

**CITIZENS INFORMATION BOARD  
FINANCIAL STATEMENTS  
YEAR ENDED 31/12/15**

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# CITIZENS INFORMATION BOARD

## Company Information

### Board Members:

#### Current Board Members:

- Ita Mangan (Chair, appointed June 2015)
- Noeline Blackwell (appointed March 2010, re-appointed March 2015)
- Josephine Henry (appointed March 2010, re-appointed March 2015)
- David Stratton (appointed November 2012)
- Sean Sheridan (appointed November 2015)
- Tim Duggan (appointed June 2015)
- Eugene McErlean (appointed September 2011, re-appointed April 2014)
- Joanne McCarthy (appointed June 2016)
- Cearbhall O'Meadhra (appointed June 2016)
- John Saunders (appointed June 2016)
- Niall Mulligan (appointed June 2016)
- Tina Leonard (appointed June 2016)
- Ian Power (appointed June 2016)
- Mary Higgins (appointed June 2016)
- James Clarke (appointed September 2016)

#### Other Terms:

- Anne Marie Cassidy (September 2015 to December 2015)
- Sean Sweeney (December 2010 to December 2015)

**Chairperson:** Ita Mangan

**Address:** George's Quay House  
43 Townsend Street  
Dublin 2

**Secretary:** Mary Fitzgerald

**Solicitors:** Philip Lee Solicitors  
7/8 Wilton Terrace  
Dublin 2

**Bankers:** AIB  
Bankcentre Branch  
P.O. Box 1121  
Ballsbridge  
Dublin 4

**Auditors:** Comptroller and Auditor General  
3a Mayor Street Upper  
Dublin 1



## Comptroller and Auditor General

### Report for presentation to the Houses of the Oireachtas

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#### Citizens Information Board

I have audited the financial statements of the Citizens Information Board for the year ended 31 December 2015 under the Citizen Information Acts 2000 and 2007. The financial statements comprise the statement of income and expenditure and retained revenue reserves, the statement of comprehensive income, the statement of financial position, the statement of cash flows and the related notes. The financial statements have been prepared in the form prescribed under Section 22 of the 2000 Act, and in accordance with generally accepted accounting practice.

#### Responsibilities of the Members of the Board

The Board is responsible for the preparation of the financial statements, for ensuring that they give a true and fair view and for ensuring the regularity of transactions.

#### Responsibilities of the Comptroller and Auditor General

My responsibility is to audit the financial statements and to report on them in accordance with applicable law.

My audit is conducted by reference to the special considerations which attach to State bodies in relation to their management and operation.

My audit is carried out in accordance with the International Standards on Auditing (UK and Ireland) and in compliance with the Auditing Practices Board's Ethical Standards for Auditors.

#### Scope of audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements, sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of

- whether the accounting policies are appropriate to the Board's circumstances, and have been consistently applied and adequately disclosed
- the reasonableness of significant accounting estimates made in the preparation of the financial statements, and
- the overall presentation of the financial statements.

I also seek to obtain evidence about the regularity of financial transactions in the course of audit.

#### Opinion on the financial statements

In my opinion, the financial statements:

- give a true and fair view of the assets, liabilities and financial position of the Citizens Information Board as at 31 December 2015 and of its income and expenditure for 2015; and
- have been properly prepared in accordance with generally accepted accounting practice.

In my opinion, the accounting records of the Board were sufficient to permit the financial statements to be readily and properly audited. The financial statements are in agreement with the accounting records.

#### Matters on which I report by exception

I report by exception if I have not received all the information and explanations I required for my audit, or if I find

- any material instance where money has not been applied for the purposes intended or where the transactions did not conform to the authorities governing them, or
- the statement on internal financial control does not reflect the Board's compliance with the Code of Practice for the Governance of State Bodies, or
- there are other material matters relating to the manner in which public business has been conducted.

I have nothing to report in regard to those matters upon which reporting is by exception.

**Seamus McCarthy**  
Comptroller and Auditor General  
24 November 2016

# CITIZENS INFORMATION BOARD

## Statement on Internal Financial Control

### Responsibility for System of Internal Financial Control

On behalf of the members of the Board of the Citizens Information Board I acknowledge our responsibility for ensuring that an effective system of internal financial control is maintained and operated.

