nicola Walshe, Ian Power, Cearbhall O Meadhra, Mary Higgins, Tina Leonard, Eilis Barry

**Apologies:** Tim Duggan, Niall Mulligan, James Clarke, Josephine Henry

**In attendance:** Angela Black, Chief Executive; Fiona Coyne, Adrian O’Connor, Gráinne Griffin, Graham Long (also taking minutes), Gary Watters (items 3 and 4)

**Minutes**

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| **Item** | **Agenda Description** |
| **0** | **Various Matters** |
| 0.1 | Declaration of Interests |
| 0.1.1 | The Chair invited Board members to declare any relevant interests. No relevant interests were declared. |
| **1** | **Minutes of Previous Meeting**  *(The minutes of the Board meeting held on Wednesday, 26 June 2019 were circulated in advance of the meeting.)* |
| 1.1 | The draft minutes included the following sentence at 3.1.1: “The Budget Monitoring Report for May 2019 showed overall excess of income over expenditure of €2.2m.” It was requested that this be amended to: “The Budget Monitoring Report for May 2019 showed overall excess of income over expenditure of €2.2m at this point in time”. With this amendment, the minutes were proposed by Tina Leonard and seconded by John Saunders. |
| **2** | **Strategy** |
| 2.1 | Update on Review of MABS National Development (MABS ND) |
| 2.1.1 | An update was provided on correspondence received from MABS ND, as well as on a meeting held with MABS ND following the decision of the Board in June. A meeting was also held with the Citizens Information Phone Service (CIPS) in relation to the MABS Helpline. It was noted that a review of MABS ND had been on the Board’s agenda for some time, including as part of the strategies for 2012 to 2015 and 2015 to 2018, and that it did not rely solely on the Persuasion report. Minor amendments to that report were agreed. It was also agreed to proceed with the issuing of the termination notice to MABS ND under the Service Agreement between MABS ND and CIB. |
| 2.2 | Strategic Plan 2019 – 2021 |
| 2.2.1 | The business plan for the remainder of 2019 was circulated at the meeting. It was agreed that a business plan for 2020 would be circulated in advance of the November meeting of the Board. The business plan for 2020 will be more specific in relation to outputs and outcomes and will include targets and Key Performance Indicators (KPIs). It will also include commitments in relation to the Public Sector Equality and Human Rights Duty. A review of the 2019 business plan will be prepared for the December meeting of the Board. |
| **3** | **Finance Matters** |
| 3.1 | Budget Monitoring |
| 3.1.1 | The Budget Monitoring Report for June 2019 showed overall excess of income over expenditure of €1.5m at this point in time. |
| 3.2 | Risk Framework |
| 3.2.1 | A revised Risk Framework document, circulated in advance of the meeting, was approved. |
| 3.3 | Terms of Reference for the Audit and Risk Committee and the Finance Committee |
| 3.3.1 | Revised Terms of Reference for the Audit and Risk Committee and the Finance Committee were approved. |
| 3.4 | Estimates: Outturn 2019 and Budget 2020 |
| 3.4.1 | Overall, total expenditure to the end of 2019 is estimated at €58.9m, some €629,000 under the budgeted figure. This includes projected underspends in ring-fenced budgets for the Dedicated Mortgage Arrears and Abhaile projects. It also includes a supplementary income request to cover pension lump sums. Approval was given to re-profile the 2019 budget based on the mid-year review and to submit the mid-year review, including the supplementary income request, to the Department of Employment Affairs and Social Protection (DEASP).  For 2020, expenditure is estimated at €63.5m, with service developments anticipated in a number of areas, including ICT, advocacy and promotion. Approval was given to submit the 2020 estimates to the DEASP. |
| 3.5 | Procurement: Approval to Award Contracts |
| 3.5.1 | Approval was given to award a contract for the provision of the Information Provision and Advocacy Practice (IPAP) training course to TU Dublin – Blanchardstown Campus. |
| 3.5.2 | Approval was given to award a contract for the provision of upgraded Wide Area Network (WAN) connectivity to Vodafone. |
| **4** | **Committee Meetings – Update** |
| 4.1 | Finance Committee |
| 4.1.1 | The committee met on Tuesday, 16 July 2019. The committee examined the 2019 outturn and 2020 budget estimates in detail, as well as reviewing its Terms of Reference. The committee has requested a report on any surpluses currently being carried in the Service Delivery Companies. |
| **5** | **Report of the Chief Executive** |
| 5.1 | The Report of the Chief Executive was issued in advance of the meeting. The report is in a new format to reflect the Strategic Plan 2019 – 2021. |
| **6** | **Personal Microcredit** |
| 6.1 | It was agreed that up to €50,000 could be allocated to cover costs this year in the event that DEASP does not directly fund a proposed subvention related to the Personal Microcredit scheme operated by Credit Unions. |
| **7** | **HR and Governance Matters** |
| 7.1 | ICT Update |
| 7.1.1 | An update on cyber security was provided, including enhancements to the Security Information and Event Management (SIEM) system. |
| 7.1.2 | An update on the Wide Area Network (WAN) and Telephony project was provided. For WAN connections, Vodafone has been identified as the preferred bidder by the Office of Government Procurement (OGP). The Request for Tenders (RFT) for telephony services is now ready to send to the Digital Government Oversight Unit (DGOU) in the Department of Public Expenditure and Reform (DPER) for approval. |
| 7.2 | Staffing Update |
| 7.2.1 | An update was provided on a number of recent recruitment processes. It was noted that CIB continues to have outstanding requests for nine posts with the DEASP for sanction. |
| **8** | **Date of the Next Meeting** |
| 8.1 | The next meeting of the Board will take place on Wednesday, 25 September 2019. |