

Citizens Information Board

Board Meeting, Friday, 29 September 2023

By videoconference

Present: Catherine Heaney, Seán Sheridan, Ian Power, Claire Byrne, Brid O'Donovan, Seamus Smith, John Saunders (until item 10), Stephen Lycett, Sarah Harte, Teresa Blake

Apologies: Mary Doyle

In attendance: Graham Long, Carmel Beirne, Adrian O'Connor, Rachel Downes, Gary Watters (items 8 and 9), Chloe Feldman Emison (minutes)

Minutes

Item	Agenda Description
1	Declaration of Interests
1.1	<p>The Chair invited Board members to declare any relevant interests.</p> <p>Stephen Lycett noted that in relation to the report on the Cybersecurity incident, he is a member of the ICT team at CIB.</p> <p>Seán Sheridan declared that he is a director at Pobal so he recused himself from item 9.5.</p>
2	Board Business and Agenda for the Meeting
2.1	<p>The agenda for the July meeting was adopted by the Board with the addition of a closed session as item 13.</p> <p>It was noted that Fiona Penollar, the Department representative, resigned from the Board at the end of August as she is moving to a new role in the Department of Foreign Affairs. A new nomination from the DSP is awaited.</p> <p>It was also noted that there are currently three other vacancies on the Board which makes it difficult to make quorum, and this has been brought to the attention of the DSP. The PAS process has closed and a short list has been sent to the Minister. It has been raised with the DSP that the applications should not be held over the summer holidays to allow the best possible applicant pool.</p> <p>Graham Long was welcomed as acting CEO and Seán Sheridan was thanked for his work in the interview process.</p>
3	Minutes of Previous Meeting
3.1	<p>The minutes of the meeting held on 28 July 2023 were proposed by Brid O'Donovan and seconded by Sarah Harte.</p>

4	Report from the Acting Chief Executive and Chair
4.1	<p>Graham Long spoke to a number of areas set out in his Acting Chief Executive's Report, including recent events:</p> <ul style="list-style-type: none"> • The 'Be ISL Friendly' guidelines launched on 18 September. This was a CIB event with Trinity College Dublin. • The ISL Voucher Scheme launched on 21 September and the Scheme opens Monday. • The CIB Staff Day was held on 26 September and focused on the Strategy as well as external presentations on Generative AI and Public Sector Innovation. • CIB had a tent at the Ploughing Championships, housing many of the SDCs as well as two external organisations. The President visited the tent and spent time talking to everyone about their work. <p>Graham also spoke to a number of other areas, including:</p> <ul style="list-style-type: none"> • The Volunteer Working Group has met and agreed on a new handbook and parameters for volunteers. Local recruitment will start in October. • A contract has been signed on the pods for the library project sponsored under the Public Service Innovation Fund. • The SLAs are with the SDCs until the end of October. So far there has been minimal feedback. • There are some data sharing issues with MABS companies at the moment, and one of the MABS Chairs is currently working with the companies to explore the engagement between the MABS regional companies and MABS Support in a number of different areas. • The CIS Employer Group has been working on a remote working policy. CIB is concerned about the potential impact of remote working on the delivery of face-to-face services. <p>There was a discussion about the importance of representing potential risks in the risk register.</p> <p>An internal competition to backfill the position of Head of Division, Corporate Services has been run and a short-list has been produced.</p> <p>The Board is looking into replacing its Board paper infrastructure due to Board feedback.</p>
5	Report from the Governance Committee meeting, 21 September 2023
5.0	The report was taken as read.
5.1	<u>Oversight Agreement and Performance Delivery Agreement with DSP</u>
5.1.1	<p>Catherine Heaney has provided feedback on the Oversight Agreement to the DSP. This will be brought to the Board for approval at a later stage after further discussion with the DSP.</p> <p>The Board approved the PDA, with the note that the DSP has agreed to a minor update to the appendix to reflect the delayed SLA process.</p>

