**Citizens Information Board**

**Board Meeting, Wednesday, 11 December 2019**

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

**Present:** Ita Mangan (Chairperson), Seán Sheridan, Mary Doyle, Joanne McCarthy, John Saunders, Ian Power, Mary Higgins, Niall Mulligan, Tim Duggan, Eilis Barry

**Apologies:** James Clarke, Josephine Henry, Nicola Walshe, Tina Leonard, Cearbhall O Meadhra

**In attendance:** Angela Black, Chief Executive; Fiona Coyne, Adrian O’Connor, Gráinne Griffin, Graham Long (also taking minutes), Gary Watters (item 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 | **Review of MABS National Development (MABS ND) – Update** |
| 1.1 | An update was provided on the process to transfer the functions of MABS ND. It was noted that a new company, MABS Support CLG, has been incorporated. A Risk Management Implementation Plan has been provided to MABS ND with details of the transfer process. The transfer of the Helpline to North Dublin MABS and the transfer of the other functions of MABS ND to MABS Support are scheduled for 3 February 2020. |
| **2** | **Minutes of Previous Meeting**  *(The minutes of the Board meeting held on Wednesday, 13 November 2019 were circulated in advance of the meeting.)* |
| 2.1 | The minutes were proposed by Joanne McCarthy and seconded by John Saunders. |
| **3** | **CIB Strategy Development** |
| 2.1 | The Business Plan for 2020 will be presented at the Board meeting in February 2020. This plan will have a focus on the public sector equality and human rights duty, and will be integrated with the organisation’s risks and budgets. Baselines for Key Performance Indicators (KPIs) will be established in the course of 2020. |
| **4** | **Finance Matters** |
| 4.1 | Budget Monitoring |
| 4.1.1 | The Budget Monitoring Report for November 2019 showed overall excess of income over expenditure of €2.9m at this point in time. |
| 4.2 | Annual Financial Statements 2018 |
| 4.2.1 | It is expected that the audit process for the 2018 annual financial statements will be complete by the end of the year. The Comptroller and Auditor General (C&AG) has requested that some points in the statements, which were approved by the Board in March, be updated to reflect developments since that time. It was agreed that Ita Mangan and John Saunders would sign the updated accounts and that a letter would be sent to the C&AG noting the late completion of the 2018 audit process. |
| 4.3 | Budget 2020 |
| 4.3.1 | The Department of Employment Affairs and Social Protection (DEASP) has confirmed the budget estimates for 2020. Income from the DEASP in 2020 is expected to be €62.064m. |
| 4.4 | Review of the Risk Register |
| 4.4.1 | Following review at the Audit and Risk Committee, the revised Risk Register was presented to the Board for comment. It was agreed that ‘green’ risks would be removed from the Risk Register circulated to the Board at future meetings, but that these risks would continue to be reviewed by the Audit and Risk Committee. |
| **5** | **Report of the Chief Executive** |
| 5.1 | The Chief Executive has been attending events at the regional companies and expects to have visited each company by Spring 2020. It was noted that a number of initiatives have been completed recently, including a staffing strategy for the Citizens Information Services (CIS) and the introduction of Long Service Increments for CIS staff members. An event celebrating volunteers was held in Páirc Uí Chaoimh in November and highlighted the work of volunteers in the CIS network. |
| **6** | **Corporate Services, HR and Governance Matters** |
| 6.1 | ICT Update |
| 6.1.1 | An update on the Wide Area Network (WAN) and Telephony project was provided. Three of the seven pilot sites for the WAN are now complete and have seen a significant increase in bandwidth. There have been delays at the other four pilot sites – learning from the pilot phase will need to be factored into the rollout of the WAN project in January 2020. Vodafone implement a ‘network freeze’ in December and early January, which provides an opportunity to integrate the WAN and telephony project plans. |
| 6.2 | Governance Update |
| 6.2.1 | CIB’s annual return to the Charities Regulatory Authority is complete. Declaration forms for the Standards in Public Office Commission (SIPO) will be circulated to Board members in early January. An update from the external evaluation of the Board will be provided at the Board meeting in February. |
| **7** | **Date of the Next Meeting** |
| 7.1 | The next meeting of the Board will take place on Wednesday, 12 February 2020. |