

Board Meeting

Friday, 26th July 2024 at 10:30am
In-person – Georges Quay House.

Present: Catherine Heaney, Claire Byrne, Seamus Smith, Ian Power, Mary Dorgan, Patrick Gibbons, Stephen Lycett, Orlagh Nevin, Sarah Harte, Fiona Ward, Mary Corcoran

In attendance: Graham Long, Adrian O'Connor, Rachel Downes, Caroline Mitchell, Gary Watters (for item 5 e), 6 and 7)

Apologies: Catriona Curtis, Seán Sheridan, Brid O'Donovan, Teresa Blake

Minutes

Item	Agenda Description
1.	Declaration of Interests
	The Chair invited Board members to declare any relevant interests. No interests were declared.
2.	Board Business and Approval of Agenda
	Apologies were received from Catriona Curtis, Sean Sheridan, Brid O'Donovan, Teresa Blake. The agenda was approved. The Chair welcomed Patrick Gibbons to the Board.
3.	Minutes of Previous Meeting
	The minutes of the meeting held on 7 th June 2024 were proposed by Sarah Harte and seconded by Seamus Smith.
4.	Reports of Acting Chief Executive and Chair
	The Chair outlined for the benefit of the new Board members that this agenda item is a topline update which outlines progress on strategic goals. The Acting CEO provided an update: <ul style="list-style-type: none"> • CIB has signed an agreement with the Department of Children, Equality, Disability, Integration and Youth to develop information resources for international Protection Applicants. CIB has received the first instalment, to fund the project until the end of 2024. • CIB has published a guide to the use of accessibility tools with citizensinformation.ie

	<ul style="list-style-type: none"> • The second remote pod, located in Achill Island library, started in use on Tuesday 16th July. There has been interest from the Revenue Commissioners in using the pod to serve members of the public. • CIB’s new platform for call centre technologies has been rolled out across the three SDC call centres (CIPS, MABS, NAS). The platform provides greater opportunities for reporting and integration of channels. • One Service Delivery Company has not yet returned a completed Service Level Agreement. The company has been placed on monthly funding. The Board noted that this situation should not continue, and that the Executive should consider escalating the matter in the event it is not resolved shortly.
5.	Committee Reports
	<p>(a) Report from the Standard and Development Committee, 25th June A note of the Committee meeting was circulated in advance and taken as read.</p> <p>(b) Report from the ICT, Digital and Data Committee, 5th July The Chair gave a brief update from the Committee meeting. The Digital Strategy Development Request for Tenders was the focus of the meeting. This RFT has now been published.</p> <p>(c) Report from the Compliance and Reporting Committee, 10th July The Chair gave a brief update on key discussion points from the Committee meeting. The 2025 estimates were the focus of the meeting, including the process undertaken in analysing the business cases submitted by the Service Delivery Companies. The accounting-specific budget request will now be an extension of the professional fees budget line, to allow Service Delivery Companies flexibility on spend.</p> <p>(d) Report from the Governance Committee, 18th July The draft protected disclosures policy was approved for presentation to the Board at the Governance meeting on the 18th July. The Board approved the policy. The main updates from previous drafts were related to disclosures from Service Delivery Companies and procedures for verbal disclosures from CIB staff members.</p> <p>The Governance Committee has met three times since the last Board meeting. It has met on two occasions to discuss industrial relations issues in the Service Delivery Companies. The Chair noted that the role of the Governance Committee was not to be a decision-making body in relation to the ongoing issues and processes. CIB is limited in its role. The Chair expressed her thanks to the Executive for their continued work, given the difficulties in navigating the IR space, and noted that the Board would need to reflect on these matters when the end of the processes has been reached.</p> <p>The Acting CEO gave an update on industrial relations issues. Talks in relation to staff members of the National Advocacy Service are due to resume on 29 July and will be facilitated by Kevin Duffy. Strike action at NAS, which lasted for two weeks, has been suspended pending the talks. The Labour Court Recommendation in relation to the Citizens Information Services was noted and is being considered. Pay claims are also on hand from RISLI and SLIS.</p>

	<p>The Board discussed the industrial relations matters, including the supports available to the Executive, the impact on strategic objectives and the operation of the service delivery model. The importance of developing a coordinated IR / pay determination mechanism was noted by the Board. The support shown by the Department of Social Protection in addressing IR matters was also noted by the Board.</p> <p>(e) Report from the Finance, Audit and Risk Committee 17th July. The Chair of the Compliance and Reporting Committee chaired the FAR on the 17th July. At the meeting, there was a discussion on the risk register and ensuring that mitigants that are in place are listed on the register, as well as removing ‘future mitigants’. It was agreed that CIB’s internal auditors, Sumer, will attend FAR meetings for the full agenda. There was discussion on follow-up steps by the executive with NTMABS following the completion of the forensic audit, along with the amendment of a proposed business case for budget for accounting supports to instead seek an expanded budget for professional fees. The committee approved the estimates for presentation to the Board.</p>
6.	Finance Matters
	<p>(a) Budget Monitoring Report, June 2024 The Finance Manager presented the management accounts to the end of June.</p> <p>By the end of June, income had totalled €33.859m, of which €32.771m was Government funding and €87,064 was other income. Total expenditure to the end of June was €32.790m, leaving an excess of income over expenditure of €1.068m. The cash position as at 30 June was €1.401m. The reason for the difference between this position and the excess reported at 30 June is due to the carried forward surplus of €332,280. CIB received sanction from the DSP to retain this surplus for the purposes of funding the pension transfer costs in the SDCs. Key variances were in the areas of ICT, Wages and Salaries and Insurance.</p> <p>(b) Budget Mid-Year Review 2024 (for approval) The Finance Manager presented the Budget Mid-Year Review 2024. It was noted that the overall budget is not projected to be overspent for 2024, however, DSP sanction will be required to utilise some of the pay costs underspend to fund the projected shortfall in the non-pay budget lines, especially the Abhaile vouchers projected overspend. The Board approved the mid-year review.</p> <p>There was a discussion as regards the ICT underspend, and whether there were options to spend on cybersecurity for example. The Head of Division explained that the challenge relates to resource requirements in procurement, contract management and general oversight and liaison for external consultancy work.</p> <p>(c) Budget Estimates 2024 (for approval) The Acting CEO gave a presentation on the 2025 CIB budget estimates process, figures and business cases.</p> <p>The Board approved the budget estimates for submission to the Department of Social Protection.</p>

	Budget 2025 has moved forward by a week to October 1 st .
7.	Risk Management
	The risk register will be updated in line with the FAR Committee's requests.
8.	Closed Session
	<p>The recruitment process for a CEO was discussed. The Board expressed concern about the continued delay in securing a response to the CIB revised business case on an upgrade.</p> <p>It was agreed, given the range of priority issues and the imperative to progress the recruitment process, that the chair will proceed with the establishment of a board committee on CEO recruitment.</p>
9.	Governance Training
	Dr Niamh Brennan conducted a governance training session with the Board members.