**Citizens Information Board**

**Board Meeting, Wednesday, 24 June 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, Niall Mulligan, Tim Duggan

**Apologies:** James Clarke

**In attendance:** Angela Black, Chief Executive; Fiona Coyne, Adrian O’Connor, Susan Shanahan (from item 3), Graham Long (also taking minutes), Gary Watters (items 4 and 5); Nessan Vaughan, Gwen Harris, Denise Kennerney, North Dublin MABS (item 3)

**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, 20 May 2020 were circulated in advance of the meeting.)* |
| 2.1 | The minutes were proposed by Tina Leonard and seconded by Joanne McCarthy. |
| 2.2 | The Board approved the appointment of Susan Shanahan to the role of Senior Manager, CIS and Advocacy, until 31 December 2020. |
| **3** | **Presentation from North Dublin Money Advice and Budgeting Service** |
| 3.1 | Nessan Vaughan, Gwen Harris and Denise Kennerney presented on the work of North Dublin MABS. The presentation included an overview of the governance structure and practices of the company, as well as of the varied requirements of clients across a large geographic area. It was noted that the North Dublin MABS offices have not been operating since March, but that all services continue remotely, supplemented by new channels such as Facebook Messenger. In particular, the MABS Helpline has continued as normal throughout the Covid-19 restrictions. North Dublin MABS has had a particular focus on the promotion of budgeting over the last three months. |
| **4** | **Finance Matters** |
| 4.1 | Budget Monitoring |
| 4.1.1 | The Budget Monitoring Report for May 2020 showed overall excess of income over expenditure of €1.2m at this point in time. This surplus relates to a number of different budget headings. |
| 4.2 | Risk Management |
| 4.2.1 | Two risks have been updated since January. The Covid-19 and business continuity risk has been updated with actions related to remote working, while the health and safety risk has been updated with details of actions taken under the Government’s “Return to Work Safely Protocol”. |
| **5** | **Committee Reports** |
| 5.1 | Audit and Risk Committee |
| 5.1.1 | The committee met on 6 May 2020. It is proposed to accelerate decisions to be made on the Board’s committee structure, that is, to merge the Finance Committee and the Audit and Risk Committee and to establish a Strategy and Governance Committee. The merging of the Finance and Audit and Risk committees will be discussed at the Finance Committee meeting on 8 July 2020. Seán Sheridan has been appointed to the Finance Committee. |
| **6** | **Report of the Chief Executive** |
| 6.1 | The Report of the Chief Executive was circulated in advance of the meeting. It was noted that CIB has received an innovation grant of €50,000 from the Department of Public Expenditure and Reform for the development of an Irish Sign Language (ISL) app. It was also noted that CIB is working to mid-August as the earliest date at which staff members are likely to return to offices. |
| **7** | **Corporate Services, HR and Governance Matters** |
| 7.1 | ICT Update |
| 7.1.1 | The Wide Area Network (WAN) rollout is progressing, with 45 of 117 NGA (Next Generation Access) sites now live, along with 2 of 8 DSL (Digital Subscriber Line) sites. |
| 7.2 | Update on Staffing |
| 7.2.1 | Internal competitions are currently underway for acting-up roles as Operations Manager and Citizens Information Manager. Six external competitions are also in train, including competitions for an Advocacy Manager and a Dedicated Mortgage Arrears (DMA) Manager. |
| **8** | **Date of the Next Meeting** |
| 8.1 | The next meeting of the Board will take place on Wednesday, 22 July 2020. |