The system can only provide reasonable and not absolute assurance that assets are safeguarded, transactions authorised and properly recorded, and that material errors or irregularities are either prevented or would be detected in a timely period.

### Key Control Procedures

The Board has taken steps to ensure an appropriate control environment by:

- Clearly defining management responsibilities; and
- Establishing formal procedures for reporting significant control failures and ensuring appropriate corrective action.

The Board has established processes to identify and evaluate business risks by:

- Identifying the nature, extent and financial implications of risks facing the Board including the extent and categories which it regards as acceptable;
- Assessing the likelihood of identified risks occurring;
- Assessing the Board's ability to manage and mitigate the risks that do occur; and
- Assessing the costs of particular controls relative to the benefit obtained.

The system of internal financial control is based on a framework of regular management information, administrative procedures including segregation of duties, and a system of delegation and accountability. In particular it includes:

- A comprehensive budgeting system with an annual budget which is reviewed and agreed by the Board;
- Regular reviews by the Board with periodic and annual financial reports which indicate financial performance against forecasts; and
- Setting targets to measure financial and other performance.

The Citizens Information Board has an internal audit function as defined in the Board's Charter for Internal Audit, which operates in accordance with the Framework Code of Best Practice set out in the Code of Practice on the Governance of State Bodies. The work of the internal audit function is informed by analysis of the risk to which the body is exposed, and annual internal audit plans are based on this analysis. The analysis of risk and the internal audit plans have been endorsed by the Audit and Risk Committee and approved by the Board. The Internal Auditor provides the Board with reports of internal audit activity. One Audit and Risk Committee meeting was held in February 2015. Due to the absence of a quorum a subsequent Board meeting was not held until October 2015 and a further Audit and Risk Committee meeting was held in October 2016. The Internal Auditor's annual report to the Board includes the Internal Auditor's opinion on the overall adequacy and effectiveness of the system of internal financial control.

The Board's monitoring of the effectiveness of the system of internal financial control is informed by the Audit and Risk Committee which oversees the work of the internal auditor, the executive managers within the Citizens Information Board who have responsibility for the development and maintenance of the financial control framework, and comments made by the Comptroller and Auditor General in his management letter or other reports.

### Annual Review of Controls

We confirm that for the year ended 31 December 2015 the Board conducted a review of the effectiveness of the system of internal financial controls at its meeting of 16 November 2016.

On behalf of the Board of the Citizens Information Board.

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Ita Mangan  
Chairperson  
Date:

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Josephine Henry  
Board Member  
Date:

# CITIZENS INFORMATION BOARD

## Board Members' Report

### Board Members' Responsibilities

#### Financial Statements

The Comhairle Act 2000, Section 22 (4a), requires the Board of the Citizens Information Board to prepare financial statements in such form as may be approved by the Minister for Social Protection with the consent of the Minister for Public Expenditure and Reform. In preparing these financial statements, the Board is required to:

- Select suitable accounting policies and then apply them consistently;
- Make judgements and estimates that are reasonable and prudent;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Citizens Information Board will continue in operation; and
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.

The Board confirms that it has complied with the above requirements in preparing the financial statements. The Board is responsible for keeping adequate accounting records which disclose with reasonable accuracy at any time the financial position of the Board and which enable it to ensure that the financial statements comply with Section 22 of the Act. The Board is also responsible for safeguarding its assets and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

While some of the current members of the Board were not in office throughout the reporting year to 31 December 2015, and on the basis that nothing has been brought to their attention that would have given them reason not to sign, the Board approved the signing of this statement and the financial statements for the year ended 31 December 2015 on 16 November 2016.

On behalf of the Board of the Citizens Information Board.

