**Citizens Information Board**

**Board Meeting, Wednesday, 21 July 2021**

By Videoconference

**Present:** Catherine Heaney, Seán Sheridan, John Saunders, Cearbhall O Meadhra, Mary Doyle, Tim Duggan, Nicola Walshe, Teresa Blake, Joan O’Connor, Joanne McCarthy, Mary Higgins, Tina Leonard, Ian Power

**Apologies:** James Clarke

**In attendance:** Fiona Coyne, Acting Chief Executive, Susan Shanahan, Adrian O’Connor, Stephen Valentine, Graham Long (also taking minutes), Gary Watters (items 8 and 9.1); Niall Egan, Sé Goulding, Karen Kennedy, DSP (item 7)

**Minutes**

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| **Item** | **Agenda Description** |
| **1** | **Welcome, Introductions and Chairing of the Meeting** |
| 1.1 | The Board welcomed Catherine Heaney as the new Chair of CIB. It was agreed that Seán Sheridan would chair the July meeting. |
| **2** | **Declaration of Interests** |
| 2.1 | The Chair invited Board members to declare any relevant interests. No relevant interests were declared. |
| **3** | **Minutes of Previous Meeting** *(The minutes of the Board meeting held on Wednesday, 23 June 2021 were circulated in advance of the meeting.)* |
| 3.1 | The minutes were proposed by Mary Doyle and seconded by Ian Power. |
| **4** | **Communications Protocol** |
| 4.1 | A draft communications protocol between CIB and the Department of Social Protection (DSP) was circulated in advance of the meeting. It was agreed that Catherine Heaney and Fiona Coyne would engage with the DSP in relation to the draft protocol. |
| **5** | **Strategic Plan** |
| 5.1 | The Board discussed a report from the Strategy and Governance Committee on the timetable for, and high-level objectives of, CIB’s Strategic Plan 2022 – 2024. A number of issues in finalising the timetable were discussed, including the progression of the Periodic Critical Review and the pending appointment of a permanent Chief Executive Officer. |
| **6** | **Service Level Agreements with Funded Companies** |
| 6.1 | A draft of the core text of the Service Level Agreement (SLA) was presented to the Board, with the intention that draft Service Delivery Schedules would be presented to the Board in September. Suggested changes to the draft include that the language be made less legalistic and that the order be changed to reflect CIB’s commitments at the start of the document. A revised draft was requested for the September meeting. |
| **7** | **Periodic Critical Review** |
| 7.1 | Niall Egan, Sé Goulding and Karen Kennedy joined the meeting to set out the process for the Periodic Critical Review, which is part of the Code of Practice for the Governance of State Bodies. Sé Goulding will chair the Working Group for the Periodic Critical Review. The Working Group will also include representatives from CIB and from the Department of Public Expenditure and Reform. The review will focus on alignment, effectiveness, efficiency, governance, the relationship with the DSP and the future positioning of CIB. CIB was asked to nominate a member of the Board and a member of the Executive to the Working Group. It is hoped that the process will be completed within 4 months of commencement and that the report will be published within 4 weeks of approval by the Secretary General of the DSP.Following the presentation from the DSP, the Board agreed that Ian Power would act as one of the CIB representatives on the Working Group. |
| **8** | **Finance Matters** |
| 8.1 | Budget Monitoring Report June 2021 / Period 6 |
| 8.1.1 | The Budget Monitoring Report for June 2021 showed an overall excess of income over expenditure of €426,209 at that point in time. Variances include underspends related to the Abhaile, ICT and CIS and MABS contingency budgets. |
| 8.2 | Risk Management |
| 8.2.1 | A revised risk register was circulated in advance of the meeting. The register contains 4 red risks and 17 yellow risks and was approved by the Board. |
| 8.3 | Procurement |
| 8.3.1 | The Board approved a request to commence a procurement competition for PCs and laptops through the Office of Government Procurement. |
| 8.4 | Mid-Year Review 2021 |
| 8.4.1 | The Board approved the reprofiling of the 2021 budget and its submission to the DSP. The estimated outturn to December 2021 is €61,350,719, which is €1,056,294 less than the original budget. |
| 8.5 | Estimates 2022 |
| 8.5.1 | The Board approved the 2022 estimates. Total expenditure of €63,104,049 is proposed in the estimates. |
| **9** | **Committee Meetings** |
| 9.1 | Finance, Audit and Risk Committee |
| 9.1.1 | The Committee met on 14 July 2021. Alex Hoare has joined the Committee and brings particular expertise in ICT matters. Mazars reported to the Committee on SLA arrangements with the MABS companies and reported also that the audit schedule for 2021 is on track. |
| 9.2 | Strategy and Governance Committee |
| 9.2.1 | The Committee met on 7 July 2021 and discussed a range of topics including a strategic review of SLIS, the Strategic Plan, the draft Communications Protocol and the Annual Report. |
| **9** | **Report of the Chief Executive** |
| 9.1 | The Report of the Chief Executive was circulated in advance of the meeting. The acting Chief Executive highlighted the CIS Advocacy Annual Report 2020, which was circulated in advance of the meeting and launched on 20 July 2021. |
| **10** | **Corporate Services, HR and Governance Matters** |
| 10.1 | ICT Update |
| 10.1.1 | In relation to the Wide Area Network (WAN), 133 of 135 sites are now live. One hundred and sixty-one sites are now using new telephony equipment.  |
| 10.2 | Update on Staffing |
| 10.2.1 | It was noted that upcoming recruitments include for the Senior Manager, CIS and Advocacy, for Executive Officers on the Digital Content team and for an Executive Officer on the Dedicated Mortgage Arrears (DMA) Project. |
| 10.3 | Governance Update |
| 10.3.1 | The Charities Governance Code Compliance Record Form for CIB will be brought to the September Board meeting for approval. |
| **11** | **Date of the Next Meeting**  |
| 11.1 | The next meeting of the Board will take place on Wednesday, 22 September 2021.  |