

Citizens Information Board FOI Disclosure Log 2016 to 2022

| Reference | Date of request | Category of requester | Description of the request | Decision made | Date of release |
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| FOI 033 2022 | 07/12/2022 | Member of the public | <p>8 parts:</p> <ol style="list-style-type: none"> 1. Name of company who currently supplies your print equipment (multi-functional devices) 2. If known, how many devices supplied or at least please state an approximate number * 3. Start and end date of the contract 4. Details of any extension options 5. What route to market used – ie framework or open competition process * 6. Is this arrangement shared with any other organisation/s? If yes, please name the organisation that heads the contract * 7. Estimated total value of contract, or your annual spend if the contract is shared 8. Primary contact name | Part granted. Section 15 (1) (a) of FOI Act. | 04/01/2023 |
| FOI 032 2022 | 08/11/2022 | Member of the public | <p>3 parts:</p> <ol style="list-style-type: none"> 1. Board minutes July 2022 to date – these are not available on the link to Board minutes provided. With these minutes (if available) I would like a copy of any Chief Executive or Chair's report filed for the meeting. | <p>Parts 1 and 2: Granted.</p> <p>Part 3: Part granted. Section 15 (1) (a) of the FOI Act.</p> | 07/12/2022 |

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| | | | <p>2. Copies of the current service level agreements with the eight regional companies running the citizens information centres.</p> <p>3. Copies of the service agreements with FLAC and CAVA. Possible this request is not valid as it appears to me that these services no longer operate in citizens information centres. If these services have ended permanently, I request copies of the correspondence ending the agreements which would hopefully explain why these services have been ended.</p> | | |
| FOI 031 2022 | 25/10/2022 | Member of the public | <p>2 parts:</p> <p>1. For reference, those minutes and Decisions register entries relate to the Citizens Information Board's proceedings of:</p> <p>October 2014</p> <p>November 2014</p> <p>October 2016</p> <p>February 2017</p> <p>The particular item I'm requesting from those diverse Minutes, concerning the corporate governance of Citizens Information Services (and MABS) was variously reported to Dail Éireann, to Oireachtas Committees, in Annual Reports, Press Statements and elsewhere.</p> <p>2. FOI request for a copy of a letter [or other communication, say an email or a note of a telephone conversation] between CIB and the Attorney General between January and March 2017. The communication here specifically bears upon the AG's advice to the government, quoted in Dail Éireann on 28 March 2017 by</p> | <p>Part 1: Granted.</p> <p>Part 2: Section 15 (1) (a) of the FOI Act invoked as records do not exist.</p> | 23/11/2022 |

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| | | | Minister Varadkar to the effect that the AG had determined, apparently categorically, unequivocally, definitively and unreservedly, that the decision to effect the 'restructuring' of CIS (and MABS) corporate governance had come from the CIB. | | |
| FOI 030 2022 | 04/11/2022 | Member of the public | 3 parts: 1. Legal professionals employed by citizens information service delivery companies; 2. Changes to recruitment Information Booklets removing references to legal qualifications; 3. Correspondence or representations from the Law Society of Ireland regarding the provision of legal services by citizens information service companies. | Parts 1, 2 and 3: Not granted. section 15 (1) (a) of the FOI Act invoked as records do not exist. Section 15 (1) (a) | 02/12/2022 |
| FOI 028 2022 | 24/10/2022 | Member of the public | 2 parts: 1. Requests to internet search engines such as Google to remove any data concerning the Citizens Information Board from 2018 to date; 2. Requests to internet search engines such as Google to remove any data concerning any of CIB's funded Citizens Information Service delivery companies from 2018 to date. | Part 1 and 2: Not granted. Section 15 (1) (a) | 22/11/2022 |
| FOI 026 2022 | 21/10/2022 | Member of the public | 2 parts: 1. Copies of correspondence between Catherine Heaney, Chair of the CIBoard, and Minister Heather Humphreys in the period 1 July 2022 –13 September 2022 in connection with the changes in the use of volunteers in the citizens information service, and the recent publicity about this. 2. Copies of correspondence after the meeting on 13 September 2022 between the Minister and Fiona Coyne and Catherine Heaney, either between those at this | Part 1: Granted. Part 2: Not granted. Section 15 (1) (a) | 21/11/2022 |