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Ita Mangan  
Chairperson  
Date:

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Josephine Henry  
Board Member  
Date:

# CITIZENS INFORMATION BOARD

## Statement of Income and Expenditure and Retained Revenue Reserves for the Year Ended 31 December 2015

	Note	2015 €	2014 €
<b>Income</b>			
Oireachtas Grants	2	37,073,915	54,073,915
Net Deferred Retirement Benefit Funding	18 (c)	2,297,900	2,040,000
Other Income	3	148,405	440,230
<b>Total Income</b>		<b>39,520,220</b>	<b>56,554,145</b>
<b>Expenditure</b>			
Salaries	4	4,838,882	4,854,346
Board Members' Fees and Expenses	5	30,125	58,377
Retirement Benefit Costs	18 (a)	2,599,700	2,468,000
Administration Costs	6	2,504,608	2,298,344
Citizens Information Services (CISs)	9	14,087,074	14,330,138
Money Advice and Budgeting Services (MABS)	10	18,096,509	18,269,307
Quality	11	3,012	130,729
Information Resources	12	140,297	192,401
Social Policy and Research	13	125,300	176,201
Information and Communications Technology	14	2,235,788	1,484,750
Advocacy	15	3,786,394	3,749,478
Training	16	208,746	242,369
Mortgage Arrears Information Helpline	17	3,524	96,045
<b>Total Expenditure</b>		<b>48,659,959</b>	<b>48,350,485</b>
<b>Surplus / (Deficit) for the Year before Appropriations</b>		<b>(9,139,739)</b>	<b>8,203,660</b>
Transfer from / (to) the Capital Account	24	143,146	877,832
<b>Surplus / (Deficit) for the Year after Appropriations</b>		<b>(8,996,593)</b>	<b>9,081,492</b>
Balance Brought Forward at 1 January 2015		10,480,954	1,399,462
<b>Balance Carried Forward at 31 December 2015</b>		<b>1,484,361</b>	<b>10,480,954</b>

The Statement of Cash Flows and notes 1 to 26 form part of these financial statements.

On behalf of the Board of the Citizens Information Board.

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Ita Mangan  
Chairperson  
Date:

\_\_\_\_\_  
Josephine Henry  
Board Member  
Date:

# CITIZENS INFORMATION BOARD

## Statement of Comprehensive Income for the Year Ended 31 December 2015

	Note	2015 €	2014 €
<b>Surplus before appropriations</b>		<b>(8,996,593)</b>	<b>8,367,122</b>
Experience Gains on Retirement Benefit Obligations	18 (d)	(523,000)	840,000
Change in Assumptions Underlying the Present Value of Retirement Benefit Obligations		(14,085,100)	0
<b>Total Actuarial Gain / (Loss) in the year</b>		<b>(14,608,100)</b>	<b>840,000</b>
Adjustment to Deferred Retirement Benefits Funding		14,608,100	(840,000)
<b>Other Comprehensive Income for the year</b>		<b>(8,996,593)</b>	<b>8,367,122</b>

The Statement of Cash Flows and notes 1 to 26 form part of these financial statements.

On behalf of the Board of the Citizens Information Board.

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Ita Mangan  
Chairperson  
Date:

\_\_\_\_\_  
Josephine Henry  
Board Member  
Date:



**CITIZENS INFORMATION BOARD****Statement of Financial Position  
for the Year Ended 31 December 2015**

	Note	2015 €	2014 €
<b>Fixed Assets</b>			
Property, Plant and Equipment	19	4,541,994	4,685,140
<b>Total Fixed Assets</b>		<b>4,541,994</b>	<b>4,685,140</b>
<b>Current Assets</b>			
Receivables	22	994,147	1,232,618
Cash and Cash Equivalents		921,658	9,509,329
		<b>1,915,805</b>	<b>10,741,947</b>
<b>Current Liabilities (amounts falling due within one year)</b>			
Payables	23	(431,444)	(260,993)
<b>Net Current Assets</b>		<b>1,484,361</b>	<b>10,480,954</b>
<b>Retirement Benefits</b>			
Retirement Benefit Obligations	18 (b)	(50,606,000)	(33,700,000)
Deferred Retirement Benefit Funding Asset	18 (c)	50,606,000	33,700,000
<b>Total Net Assets</b>		<b>6,026,355</b>	<b>15,166,094</b>
<b>Representing</b>			
Capital Account	24	4,541,994	4,685,140
Retained Revenue Reserves		1,484,361	10,480,954
		<b>6,026,355</b>	<b>15,166,094</b>

The Statement of Cash Flows and notes 1 to 26 form part of these financial statements.

On behalf of the Board of the Citizens Information Board.

