**Citizens Information Board**

**Board Meeting, Wednesday, 23 June 2021**

By Videoconference

**Present:** Seán Sheridan (Acting Chair), John Saunders, Cearbhall O Meadhra, Mary Doyle, Tim Duggan, Nicola Walshe (until item 4), Teresa Blake, Joan O’Connor (until item 4), Joanne McCarthy, Mary Higgins, Tina Leonard

**Apologies:** James Clarke, Ian Power

**In attendance:** Fiona Coyne, Acting Chief Executive, Susan Shanahan, Adrian O’Connor, Stephen Valentine, Graham Long (also taking minutes), Walter MacDonough (item 5), Gary Watters (item 6), Caroline Mitchell (item 8.3)

**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, 26 May 2021 were circulated in advance of the meeting.)* |
| 2.1 | Stephen Valentine is to be added to the list of attendees. With that amendment, the minutes were proposed by Cearbhall O Meadhra and seconded by Teresa Blake. |
| **3** | **Closed Session** |
| 3.1 | The Board was briefed by the Acting Chair and discussed the following matters:   * Appointment of new Chairperson * Board succession plan and filling of vacancies * Recruitment of CEO * Periodic Critical Review * Corporate Governance for the sector |
| **4** | **PR / Communications** |
| 4.1 | Adrian O’Connor presented on recent marketing campaigns covering the Citizens Information Services, the Money Advice and Budgeting Services and Abhaile. The objectives, evaluation and impact of the campaigns were described. Future challenges for the PR / Communications function include the impact of Covid-19 and policy changes on social media platforms, while opportunities include online messaging and short-form video. |
| **5** | **Property Management** |
| 5.1 | Walter MacDonough presented on the premises portfolio of CIB and the funded companies. The property management services provided by CIB were described, along with strategy objectives and general considerations in property management. |
| **6** | **Finance Matters** |
| 6.1 | Budget Monitoring Report May 2021 / Period 5 |
| 6.1.1 | The Budget Monitoring Report for May 2021 showed an overall excess of income over expenditure of €648,327 at that point in time. Variances include underspends related to the renewal of insurances and to the CIS and MABS contingency budgets. |
| 6.2 | Risk Management |
| 6.2.1 | There was no update in relation to risk management. The risk register will be updated at presented to the Finance, Audit and Risk Committee and the Board at their meetings in July. |
| 6.3 | Procurement |
| 6.3.1 | The Board approved a request to commence a procurement competition for a CRM Architect and Developer for the MABS CMS project. |
| 6.4 | Surplus in Service Delivery Companies |
| 6.4.1 | It was noted that a business case has been sent to the Department of Social Protection in relation to the retention of operational reserves in the Service Delivery Companies and the funding of future premises projects. |
| **7** | **Report of the Chief Executive** |
| 7.1 | The Report of the Chief Executive was circulated in advance of the meeting. |
| **8** | **Corporate Services, HR and Governance Matters** |
| 8.1 | ICT Update |
| 8.1.1 | In relation to the Wide Area Network (WAN), 133 of 135 sites are now live. One hundred and sixty sites are now using new telephony equipment. The ‘076’ number range currently used by CIB and the Service Delivery Companies is due to be discontinued in January 2022. CIB has secured 0818 numbers for the helplines and main offices. The 0818 numbers for the helplines are now operational. Direct dial numbers for individual staff members will be geographic numbers. |
| 8.2 | Update on Staffing |
| 8.2.1 | CIB has received sanction from the Department of Social Protection to make a temporary post at Principal Officer level permanent. It was noted that this sanction allows for the conclusion of a change management process commenced in 2016. |
| 8.3 | Annual Report 2020 |
| 8.3.1 | Caroline Mitchell spoke to the draft Annual Report 2020, which is due to be presented to the Minister for Social Protection by 30 June. It was suggested that the Annual Report 2021 include a section on the human activities behind the service provided. |
| **9** | **Date of the Next Meeting** |
| 9.1 | The next meeting of the Board will take place on Wednesday, 21 July 2021. |