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| | | | meeting or to other parties (for example the eight regional companies) on the matter of the use of volunteers and the recent bad publicity for the CIBoard. | | |
| FOI 024 2022 | 23/09/2022 | Member of the public | <p>2 parts:</p> <p>1. Under the FOI Acts I request all documents from the CIBoard to and from Threshold in connection with the research report Renting & Risk the Board is launching with Threshold on 13 October 2022.</p> <p>2. I would also like correspondence between the CIBoard and Minister Humphreys (if any) on the Board's participation in this research.</p> | <p>Part 1: Part granted as per section 37 and 35 (1) (b) of the FOI Act.</p> <p>Part 2: Not granted. Section 15 (1) (a)</p> | 21/10/2022 |
| FOI 022 2022 | 22/09/2022 | Member of the public | Could you furnish me details of email /text or any communication which happened between Minister Heather Humpherys and CEO Fiona Coyle from Jan 1 2022 and 31/12/2022 From Your Freedom of Information File | Part granted: Records 4 and 7 contain redactions of third party personal information, in line with Section 37 (1) of the FOI Act 2014. | 20/10/2022 |
| FOI 021 2022 | 21/09/2022 | Member of the public | <p>4 parts:</p> <p>Communications from the CIBoard to the eight regional CIS companies informing them of the proposed changes in the service, namely the removal of volunteers from the service, and the reduction in face to face services.</p> <p>Correspondence from the eight companies in response to the CIBoard's letter.</p> <p>Memorandum from the CIBoard issued to the eight CIS companies informing them that if they did not implement the changes, the Board required their computer services would be cut off (by removing universal log ins).</p> <p>CIB minutes Sept 2021 to date.</p> | <p>Parts 1, 2, 4 granted.</p> <p>Part 3: Section 15 (1) (a)</p> | 21/10/2022 |

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| FOI 020 2022 | 06/09/2022 | Member of the public | Can the Citizens Information Board please provide any and all records and information relating to the number of female employees who resigned or were dismissed by County Donegal Citizens Information Service Company and its successor North Connacht and Ulster Citizens Information Service during the existence of both entities to date. | Not Granted. Section 15 (1) (a) of the FOI Act invoked. As records do not exist. | 04/10/2022 |
| FOI 018 2022 | 19/08/2022 | Journalist | Between 2018 and 2022, the number of people who accessed the service in person and online. I.e. number of meetings, drop-ins, engagements etc. Email me the data for each of the years 2018, 2019, 2020, 2021 and 2022 rather than the total, for Dublin only. Please send the full names of the each category under 'Specific needs'. | Granted. | 16/09/2022 |
| FOI 017 2022 | 07/07/2022 | Journalist | 2 parts: An up-to-date strategy on Citizen Information's plan for providing in-person and online services. Between 2018 and 2022, the number of people who accessed the service in person and online. I.e. number of meetings, drop-ins, engagements etc. | Part 1, 2: Granted. | 08/07/2022 |
| FOI 016 2022 | 16/07/2022 | Member of the public | 2 parts: Under the 2014 FOI Act I request any documents relating to the recent competition for the 4 vacancies on the CIBoard. Has the Minister now appointed the four new directors, and if so please send me any documents between the Minister and CIBoard relating to these | Part 1: Not granted. Section 15 (1) (a) of FOI Act invoked. Part 2: Granted. | 16/08/2022 |

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| | | | <p>appointments. Who was appointed; I would like to have some information as to their professional backgrounds.</p> <p>I would also like copies of your board minutes for 2022.</p> | | |
| FOI 015 2022 | 14/07/2022 | Member of the public | <p>2 parts:</p> <p>I request any documents (board minutes, correspondence, emails, notes of telephone conversations etc) showing the background to the sale of 13A Upper O'Connell Street Dublin,1 which the CIBoard owned and which housed a citizens information centre and also FLAC.</p> <p>These documents would need to show:</p> <p>the discussions the CIBoard had about the disposal of this property</p> <p>how the decision to sell the building to the HSE for €100 was arrived at</p> <p>how the CIBoard agreed to pay €24,816 legal fees for the transfer of ownership so that it cost them €24,716 net, to in effect, give this substantial building to the HSE</p> <p>how the CIBoard arrived at the decision to relocate the centre in the O'Connell Street building to a premises in James Joyce Street Dublin 1, and what the rent was for these new premises.</p> <p>I also request any documents you have showing correspondence between the CIBoard, Dublin South CIS Ltd and any other parties about the future of the Rathmines Citizen Information Centre whose rented building was put on sale mid 2020. This Centre closed in April 2022 and it is</p> | <p>Part 1: Granted.</p> <p>Part 2: Not granted under section. Section 12(1)(b) of FOI Act.</p> | 09/09/2022 |