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Ita Mangan  
Chairperson  
Date:

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Josephine Henry  
Board Member  
Date:

**CITIZENS INFORMATION BOARD****Statement of Cash Flows  
for the Year Ended 31 December 2015**

	2015	2014
	€	€
<b>Net Cash Flows from Operating Activities</b>		
Excess Income over Expenditure	(8,996,593)	8,367,122
Depreciation and Impairment of Fixed Assets	348,929	301,374
(Increase) / Decrease in Receivables	238,471	(358,199)
Increase / (Decrease) in Payables	170,451	(85,606)
Transfer from / (to) the Capital Account	(143,146)	(163,462)
<b>Net Cash Inflow from Operating Activities</b>	<b>(8,381,888)</b>	<b>8,061,229</b>
<b>Cash Flows from Investing Activities</b>		
Payments to Acquire Property, Plant & Equipment	(205,783)	(137,912)
<b>Net Cash Flows from Investing Activities</b>	<b>(205,783)</b>	<b>(137,912)</b>
<b>Net Increase / (Decrease) in Cash and Cash Equivalents</b>	<b>(8,587,671)</b>	<b>7,923,317</b>
Cash and Cash Equivalents at 1 January	9,509,329	1,586,012
<b>Cash and Cash Equivalents at 31 December</b>	<b>921,658</b>	<b>9,509,329</b>

# CITIZENS INFORMATION BOARD

## Notes to the Financial Statements for the Year Ended 31 December 2015

### 1. Accounting Policies

The basis of accounting and significant accounting policies adopted by the Citizens Information Board are set out below. They have all been applied consistently throughout the year and for the preceding year.

#### (a) General Information

The Citizens Information Board was set up under the Comhairle Act 2000, with a head office at 43 Townsend Street, Dublin 2. The Citizens Information Board's primary objectives are set out in Part 2 of the Comhairle Act 2000.

Citizens Information Services (CISs) are delivered through independent companies which operate under an agreement with the Citizens Information Board and the relationship of principal and agent does not apply. Consequently, the assets and liabilities of these companies are not included in the financial statements.

Part 4 of the Social Welfare (Miscellaneous Provisions) Act 2008 amended the Comhairle Act 2000 (as amended by the Citizens Information Act 2007) to extend the functions of the Citizens Information Board to include the provision of the Money Advice and Budgeting Service (MABS) and related responsibilities. These include promoting and developing MABS, providing information about the service and providing public education about money management. Provision was also made for the Citizens Information Board to compile data, undertake research and provide advice and information to the Minister for Social Protection in relation to MABS. The assignment of these responsibilities took effect from 13 July 2009.

The Money Advice and Budgeting Services are delivered through independent companies which operate under an agreement with the Citizens Information Board and the relationship of principal and agent does not apply. Consequently, the assets and liabilities of these companies are not included in the financial statements. The use and disposal of assets funded by the Citizens Information Board are subject to restrictions set out in the agreement. The financial statements include expenditure incurred in funding the companies during the year.

The Citizens Information Board is a Public Benefit Entity (PBE).

#### (b) Statement of Compliance

The financial statements of the Citizens Information Board for the year ended 31 December 2015 have been prepared in accordance with FRS 102, the financial reporting standard applicable in the UK and Ireland issued by the Financial Reporting Council (FRC), as promulgated by Chartered Accountants Ireland. These are the Citizens Information Board's first set of financial statements prepared in accordance with FRS 102. The date of transition to FRS 102 is 1 January 2014. The transition to FRS 102 has not affected its reported financial position or financial performance.

#### (c) Basis of Preparation

The financial statements have been prepared under the historical cost convention, except for certain assets and liabilities that are measured at fair values as explained in the accounting policies below. The financial statements are in the form approved by the Minister for Social Protection with the concurrence of the Minister for Finance. The following accounting policies have been applied consistently in dealing with items which are considered material in relation to the Citizens Information Board's financial statements.

# CITIZENS INFORMATION BOARD

## Notes to the Financial Statements for the Year Ended 31 December 2015

### (d) Revenue

#### Oireachtas Grants

Revenue is generally recognised on an accruals basis; one exception to this is in the case of Oireachtas Grants which are recognised on a cash receipts basis.

