**Citizens Information Board**

**Board Meeting, Wednesday, 20 May 2020**

By Videoconference

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

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

**In attendance:** Angela Black, Chief Executive; Fiona Coyne, Adrian O’Connor, Gráinne Griffin, Graham Long (also taking minutes), Caroline Mitchell (item 4(a)), Gary Watters (item 7), Cathy Gerrard (item 9(a)); Nuala Doherty, Louise Loughlin, National Advocacy Service for People with Disabilities (item 5)

**Minutes**

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| **Item** | **Agenda Description** |
| 0 | The Board acknowledged the staff members in CIB and in the companies funded by CIB who have recently lost family members and friends. The Chief Executive was asked to convey the Board’s condolences to the people concerned. |
| **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, 12 February 2020 were circulated in advance of the meeting.)* |
| 2.1 | The minutes were proposed by Tina Leonard and seconded by Seán Sheridan. |
| 2.2 | Under matters arising, the Chairperson noted that her term on the Board has been extended from June 2020 to December 2020. The Department of Employment Affairs and Social Protection (DEASP) will initiate a Public Appointments Service (PAS) process to appoint new Board members and a new Chairperson. |
| **3** | **Report of the Chief Executive** |
| 3.1 | The Report of the Chief Executive was circulated in advance of the meeting. A proposal was put to the Board to support a pilot project in Core Credit Union. The project aims to provide low-cost loans to people who may otherwise only be able to access credit from moneylenders. It includes a requirement for the borrower to set aside a certain amount in savings. These savings will be matched, up to a threshold, as an incentive for borrowers to move away from household collection as a repayment method. Support for the pilot was approved by the Board. |
| **4** | **Media Approvals** |
|  | CIB is currently liaising with DEASP on all media appearances. DEASP in turn is liaising with the Government Information Service. This process has proven cumbersome, especially when urgent requests are made by journalists to staff members of the companies funded by CIB. It was agreed to put forward to DEASP a list of named media spokespeople who can take up media invites without a further approval process. |
| **5** | **Presentation from the National Advocacy Service for People with Disabilities (NAS)** |
|  | Nuala Doherty and Louise Loughlin presented on the work of NAS and of the Patient Advocacy Service, which is part of NAS. The presentation included background on the work of NAS and details of the impact of Covid-19 on advocacy work and on advocacy clients. |
| **6** | **Action Plan following Board Evaluation Report** |
| 6.1 | Presentation on CIB’s Stakeholders |
| 6.1.1 | Caroline Mitchell presented an analysis of CIB’s stakeholders, including DEASP, funded companies, State agencies and national and international organisations. Processes for engaging with these stakeholders were discussed. |
| 6.2 | Update on Action Plan |
| 6.2.1 | A draft action plan was circulated in advance of the meeting with proposals to address recommendations in the IPA Board Evaluation Report. Actions proposed included the formalising of the Board induction process, the procurement of Board software, closed sessions of the Board, the establishment of a Succession Committee and the merging of the Finance and Audit and Risk Committees. A discussion followed which included the possible formation of a new Governance and Strategy Committee rather than a Succession Committee. Decisions on a new committee structure will be made at the November meeting of the Board. |
| **7** | **Finance Matters** |
| 7.1 | Budget Monitoring |
| 7.1.1 | The Budget Monitoring Report for April 2020 showed overall excess of income over expenditure of €5.069m. This surplus relates in large part to a transition to monthly payments for CIB’s Service Delivery Companies. |
| 7.2 | Risk Management |
|  | There was no update required in relation to risk management. |
| **8** | **Committee Reports** |
| 8.1 | Audit and Risk Committee |
| 8.1.1 | The committee met on 6 May 2020. An internal audit plan was agreed that will allow for all 21 Service Delivery Companies to be audited over the course of three years. CIB’s cyber risk register was reviewed at the meeting in light of remote working arrangements during the Covid-19 restrictions. Two requests to commence procurement processes – for reception services and data protection consultancy - were also discussed. These processes had previously been approved by email. |
| 8.2 | Finance Committee |
|  | The committee met on 11 March 2020 and reviewed the budget monitoring report for February 2020 as well as the draft financial statements for 2019. |
| 8.2 | Social Policy and Research Committee |
| 8.2.1 | The committee met on 12 May 2020. Research plans for 2020 were reviewed. It was also proposed that CIB would make a submission to the new Special Committee on Covid-19 Response based on data from the Service Delivery Companies. |
| **9** | **Corporate Services, HR and Governance Matters** |
| 9.1 | Annual Report 2019 |
| 9.1.1 | The draft Annual Report 2019 was circulated in advance of the meeting. Cathy Gerrard spoke to the report, noting that it would be published online only and that a virtual launch would be planned for later in 2020. |
| 9.2 | ICT Update |
| 9.2.1 | An update was circulated in advance of the meeting. It noted that the Wide Area Network (WAN) project has continued despite current restrictions and so the delay to the project is not as severe as expected. |
| 9.3 | Update on Staffing |
| 9.3.1 | Following an open competition, a Corporate Services Manager has been appointed, as has an Executive Officer in the Corporate Services team. Gráinne Griffin, Senior Manager, has resigned from the organisation and will leave in early June. CIB’s Advocacy Manager has resigned and an advertisement for the post on a fixed-term basis has been issued. It is planned to advertise for an Executive Officer in the ICT team in June. Recruitment in relation to a planned Irish Sign Language (ISL) Unit in CIB is currently on hold due to uncertainty in relation to the continuity of the Principal Officer role with oversight of the unit. The Executive is following up with DEASP on this matter. |
| **10** | **Date of the Next Meeting** |
| 10.1 | The next meeting of the Board will take place on Wednesday, 24 June 2020. |