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| | | | unclear whether new premises were ever looked for, and whether the centre will be replaced. | | |
| FOI 014 2022 | 08/07/2022 | Member of the public | A report on the Debt Relief Notice (DRN) was recently launched by CIB and MABS. I would like the financial information which relates to this research report i.e., all costs involved, such as the initial contract awarded and any subsequent costs relating to this research that came after the awarding of the initial contract. | Part 1: Part granted with redactions of third party personal information in line with Section 37 (1) of FOI Act. | 08/08/2022 |
| FOI 013 2022 | 20/06/22 | Member of the public | <p>Under the FOI Act 2014, we are seeking the following:</p> <p>1. In relation to all CCTV cameras that you have procured from 2017 until the present, please provide: the names of each company and the names of the products including the model numbers the contracts with each company the cost per unit and the total costs, and the duration of contracts and/or licenses.</p> <p>2. Please provide records that state the capability of the CCTV cameras (along with their storage and processing units whether locally, on a server or in the cloud), such as facial recognition, temperature/thermal scanning, behaviour analysis, object detection or demographic detection (i.e. age, gender, clothing etc).</p> <p>3. For all CCTV cameras procured between 2019 and present, please also provide the documents and communication (such as letters and emails) involving the company that was awarded the contract.</p> <p>If the records in response to point 1 in this request contain product model/numbers, then point 2 can be removed.</p> | <p>Part 1: Part granted with redactions of third party personal information in line with Section 37 (1) of FOI Act.</p> <p>Part 2: Granted</p> <p>Part 3: Part granted, with redactions of third party personal information in line with Section 37 (1) of the FOI Act.</p> | 18/07/2022 |

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| FOI 012 2022 | 20/06/2022 | Member of the public | <p>A request under the Freedom Of Information Act 2014 for information on the Secretariat of the Employer/Union Forum of the Citizens Information Service.</p> <p>I wish to know who currently receives and administers email correspondences received to the following email address employergroup.secretariat@ciboard.ie and also who received and administered email correspondences to this email address on 28th October 2021 consistent with the Terms Of Reference for the Employer/Union Forum.</p> | Part 1 granted. Part 2 – not granted. Section 15 (1) (a) of FOI Act. | 18/07/2022 |
| FOI 011 2022 | 22/04/2022 | Member of the public | <p>1. Please provide copies of all feedback received from service delivery companies on the existing Service Level Agreement as requested by CIB including the feedback received from North Connacht and Ulster Citizens Information Service Company as referenced in email to the Chairperson dated 26 November 2021 from Graham Long, Senior Manager.</p> <p>2. Please provide a copy of the actual email enclosing/attaching the letter dated 26 November 2021 from Graham Long, Senior Manager, to Denis Joyce, Chairperson, NCUCIS.</p> <p>3. Please provide a copy of the register of interests for all directors of the board of North Connacht and Ulster Citizens Information Service CLG, a registered charity.</p> | <p>Parts 1 and 2 – Part Granted, Section 37 (1) of FOI Act.</p> <p>Part 3 – Not Granted, Section 15 (1) (a)</p> | 23/05/2022 |
| FOI 009 2022 | 30/03/2022 | Member of the public | I would also like to request your data protection policy under FOI. | Granted | 29/04/2022 |

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| FOI 008 2022 | 11/03/2022 | Member of the public | <p>1. The legal instrument(s) and document(s) evidencing and approving the renewal/extension of the three year Service Level Agreement dated 2018 between NCUCIS and CIB. I assume this was done prior to its expiration in October 2021.</p> <p>2. Any records confirming or evidencing the legal advisors engaged by CIB to advise on and draft the 2018 SLA between CIB and NCUCIS (which is, in my opinion, poorly drafted and incomplete - very concerning from a legal, governance and value for money perspective).</p> <p>3. The minutes of all CIB board meetings since July 2021. They have not been published.</p> | Parts 1 and 3 – Granted Part 2 – Not granted, Section 15 (1) (a) | 11/04/2022 |
| FOI 007 2022 | 07/03/2022 | Member of the public | <p>1. CIB complaints policy</p> <p>2. Email addresses for the Regional Manager and Chairperson of the Board of Management, relating to Carndonagh Citizens Information Centre.</p> | Granted | 06/04/2022 |
| FOI 006 2022 | 07/02/2022 | Member of the public | <p>Q1. Can you please list the number of devices deployed by your organisation for the following? DEVICE TYPE NUMBER OF DEVICES Desktop PCs and Laptops Mobile Phones (Smartphones, PDAs handheld devices) Printers Tablets Servers Storage Devices Networking Infrastructure (E.g., Switches, Routers, etc) Security Infrastructure</p> <p>Q2. Does your organisation have any plans for refreshing or replacing the above devices, if so, can you please provide the indicative or projected expenditure in the below format? REPLACE/REFRESH PROGRAMME: IT OR ICT HARDWARE EXPENDITURE 2022/23 2023/24 2024/25 Desktop PCs and Laptops Mobile Phones (Smartphones,</p> | Granted | 04/03/2022 |