#### Other Revenue

Other revenue is recognised on an accruals basis.

### (e) Property, Plant and Equipment

Property, plant and equipment are stated at cost less accumulated depreciation, adjusted for any provision for impairment. Depreciation is provided on all property, plant and equipment, other than freehold land, at rates estimated to write off the cost less the estimated residual value of each asset on a straight line basis over their estimated useful lives, as follows:

(i) Computer Equipment	Straight-line	33½% per annum
(ii) Office Equipment	Straight-line	20% per annum
(iii) Office Furniture	Straight-line	12½% per annum
(iv) Vehicles	Straight-line	25% per annum
(v) Premises(Owned)	Economic life of each property (40 years)	
(vi) Premises(Leased)	Economic life of each property (25 years for George's Quay House and 40 years for all other leased premises)	

Residual value represents the estimated amount which would currently be obtained from disposal of an asset, after deducting estimated costs of disposal, if the asset were already of an age and in the condition expected at the end of its useful life.

If there is objective evidence of impairment of the value of an asset, an impairment loss is recognised in the Statement of Income and Expenditure and Retained Revenue Reserves in the year.

The Board has a policy of revaluing its owned Premises Assets every five years. A revaluation on the basis of Market Value and Existing Use Value at 31st December 2013 was carried out by an independent firm of property consultants.

Assets that have been revalued are stated at valuation less accumulated depreciation. Where an asset has been revalued the depreciation charge is based on the revalued amount and the remaining useful economic life of the asset. The gain or loss arising on the disposal or retirement of a fixed asset is determined as the difference between the sales proceeds and the carrying amount of the asset and is recognised in the Statement of Income and Expenditure and Retained Revenue Reserves.

Revaluation gains are credited to the Statement of Comprehensive Income unless they are reversing previously recognised rival losses that were charged to the Statement of Income and Expenditure and Retained Revenue Reserves. Revaluation losses are charged to the Statement of Income and Expenditure and Retained Revenue Reserves unless they are reversing gains previously credited to Statement of Comprehensive Income.

### (f) Receivables

Receivables are recognised at fair value, less a provision for doubtful debts. The provision for doubtful debts is a specific provision, and is established when there is objective evidence that the Citizens Information Board will not be able to collect all amounts owed to it. All movements in the provision for doubtful debts are recognised in the Statement of Income and Expenditure and Retained Revenue Reserves.

# CITIZENS INFORMATION BOARD

## Notes to the Financial Statements for the Year Ended 31 December 2015

### (g) Operating Leases

Rental expenditure under operating leases is recognised in the Statement of Income and Expenditure and Retained Revenue Reserves over the life of the lease. Expenditure is recognised on a straight-line basis over the lease period, except where there are rental increases linked to the expected rate of inflation, in which case these increases are recognised when incurred. Any lease incentives received are recognised over the life of the lease.

### (h) Employee Benefits

#### Short-term Benefits

Short-term benefits such as holiday pay are recognised as an expense in the year, and benefits that are accrued at year-end are included in the Payables figure in the Statement of Financial Position.

#### Retirement Benefits

An updated draft superannuation scheme for the Citizens Information Board under Section 15 of the Comhairle Act 2000 was submitted to the Department of Social Protection for approval on 23rd July 2013 and is awaiting approval. At present staff of the Citizens Information Board who were formerly staff of the National Rehabilitation Board (NRB) who retire, receive superannuation benefits in line with the terms of the Local Government Superannuation Scheme; staff who were formerly staff of the National Social Service Board (NSSB) receive benefits in line with the terms of the Nominated Health Agencies Superannuation Scheme; and staff who have been employed by the Citizens Information Board subsequent to its establishment and who retire receive benefits in line with the terms of the Nominated Health Agencies Superannuation Scheme.

These schemes are defined benefit pension schemes which are funded annually on a pay as you go basis from monies available to the Board, including monies provided by the Department of Social Protection and from contributions from staff salaries.

Pension costs reflect pension benefits earned by employees in the period and are shown net of staff pension contributions, which are retained by the Citizens Information Board. An amount corresponding to the pension charge is recognised as income to the extent that it is recoverable, and offset by grants received in the year to discharge pension payments.

