**Citizens Information Board**

**Special Board Meeting, Friday, 20 May 2022**

By Videoconference

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

**Apologies:** Mary Doyle

**In attendance:** Fiona Coyne, Chief Executive, Graham Long (also taking minutes), Rachel Downes, Stephen Valentine

**Minutes**

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| **Item** | **Agenda Description** |
| **0** | **Board Business and Agenda for the Meeting** |
| 0.1 | The agenda for the special meeting was adopted by the Board. It relates solely to the Periodic Critical Review report, which was circulated in advance of the meeting. It was noted that the report is a DSP report and that considerations from the meeting will be communicated to the DSP by letter. |
| **1** | **Declaration of Interests** |
| 1.1 | The Chair invited Board members to declare any relevant interests. No relevant interests were declared. |
| **2** | **Presentation on Periodic Critical Review** |
| 2.1 | Graham Long presented on the Periodic Critical Review, including its origin in the Code of Practice for the Governance of State Bodies, that it must take place every 5 years, the process followed by the DSP in producing the report, and the steps being taken to implement the 25 recommendations made in the report.  The Chair invited Ian Power to contribute to the overview of the PCR and Ian noted that the process had been very constructive and that is heartening to see how much the DSP and CIB are aligned. There is agreement in the report that CIB is fulfilling its statutory mandate, though CIB felt the legislation could benefit from an update. From the report, the strategic planning process in how to design and future-proof services will be important. The possible colocation of services is an interesting option, while recommendations in relation to the oversight of Service Delivery Companies had been identified and the Board has acknowledged where its performance can be improved. |
| **3** | **Discussion of Periodic Critical Review** |
| 3.1 | The Board discussed a wide range of points raised in the PCR, including in relation to legislation, the scope of advocacy services, the provision of information by other organisations, the application of social policy research and data, the promotion of social services, the co-location of companies and the configuration of service channels including digital and face-to-face channels. It was noted that the strategy and the Service Level Agreements with Service Delivery Companies had been extended to allow for the incorporation of the findings of the Periodic Critical Review and that these could now progress. |
| **4** | **Conclusion and Next Steps** |
| 4.1 | The Board welcomed the report and it was agreed that a letter would be drafted in response. The Executive will circulate the draft letter before close of business on 20 May with the intention of sending the finalised letter to the DSP on 23 May. It is understood that the DSP intends to publish the report shortly. |
| **5** | **Date of the Next Meeting** |
| 5.1 | The next meeting of the Board will take place on Thursday, 2 June 2022. |