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| | | | <p>PDA's handheld devices) Printers Tablets Servers Storage Devices Networking Infrastructure Security Infrastructure</p> <p>Note: If the projected expenditure is not available, list the years when the</p> <p>refresh/replacement is due or planned for the above devices.</p> <p>Q3. Does your organisation have any plans for developing, refreshing, or replacing IT or ICT software applications, if so, can you please provide the information in the below format? APPLICATION NAME MONTH/YEAR</p> | | |
| FOI 005 2022 | 01/02/2022 | Member of the public | <p>1. Copy of the service agreement between the CIBoard and FLAC (Free Legal Aid centres).</p> <p>2. Copy of any documents from 1.1.2020 including extracts from Board minutes relating to any discussion or changes in the service agreement with FLAC.</p> <p>3. Copy of the service agreement between the CIBoard and Chartered Accountants Ireland (CAI) for the CAVA service</p> <p>4. Copy of any documents from 1.1.2020 including extracts from Board minutes relating to any discussion of changes in the service agreement with CAI.</p> | Part 1 – Granted Parts 2-4 – Not Granted, Section 15 (1) (a) | 02/03/2022 |
| FOI 004 2022 | 28/01/2022 | Member of the public | <p>1)The number of staff by job title working in each Citizen Information Board office as of 27th January 2022 in tabular form</p> <p>2) The percentage of CIB staff in each office that have returned to the office for face to face appointments; and</p> | Granted | 25/02/2022 |

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| | | | the number of staff in each office that are still working from home as of 27th January 2022 in tabular form | | |
| FOI 003 2022 | 24/01/2022 | Member of the public | <p>1. Please provide a copy of the current Service Level Agreement between CIB and NCUCIS as the one you previously provided was incomplete and expired 1st of October 2021.</p> <p>2. Please provide a copy of the "initial assessment" carried out and referenced in the 2018 Service Level Agreement.</p> <p>3. Please provide copies of the Action Plans and End of Year Reviews provided to CIB by NCUCIS in 2019, 2020 and 2021.</p> <p>4. Please provide any information/record regarding the appointment/confirmation of CIB's Liaison Officer for NCUCIS.</p> <p>5. Please provide a copy of the Quality Standards document referenced in Section 1 of the 2018 Service Level Agreement as well as the current document, if any.</p> <p>6. Please provide information confirming NCUCIS's first registration with the Charities Regulator and a copy of its most recent Charities Governance Code Compliance Form.</p> <p>7. Please provide a copy of the NCUCIS staffing returns for 2019, 2020 and 2021.</p> <p>8. Please provide information confirming the establishment of the Local Advisory Committee as referenced in the 2018 Service Level Agreement.</p> | Not granted – currently under appeal with OIC. | N/A |

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| | | | <p>9. Please provide information regarding the contracted service providers of the "HR Advice Line" for management in NCUCIS as referenced in the 2018 SLA.</p> <p>10. Please provide copies of any and all Non Compliance Notices issued by CIB to NCUCIS in 2019, 2020, 2021 under the 2018 SLA.</p> <p>11. Please provide a copy of CIB's Data Strategy per section 8.3 of the 2018 SLA</p> <p>12. Please provide records of all ICT systems audits carried out by CIB (or parties instructed by CIB) in respect of NCUCIS between 1st October 2018 and 1st October 2021.</p> <p>13. Please provide information on the data breaches notified to the Data Protection Commission in respect of NCUCIS's use of the ICT systems provided by CIB.</p> <p>14. Please provide information on the conflicts of interest notified to CIB under section 19.1 of the 2018 SLA.</p> <p>15. Please provide records of data protection and security risk assessments undertaken by CIB in respect of the provision of access to ICT systems for all employees resident Northern Ireland (a third country) for the purpose of GDPR compliance, data security and integrity.</p> | | |
| FOI 002 2022 | 17/01/2022 | Member of the public | 1. Any and all data sharing agreement(s) between the Department of Social Protection and North Connacht and Ulster Citizens Information Service CLG (including its predecessor County Donegal Citizens Information Service) | Parts 1 – 4 not granted. Information not held by CIB | 14/02/2022 |

