**Citizens Information Board**

**Board Meeting, Wednesday, 12 February 2020**

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

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

**Apologies:** James Clarke, Josephine Henry, Cearbhall O Meadhra, John Saunders, Tim Duggan, Niall Mulligan

**In attendance:** Angela Black, Chief Executive; Fiona Coyne, Adrian O’Connor, Gráinne Griffin, Graham Long (also taking minutes), Gary Watters (item 7); Nicolas Marcoux, IPA (item 3); Sharon Conroy, CIB, Paul Monks, Simon Monds, Karl Gill, South Dublin Citizens Information Service (item 4)

**Minutes**

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| **Item** | **Agenda Description** |
| **1** | **Declaration of Interests** |
| 1.1 | The Chair invited Board members to declare any relevant interests. No relevant interests were declared. |
| **2** | **Minutes of Previous Meeting** *(The minutes of the Board meeting held on Wednesday, 11 December 2019 were circulated in advance of the meeting.)* |
| 2.1 | The minutes were proposed by Ian Power and seconded by Mary Doyle. |
| **3** | **Board Evaluation Report** |
| 3.1 | Dr Nicolas Marcoux of the Institute of Public Administration (IPA) presented on the draft Board Effectiveness Review, which had been circulated in advance of the meeting. Dr Marcoux noted that the draft report is positive overall, with some recommendations in areas such as Board induction processes, Board composition, stakeholder engagement, strategy development and Board processes. Following questions, Dr Marcoux left the meeting. The Board then discussed the recommendations in the report, agreeing that the Executive should conduct a stakeholder mapping exercise and prepare an action plan based on a grouping of the recommendations made.  |
| **4** | **Presentation from South Dublin Citizens Information Service (CIS)** |
|  | Sharon Conroy of CIB introduced the presentation by providing an overview of the work of Citizens Information Services at a national level. Following the introduction, Paul Monks, Chair of South Dublin CIS, Simon Monds, Regional Manager of South Dublin CIS, and Karl Gill, Senior Information Officer, South Dublin CIS, presented on the work of South Dublin CIS. The presentation covered a range of areas including governance structures, consistency across the region, quality and quality reviews, industrial relations and staffing changes. A case study on advocacy provision was also presented. The Board thanked the presenters for providing a more personalised understanding of the work of a CIS and expressed their gratitude to the Board, employees and volunteers of South Dublin CIS.  |
| **5** | **Quorum** |
|  | The Chair noted that a number of Board members will reach the end of their term on the Board in the coming months and suggested that the quorum for the Board be reduced from eight to five. This was proposed by Joanne McCarthy and seconded by Ian Power. |
| **6** | **Strategy** |
| 6.1 | Update on MABS Support CLG and North Dublin MABS |
| 6.1.1 | It was noted that the functions of MABS National Development (MABS ND) transferred to MABS Support CLG and North Dublin MABS on 3 February.  |
| 6.2 | Business Plan 2020 |
| 6.2.1 | The Business Plan for 2020 was circulated in advance of the meeting. It includes outputs for 2020 along with details from the 2020 budget and risk register. Following discussion, it was agreed that the Executive would look to standardise terminology across the Business Plan and the strategy framework document. It was also agreed that Seán Sheridan would convene a group to examine how best to measure performance during the remainder of the current strategy. |
| **7** | **Finance Matters** |
| 7.1 | Budget Monitoring |
| 7.1.1 | The Budget Monitoring Report for December 2019 showed overall excess of income over expenditure of €1.7m for the year. This surplus will be returned to the Department of Employment Affairs and Social Protection. |
| 7.2 | Risk Management |
|  | During January, the Executive had reviewed the risk register and proposed a reduction in the number of risks from 45 to 32, along with a reduction in the rating of a number of individual risks. The Audit and Risk Committee had approved this revised risk register at their February meeting. The Board also approved the revised risk register. |
| **8** | **Report of the Chief Executive** |
|  | The Report of the Chief Executive was circulated in advance of the meeting. Among a range of activities, the report noted that the Chief Executive met with the CEO of the UK Money and Pensions Service (MaPS) in order to develop collaborative initiatives, including in relation to Brexit. |
| **9** | **Corporate Services, HR and Governance Matters** |
| 9.1 | ICT Update |
| 9.1.1 | An update was circulated in advance of the meeting. It noted that the Wide Area Network (WAN) project is currently being rolled out in South Munster and South Leinster. All but one of the sites in these two regions has had a new line installed. The next steps are for the data services to be activated and routers installed. The telephony project is also progressing, with a laboratory version of the telephony system due to be tested during February. Security aspects of the new network are also in development. |
| 9.2 | Update on Staffing |
| 9.2.1 | An update was circulated in advance of the meeting. This update included information on the sad passing of Adam Hopkins, a member of CIB’s ICT team, and the plans to commemorate his time in CIB by planting a tree with a plaque which his family could visit in the grounds of CIB.  |
| 9.3 | Governance Update |
| 9.3.1 | It is planned to make an addition to CIB’s Code of Practice in relation to the disposal of CIB assets. The revised wording will be brought to the Board for approval in March 2020. |
| **10** | **Date of the Next Meeting**  |
| 10.1 | The next meeting of the Board will take place on Wednesday, 18 March 2020.  |