5.2	<u>Board Evaluation – Workplan from 28 July 2023</u>
5.2.1	The report is available to read. The workplan will be addressed by the new Head of Division, Corporate Services.
6	Report from the Compliance and Reporting Committee, 30 August 2023
6.0	The report was taken as read.
6.1	<u>Update on SDC Expenditure Year-to-Date</u>
6.1.1	The companies are 6% behind their expected spending.
6.2	<u>Action Plan Mid-/year Reviews from SDCs</u>
6.2.1	The Committee recommended a proposed grant reduction of €934,092.
6.3	<u>Financial Management System</u>
6.3.1	A business case for a three-year contract for a cloud based financial management and reporting system has been submitted. If the current contract holder does not win the tender there will be a significant change management required over a short period of time.
7	Report from the ICT, Digital and Data Committee, 13 September 2023
7.0	A business case for extra staff to work on the Digital Strategy has been submitted to the Department. The Committee is working on a tender for the Digital Strategy that should come to the Board at the November meeting.
7.1	<u>Update on External Members</u>
7.1.1	The Board approved the appointment of Owen Harrison.
7.2	<u>Cyber Incident August 2023</u>
7.2.1	Adrian O'Connor spoke on a Cyber Incident related to a network device. This is categorised as a near miss and is now contained.
8	Report from the Finance, Audit and Risk Committee, 5 September 2023
8.0	The report was taken as read. <i>Gary Watters joined the meeting at this point.</i>
8.1	<u>Request for Tenders for Internal Audit Services</u>
8.1.1	All changes discussed have been incorporated to the tender for internal audit services. The Board discussed their requirements for ratings systems from an internal audit provider.
8.2	<u>Internal Audit</u>

8.2.1	<p>One internal audit has been received, for South Munster MABS, with an overall audit opinion of “reasonable assurance”.</p> <p>Mazars has raised the issue that some SDCs are not engaging fully in the internal audit process.</p>
9	Finance
9.1	<u>Risk Management</u>
9.1.1	Three risks have been added to the register.
9.2	<u>Budget Monitoring Report, August 2023</u>
9.2.1	<p>At the end of August, €408,791 was the excess of income over expenditure.</p> <p>Significant variances included:</p> <ul style="list-style-type: none"> • €134,839 underspend in Operational Compliance and Reporting due to rent discussions with landlord • €55,849 overspend in Standards and Development due to early payment of FLAC grant and the beginning of SLIS Voucher Scheme funding • €85,135 overspend in Corporate Services due to early receipt of cyber insurance invoice.
9.3	<u>Update on Budget Estimates 2024</u>
9.3.1	CIB is awaiting the Budget announcement on 10 October.
9.4	<u>Update on Audit of Annual Financial Statements 2022</u>
9.4.1	The Comptroller and Auditor General’s office did not start the audit until August, so a final report is not expected until October or November. CIB is engaging with the audit process.
9.5	<u>Renewal of License for CIB Premises in Sligo (for approval)</u>
9.5.1	<p>Seán Sheridan left the videoconference for this agenda item.</p> <p>The Board approved the renewal of the two year license for the CIB premises in Sligo.</p> <p><i>At this point in the meeting John Saunders left.</i></p>
10	Strategy Communications
10.1	<p>Upon Graham Long’s appointment as Acting Chief Executive, the rollout of the Strategy has begun:</p> <ul style="list-style-type: none"> • The Strategy was discussed internally at the Staff Day and the MTM • In early October it will be circulated to the SDCs • It will be discussed at the meetings with SDC Chairs in October, and any comments will be noted • It will then be published on the CIB website

	<ul style="list-style-type: none"> • A draft timeline on strategic initiatives will be brought to the next Board meeting.
11	Charities Regulator – Compliance Record Form and Annual Report
11.1	The Board approved the Compliance Record Form and Annual Report with one small addition to the Annual Report regarding the role of the services and the note that the phone number will be updated before it is submitted.
12	Date of the Next Meeting
12.1	The next meeting of the Board is scheduled to take place on Friday, 17 November in person at Georges Quay House. The meeting will start at 10.30 and go to 1.30 because there will be two main topics of discussion on the agenda.
13	Closed Session
13.1	<u>Communications with DSP</u>
13.1.1	<p>The chair reported on discussions with the ASG at DPER in respect of:</p> <ul style="list-style-type: none"> • Business case for upgrade of the CEO post whereby DSP has supported the case for the upgrade and extension of the term of office. While the case for a Deputy CEO was not supported at this time by DSP, the board noted that this was still an important issue in terms of sustainability / succession planning. • Oversight agreement and communications. • The urgency of appointing four new board members to fill current vacancies.
13.2	<u>CEO exit interview</u>
13.2.1	The chair and Brid O'Donnovan reported on the exit interview with the CEO, Fiona Coyne. It was agreed that some of the points would be shared with the executive and would be considered more, as appropriate, at sub-committee level.