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| | | | <p>regarding access to the Department of Social Protection's INFOSYS social welfare claims system.</p> <p>2. Detailed manual records maintained by North Connacht and Ulster Citizens Information Service CLG (including its predecessor County Donegal Citizens Information Service) of all records accessed, purpose and action taken etc. in so far as they relate to my personal data on INFOSYS as accessed by officers and employees of NCUCIS and its predecessor County Donegal Citizens Information Service, since 2017.</p> <p>3. Access monitoring and control safeguards in place by NCUCIS including its predecessor County Donegal Citizens Information Service to prevent unauthorized or illegal access to INFOSYS.</p> <p>4. Data protection impact assessments carried out by CIB and NCUCIS including its predecessor County Donegal Citizens Information Service in relation to access by its officers and employees to INFOSYS</p> | | |
| FOI 023 2021 | 03/12/2021 | Member of the public | A copy of the Service Level Agreement between CIB and North Connacht and Ulster Citizens Information Service | Granted. SLA and accompanying schedules attached to email. | 10/01/2022 |
| FOI 022 2021 | 24/11/2021 | Member of the public | 1. Can you provide any policy and/or instruction documents, guidance, information, or notes on how the tender evaluation panel members apply marks? | <p>1. Granted Scoring Band document attached</p> <p>2. Granted. Scoring Band document attached</p> | 22/12/2021 |

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| | | | <p>2. What guidelines or marking systems do panel members apply to award a specific mark/score within a band, including any individual sub-criteria depending on the quality of the response?</p> <p>3. Can you include copies of any relevant documents to include, template marking document(s), marking system sheets/details, scoring sheets, deeper award criteria, and checklists?</p> <p>4. Can you provide any policy or document that exists on how the evaluation panel ensure tender scorers/panel members maintain fair and consistent marking between TRD responses?</p> <p>5. Can you confirm if electronic software is used to score or mark TRD's and if so, please provide the name and version of the software and the User/Installation Manual?</p> | <p>3. Not Granted. Section 36 (1) (c) of the FOI Act 2014</p> <p>4. Granted CIB Tender Evaluation Panel Briefing document attached</p> <p>5. Not Granted. Section 36 (1) (c) of the FOI Act 2014</p> | |
| FOI 021 2021 | 05/11/2021 | Member of the Public | Under the Freedom of Information Act 2014 I would like to obtain an electronic copy of valid tender responses submitted to the Citizens Information Board under the public tender RFT197874 Moodle LMS hosting and technical support | <p>Not Granted. Section 36 (1) (c) of the FOI Act 2014</p> <p>Part 1 of request was not granted. This information is considered by CIB to be commercially sensitive. CIB invokes section 36 (1) (c) on the basis that release of this information, could be expected to prejudice the</p> | 15/12/2021 |

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| | | | | conduct or outcome of contractual negotiations when CIB moves forward with this RFT. Subject to Section 36 (2), CIB does not consider the public interest better served by release of these records. | |
| FOI 020 2021 | 04/11/2021 | Member of the Public | <ol style="list-style-type: none"> 1. Data breaches notified to the Data Protection Commission by North Connacht and Ulster Citizens Information Service since 2018. 2. Data breaches not notified by NCUCIS to DPC since 2018. 3. Data protection impact assessments (DPIA) carried out by NCUCIS since 2018. 4. Access of employees, officers and directors of NCUCIS to Department of Social Protection systems and data on claimants whether as service users or employees of NCUCIS including any changes to such access since 2018 and a statement of the reasons for same. 5. All HR and related support services and advisors engaged by NCUCIS since 2019 and the fees paid to them. <p>All legal services and advisors engaged by NCUCIS since 2019 and the fees paid to them.</p> | <ol style="list-style-type: none"> 1. Not Granted CIB does not hold this information and invokes Section 15 (1) (a) of the FOI Act 2014. 2. Not Granted CIB does not hold this information and invokes Section 15 (1) (a) of the FOI Act 2014. 3. Not Granted CIB does not hold this information and invokes Section 15 (1) (a) of the FOI Act 2014. 4. Not Granted CIB does not hold this information and invokes Section 15 (1) (a) of the FOI Act 2014. | 02/12/2022 |

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| | | | | <p>5. Not Granted CIB does not hold this information and invokes Section 15 (1) (a) of the FOI Act 2014.</p> <p>6. Not Granted CIB does not hold this information and invokes Section 15 (1) (a) of the FOI Act 2014.</p> | |
| FOI 019 2021 | 22/10/2021 | Member of the Public | <p>1. On exactly what date did CIB become aware that their technical requirements changed in relation to the Request for Tender (RFT)?</p> <p>2. What exactly has changed that CIB had to cancel the RFT?</p> <p>3. Why was this problem(s) relating to the technical requirements not identified sooner?</p> <p>4. When CIB opened and viewed our company's submission for RFT 197874 at 09.39 hrs on the sixth instant, did they review the complete submission in detail?</p> <p>5. Did CIB review all the submissions received for RFT 197874 from other companies/entities in detail?</p> <p>6. How many submissions did CIB receive?</p> | <p>1. Not granted. Section 30 (1) (c) of the FOI Act 2014</p> <p>2. Not granted. Section 30 (1) (c) of the FOI Act 2014</p> <p>3. Not granted. Section 30 (1) (c) of the FOI Act 2014</p> <p>4. Not granted. Section 30 (1) (c) of the FOI Act 2014</p> <p>5. Not granted. Section 30 (1) (c) of the FOI Act 2014</p> | 04/11/2021 |