Actuarial gains or losses arising on scheme liabilities are reflected in the Statement of Comprehensive Income and a corresponding adjustment is recognised in the amount recoverable from the Department of Social Protection.

The financial statements reflect, at fair value, the assets and liabilities arising from the Citizens Information Board's pension obligations and any related funding, and recognises the costs of providing pension benefits in the accounting periods in which they are earned by employees. Retirement benefit scheme liabilities are measured on an actuarial basis using the projected unit credit method.

The Public Service Pensions (Single Scheme and Other Provisions) Act 2012 became law on 28th July 2012 and introduced the new Single Public Service Pension Scheme ("Single Scheme") which commenced with effect 1st January 2013. All new employees to the Citizens Information Board, who are new entrants to the Public Sector, on or after 1st January 2013 are members of the Single Scheme.

### (i) Capital Account

The Capital Account represents:

- (i) The unamortised value of income used to finance fixed assets; and
- (ii) The unamortised surplus arising on the revaluation of fixed assets.

# CITIZENS INFORMATION BOARD

## Notes to the Financial Statements for the Year Ended 31 December 2015

### (j) Critical Accounting Judgements and Estimates

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported for assets and liabilities as at the balance sheet date and the amounts reported for revenues and expenses during the year. However, the nature of estimation means that actual outcomes could differ from those estimates. The following judgements have had the most significant effect on amounts recognised in the financial statements.

#### Impairment of Property, Plant and Equipment

Assets that are subject to amortisation are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount. The recoverable amount is the higher of an asset's fair value less cost to sell and value in use. For the purpose of assessing impairment, assets are grouped at the lowest levels for which there are separately identifiable cash flows (cash generating units). Non-financial assets that suffered impairment are reviewed for possible reversal of the impairment at each reporting date.

#### Depreciation and Residual Values

The Directors have reviewed the asset lives and associated residual values of all fixed asset classes, and in particular, the useful economic life and residual values of fixtures and fittings, and have concluded that asset lives and residual values are appropriate.

#### Retirement Benefit Obligation

The assumptions underlying the actuarial valuations for which the amounts recognised in the financial statements are determined (including discount rates, rates of increase in future compensation levels, mortality rates and healthcare cost trend rates) are updated annually based on current economic conditions, and for any relevant changes to the terms and conditions of the pension and post-retirement plans.

The assumptions can be affected by:

- (i) The discount rate, changes in the rate of return on high-quality corporate bonds;
- (ii) Future compensation levels;
- (iii) Future labour market conditions;
- (iv) Health care cost trend rates; and
- (v) The rate of medical cost inflation in the relevant regions.

## 2. Oireachtas Grants

The Oireachtas Grants voted to the Citizens Information Board from Vote 37 – Office of the Minister for Social Protection, as shown in the financial statements, consist of:

	Sub-head	2015 €	2014 €
<b>Department of Social Protection</b>			
Grants for current expenditure	A.36	37,000,000	45,000,000
Grant Advance	A.36	0	9,000,000
		<b>37,000,000</b>	<b>54,000,000</b>
<b>Other State Funding</b>			
Health Service Executive – Contribution to Integrated Information Services		73,915	73,915
<b>Total</b>		<b>37,073,915</b>	<b>54,073,915</b>

The 2015 financial statements recorded a deficit for the year of €9.1 million. In December 2014, the Department of Social Protection advanced funding (relating to 2015) of €9 million to CIB. As outlined in the accounting policies, CIB recognises income on a cash receipts basis and therefore the payment of €9 million was recognised as income in 2014. The operating surplus for 2014 was €8.4 million.

# CITIZENS INFORMATION BOARD

## Notes to the Financial Statements for the Year Ended 31 December 2015

### 3. Other Revenue

	Note	2015	2014
		€	€
Mortgage Arrears Information Helpline		0	93,237
Training Fees		3,675	17,000
Grants Returned		50,000	117,844
Reimbursement of Staff Secondments		60,739	185,345
Other Income		33,991	26,804
		<b>148,405</b>	<b>440,230</b>

### 4. Salaries

	Note	2015	2014
		€	€
Regional Services		813,606	893,837
Quality		412,066	407,220
Information Resources		688,922	681,353
Social Policy and Research		258,492	244,926
Information and Communications Technology		446,458	439,393
Advocacy		310,228	238,085
Training		557,663	588,686
Management Services		1,351,447	1,360,846
		<b>4,838,882</b>	<b>4,854,346</b>

The average number of staff employed by the Citizens Information Board in the period was 73.9 (2014, 73.2).