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| | | | <p>7. Who is the tender manager or CIB lead for this project/tender?</p> <p>8. What company or team prepared the RFT for CIB?</p> <p>9. What company or team has been managing the RFT process for CIB?</p> <p>Who wrote the technical scope contained in the RFT?</p> | <p>6. Not granted. Section 36 (1) (c) of the FOI Act 2014</p> <p>7. Granted. CIB Procurement Executive</p> <p>8. Granted. CIB eLearning Team, CIB Finance Team</p> <p>9. Granted. CIB Finance Team</p> <p>10. Granted. CIB eLearning Team, CIB Finance Team</p> | |
| FOI 018 2021 | 02/11/2021 | Member of the Public | <p>Part 1: All information relating to the two new permanent part time posts advertised for Sligo Citizens Information Service in August/September 2020 (including funding and business case applications to CIB)</p> <p>Part 2: Please confirm the number of candidates who applied, were interviewed and placed on a panel for each of these two new publicly funded posts in Sligo</p> | <p>Part 1: Part Granted. Information held by CIB released with names of third parties redacted subject to Section 37 (1) of the FOI Act 2014</p> <p>Part 2: Not Granted</p> <p>CIB does not hold this information and invokes</p> | 30/11/2021 |

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| | | | | Section 15 (1) (a) of the FOI Act 2014. | |
| FOI 017 2021 | 26/10/2021 | Member of the public | <p>Data about payments made by Citizens Information Board to external suppliers for purchases of goods and services between 2020-01-01 and 2020-12-31.</p> <p>I understand that spending over €20,000 is published on your website. I would like to request some complementary information, if possible.</p> <p>What I am requesting is a compiled list, ideally in Microsoft Excel format, of the organisation's external suppliers which contains as many of the following variables as possible:</p> <ul style="list-style-type: none"> • The name of the supplier • The supplier's VAT identification number • The total amount paid to the supplier during the year 2020 for purchases of goods and services. The amounts can either be including or excluding VAT. <p>This request only regards suppliers to whom the organisation has paid €5,000 or more during 2020.</p> | <p>Not Granted.</p> <p>Invoke Section 15 1 (c) of the FOI Act. Please see the provision as noted below.</p> <p>FOI Act Section 15 1 (c) in the opinion of the head, granting the request would, by reason of the number or nature of the records concerned or the nature of the information concerned, require the retrieval and examination of such number of records or an examination of such kind of the records concerned as to cause a substantial and unreasonable interference with or disruption of work (including disruption of work in a particular functional area) of the FOI body concerned.</p> | 23/11/2021 |

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| FOI 015 2021 | 03/09/2021 | Member of public | <p>1. Copy of a Report possibly produced in 2019, early 2020, detailing research in Dublin South Citizens Information Centres (and possibly centres in other areas) in which an 'undercover' person visited centres with the same problem requiring information. The information gathered by this person was put into a report and apparently at one or more centres incorrect information given to the 'undercover' person.</p> <p>A manager in one South Dublin Centre informed some centre workers of this but never produced this report.</p> <p>I am presuming CIBoard initiated the investigation; if you cannot locate it, perhaps the Dublin South Board initiated it.</p> <p>2. Copy of any Board minutes in which this report was discussed.</p> <p>3. Copy correspondence, including emails, between the CIBoard and citizen information centres regarding this report.</p> | <p>Not Granted.</p> <p>Records do not exist CIB invokes section 15 (1) (a) of the FOI Act 2014.</p> | 04/10/2021 |
| FOI 014 2021 | 19/08/2021 | Member of public | <p>Confirmation from your records as to which record keeper was chosen as part of your recent search (6th May 2021) and any finalists considered.</p> <p>(Clarification of request to include; Citizens Information Board 2021/S 065-166447 Single Supplier Framework for a Master Trust Pension Scheme on behalf of the Employees of CIB's Service Delivery Companies.</p> <p>6. Reference number: RFT ID 187443)</p> | <p>Not Granted.</p> <p>Contract not yet awarded.</p> <p>CIB invokes section 35 (1) (a) in relation to any tenderers considered as this information was given in confidence.</p> | 16/09/2021 |

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| FOI/2021/012 | 16/06/2021 | Journalist | <ol style="list-style-type: none"> 1. How much of this money was spent specifically in Longford CIC on HR/IR investigations, appeals and workplace reviews etc. 2. How much money has been spent in Longford CIC on HR/IR investigations, appeals and workplace reviews since its official launch of Longford CIC to the public in Feb 2001 and Dec. 2017 10. | <p>Not Granted.</p> <p>CIB invokes section 37 (1) of the Act and section 15 (1) (a)</p> | 14/07/2021 |
| FOI/2021/011 | 16/06/2021 | Journalist | <ol style="list-style-type: none"> 1. Since the regionalisation of Citizens Information Services how many HR/IR investigations, appeals, workplace reviews etc have been carried out within the NLCIS Company Registered No. 621214. 2. How much money has been expended on the contracting out of HR/IR investigations, appeals and workplace reviews within the NLCIS Company Registered No. 621214 3. Does NLCIS Company Registered No. 621214 have a HR Committee and if so what is the Terms of Reference for this committee. 4. Who is on the HR Committee and how many of those listed are qualified in Human Resources/Employment Law. 5. Has NLCIS established a Local Advisory Committee consistent with the agreed provisions in the Regionalisation of the Citizens Information Service? | <p>Not granted, CIB invokes section 37 (1) of the Act and section 15 (1) (a)</p> | 14/07/2021 |

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| | | | 6. Copies of all Board Meetings of NLCIS including HR Sub-Committee meetings since the establishment of NLCIS consistent with CRO. | | |
| FOI/2021/010 | 14/04/2021 | Member of the Public | <p>Please advise what technologies (including version) you use for:</p> <p>Please advise if any of the following services are outsourced to third parties, and if so, when does the contract end?</p> <p>HR, Payroll, L&D, Finance, Procurement, Contact Centre</p> | Part Granted | 12/07/2021 |
| FOI/2021/003 | 12/04/2021 | Member of the Public | <p>Two permanent part time roles were advertised on the CIB website in October 2020 for Galway and Roscommon. Can you please confirm if these were newly created roles or did these vacancies arise from resignations or retirements or otherwise.</p> <p>Two permanent part time roles were advertised on the CIB website for Galway and Roscommon in February and April 2021. Can you please confirm if these were newly created roles or did these vacancies arise from resignations or retirements or otherwise. Are they the same roles that were advertised in October 2020?</p> <p>A permanent part-time role was advertised for Sligo CIS on the CIB website in August /September 2020. Can you please confirm if this was a newly created role or if the vacancy arose as a result of a retirement or a resignation or otherwise.</p> | Not Granted, CIB invokes section 15 (1) (a) of FOI Act. | 10/05/2021 |

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| | | | <p>Please confirm if the permanent part time role advertised on the CIB website in August /September 2020 for Sligo CIS has since been filled or what is the current status of that role?</p> <p>Please provide me with a copy of the Staffing Strategy for North Connacht and Ulster Citizens Information Service CLG.</p> <p>Please confirm if the process followed for the recruitment of a development manager in County Donegal CIS in 2018 was a public or internal recruitment process and how many candidates were thereby interviewed for the permanent position of development manager.</p> | | |
| FOI/2021/002 | 04/05/2021 | Other | Under the FOI Act 2014, I am seeking a full copy of the original email forwarded by a member of CIB staff to the companies in relation to illness Benefit / Enhanced Illness Benefit entitlement and Covid-19, see below for a copy. In particular, I request the full email including the date of the email, contact details of the person from the Department of Social Protection who drafted the email and to whom, in CIB the email was sent to. | Granted | 01/06/2021 |
| FOI/2021/001 | 16/02/2021 | Journalist | A list/database/or spreadsheet of all purchase orders of over €20,000 for the period 2018, 2019 and 2020 | Part Granted – Limited information available due to limited access to office due to public health guidelines | 16/03/2021 |