Included in the staff numbers are 3 staff who were seconded to the Board from the Department of Social Protection in 2015, all to Management Services.

€214,220 (2014, €231,640) was deducted from staff by way of public sector pension levy and was paid over to the Department of Social Protection.

Included in the salary costs is an expense for holiday pay amounting to €120,242.

Range of total employee benefits		Number of Employees	
From	To	2015	2014
€60,000	- €69,999	7	5
€70,000	- €79,999	6	8
€80,000	- €89,999	0	1
€90,000	- €99,999	2	2

# CITIZENS INFORMATION BOARD

## Notes to the Financial Statements for the Year Ended 31 December 2015

### 5. Board Members' Fees and Chief Executive's Remuneration

Board Member	Board Fees €	Vouched Expenses €	Meetings attended
Sylda Langford (Outgoing Chair)	0	0	1/1
Michael Butler	1,000	0	1/1
Michael McGuane	1,000	263	1/1
Martin Naughton	1,000	0	1/1
Sandra Ronayne	1,000	0	1/1
John Sheehy	1,000	249	1/1
Anne Marie Cassidy	0	0	2/2
Sean Sweeney	5,723	1,188	3/3
Simonetta Ryan	0	0	1/1
Ita Mangan (Incoming Chair)	4,994	0	2/2
Noeline Blackwell	0	0	3/3
Josephine Henry	5,985	0	3/3
David Stratton	0	0	3/3
Sean Sheridan	738	0	1/1
Tim Duggan	0	0	2/2
Eugene McErlean	5,985	0	3/3
	<b>28,425</b>	<b>1,700</b>	

The Chief Executive received salary payments of €89,221 (2014: €82,320). No bonus payments were made in the year. The Chief Executive received payments of €857 (2014: €292) in respect of travel and subsistence. The Chief Executive is a member of an unfunded defined benefit public sector scheme and her pension entitlements do not extend beyond the standard entitlements in the public sector defined benefit superannuation scheme.

There was one working director, David Stratton, who did not receive a Board fee under the One Person One Salary (OPOS) principle. His salary in respect of his duties as an employee is not disclosed in the listing of Board members' emoluments above.

During 2015, three Board meetings were held. A summary of all movements in Board members between 1<sup>st</sup> January 2015 and the date of approval of the Financial Statements are outlined below:

Previous Board Members	Term end date	Current Board Members	Term start date
Sylda Langford (Chair)	March 2015	Ita Mangan (Chair)	June 2015
Michael Butler	March 2015	Noeline Blackwell	March 2015
Michael McGuane	March 2015	Josephine Henry	March 2015
Martin Naughton	March 2015	David Stratton	November 2012
Sandra Ronayne	March 2015	Sean Sheridan	November 2015
John Sheehy	March 2015	Tim Duggan	June 2015
Noeline Blackwell	March 2015	Eugene McErlean	April 2014
Josephine Henry	March 2015	Joanne McCarthy	June 2016
Anne Marie Cassidy	December 2015	Cearbhall O'Meadhra	June 2016
Sean Sweeney	December 2015	John Saunders	June 2016
Simonetta Ryan	June 2015	Niall Mulligan	June 2016
		Tina Leonard	June 2016
		Ian Power	June 2016
		Mary Higgins	June 2016
		James Clarke	September 2016