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| FOI/2020/004 | 15/09/2020 | Journalist | Copies of any records held referring or relating to changes made to the CIB website regarding self-isolation for those undergoing testing for Covid-19. This request to cover the period 1 September 2020 to date of receipt of the request. | Part Granted – Personal Information redacted under section 37 | 12/10/2020 |
| FOI/2020/002 | 14/02/2020 | Journalist | All minutes of CIB Board meetings held during 2019. | Granted | 24/02/2020 |
| FOI/2019/004 | 27/08/2019 | Other | Requested all copies of any legal opinion and/or opinions carried out by the Irish Governments or by agents of the Irish Government or by external legal firms acting for the Irish Government on whether it would be in contravention of human rights and environmental law to establish a 5G system in Eire. | Not granted | 30/08/2019 |
| FOI/2019/003 | 15/08/2019 | Other | <p>(i) Report prepared by Persuasion Ltd on MABS National Development</p> <p>(ii) May 2019 minutes of CIB Board</p> <p>(iii) Copy of Business Case for restructuring of CISs and MABs presented to Board Meeting on 9th Dec 2015</p> | <p>(i) Refused –under S 36(1)(c)</p> <p>(ii) Refused –under S 36(1)(c) and S37(1)</p> <p>Granted</p> | 06/09/2019 |
| FOI/2019/002 | 30/07/2019 | Other | Requested copy of our “Record of Processing Activities” (ROPA) | Granted | 27/08/2019 |
| FOI/2018/007 | 22/10/2018 | Other | Requested details of legal and professional fees discharged by the Citizens Information Board in relation to matters that were linked to Co Wexford CIS for defined periods of time. | Part-Granted Break-down of records refused under Section 36 (1) | 21/12/2018 |

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| FOI/2017/008 | 15/12/2017 | Other | Copies of minutes of each CIB Board meeting held during the period from 1 June 2016 to 13 December 2017. | 11 sets of Minutes - fully granted. | 18/12/2017 |
| FOI/2017/005 | 08/05/2017 | Other | <p>A copy of the minutes of any CIB Board meetings held during the period from 1st September 2014 to 31st December 2014.</p> <p>A copy of any communication in any format from the Department of Social Protection to the CIB Chief Executive Officer regarding the reorganisation, / restructuring of Citizens Information Services during the period 1st September 2014 to 31st January 2015</p> <p>A copy of any communication in any format from the Department of Social Protection to the CIB Board regarding the reorganisation / restructuring of Citizens Information Services during the period 1st September 2014 to 31st January 2015.</p> | <p>Granted</p> <p>Decision refused under Section 15(1)(a)</p> <p>Decision refused under Section 15(1)(a)</p> | 29/05/2017 |
| FOI/2017/004 | 19/04/2017 | Journalist | Records of all payments to Fergus Heffernan, CHH Services, or RD Consult for training or other services provided during 2010 – 2017 inclusive. | (iii) Granted | 26/04/2017 |
| FOI/2017/002 | 24/02/2017 | Other | <p>A copy of the minutes of the Comhairle / NSSB Board meeting held in 1999 at which the development plan for Co. Mayo Citizens Information Service was considered and approved.</p> <p>A copy of the 'Business Case for Restructuring of CIS and MABS' presented to CIB Board meeting on 9th December 2015.</p> | <p>Granted</p> <p>Granted</p> | 15/03/2017 |

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| | | | <p>A copy of any further documents produced on the costs of restructuring or any cost benefit analysis carried out on restructuring subsequent to 9th December 2015.</p> <p>A copy of the CIS and MABS Restructuring Committee Report, dated 17th January 2017.</p> <p>Note: the following was provided CIS & MABS Restructuring Sub-Committee Report for Board Meeting 15th February 2017</p> | <p>Granted</p> <p>Decision refused under Section 15(1)(a)</p> | 23/03/2017 |
| FOI/2017/001 | 20/02/2017 | Journalist | A list of external legal practitioners (solicitors/law firms and barristers) paid in 2015 and 2016 for services carried out on behalf of the Citizens Information Board. | Granted | 23/02/2017 |
| 2016/001 | 04/03/2016 | Other | Job specifications and pay scales for Information Officers and Information Providers. Analysis of the number of Information Officers and Information Providers by type. | Part-granted | 10/03/2016 |
| 2016/002 | 16/05/2016 | Other | Full details of all nominations for the Legal Services Regulatory Authority submitted by the Citizens Information Board to the Dept. of Justice and Equality, pursuant to section 9 of the Legal Services Regulation Act 2015. | Refused | |
| 2016/003 | 13/06/2016 | Journalist | A breakdown of payments made to companies for translating services between 1/1/13 and 31/12/15. | Granted | 29/06/2016 |

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| 2016/004 | 20/09/2016 | Other | Certain statistics in relation to the number of clients seen in Swords Citizens Information Centre between January and June 2016. | Part-granted | 28/09/2016 |
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Notes:

- FOI 016 2021 was also emailed to Dept of Justice. CIB responded that this is not information that the Citizens Information Board would hold and so the request was left with the Department of Justice.
- FOI 013 2021. This was a duplicate folder. The correct folder with the FOI response is logged on above table as FOI 014 2021