# CITIZENS INFORMATION BOARD

## Notes to the Financial Statements for the Year Ended 31 December 2015

### 6. Administration Costs

	Note	2015 €	2014 €
Accommodation and Establishment	7	1,437,600	1,318,771
Travel and Subsistence		122,676	128,587
Stationery and Office Supplies		17,138	23,974
Postage		73,466	82,858
Consultancy and Reports	8	148,417	140,606
Recruitment		0	5,530
Legal Fees		41,822	9,334
Public Relations		30,402	14,478
Seminars and Meetings		8,153	10,617
Insurance		193,246	134,598
Board Publications and Miscellaneous		240	9,233
Affiliation Fees		6,224	7,708
External Audit Fees		20,000	20,000
Internal Audit Fees		42,909	27,533
Bad Debts		0	45,500
Depreciation		348,929	301,374
Interest and Charges		1,087	805
Other		12,299	16,838
		<b>2,504,608</b>	<b>2,298,344</b>

### 7. Accommodation and Establishment

	Note	2015 €	2014 €
Rent and Rates		1,075,994	1,127,772
Light and Heat		77,504	81,817
Maintenance and Security		280,766	106,928
Archiving		3,336	2,254
		<b>1,437,600</b>	<b>1,318,771</b>

### 8. Consultancy and Reports

	Note	2015 €	2014 €
Strategy Development		25,920	20,418
Feasibility Study		667	0
Review of National Traveller MABS		0	6,996
Pension Trustee Services for Delivery Partners		32,003	22,140
Pension Support Services		0	5,767
HR Support Services for Delivery Partners		45,675	59,389
Employee Assistance Programme		9,523	12,099
Payroll Processing Services		16,522	11,699
Other		18,107	2,098
		<b>148,417</b>	<b>140,606</b>

# CITIZENS INFORMATION BOARD

## Notes to the Financial Statements for the Year Ended 31 December 2015

### 9. Citizens Information Services (CISs)

	Note	2015 €	2014 €
(i) Citizens Information Grants			
Region 1		4,330,384	4,467,464
Region 2		3,000,152	3,040,402
Region 3		2,327,775	2,332,514
Region 4		2,701,457	2,718,623
(ii) Central Support to Citizens Information Services			
Conferences, Seminars and Meetings		12,973	10,860
Volunteer Conference		14,354	0
Advertising and Promotion		96,377	115,396
Network Support		48,500	48,500
(iii) Citizens Information Phone Service		1,249,569	1,288,215
(iv) Mobile Units		23,933	15,564
(v) Information Supports		281,600	292,600
		<b>14,087,074</b>	<b>14,330,138</b>

### 10. Money Advice and Budgeting Service (MABS)

	Note	2015 €	2014 €
(i) MABS Grants			
Region 1		5,455,055	5,906,205
Region 2		3,377,225	3,556,322
Region 3		2,720,535	2,850,789
Region 4		3,761,235	3,920,387
(ii) Central Support to MABS			
Advertising and Promotion		21,480	37,472
MABS National Executive Committee & National Management Forum		15,778	17,089
(iii) MABS National Development Ltd.		2,141,300	1,981,043
(iv) Dedicated Mortgage Arrears		513,678	0
(v) Microcredit Project		90,223	0
		<b>18,096,509</b>	<b>18,269,307</b>

MABSndI is a central technical support service which provides support with technical casework, money management education, social policy issues and training to MABS companies in conjunction with CIB. MABSndI also manages the MABS national telephone helpline, website and MABSIS client information system and responds to media queries on money and debt management.

The Dedicated Mortgage Arrears project will run from 2015 to 2018. The primary focus of this project is to put dedicated people into MABS offices whose sole purpose is to deal with Mortgage Arrears cases.

### 11. Quality

	Note	2015 €	2014 €
Quality Standards Accreditation Programme		1,420	128,566
Customer Consultation/Service Development		1,592	2,163
		<b>3,012</b>	<b>130,729</b>

# CITIZENS INFORMATION BOARD

## Notes to the Financial Statements for the Year Ended 31 December 2015

### 12. Information Resources

	Note	2015	2014
		€	€
Assist Ireland Website Development		13,936	25,833
Online Information - Translations		15,661	16,715
CIB Website Development		5,395	6,170
Publications		93,563	135,346
Miscellaneous		11,742	8,337
		<b>140,297</b>	<b>192,401</b>

### 13. Social Policy and Research

	Note	2015	2014
		€	€
Research Support		44,365	46,991
Disability and Information Research		38,238	76,821
Social Policy Reports		30,262	35,645
Social Policy Grants		10,440	10,710
Miscellaneous		1,995	6,034
		<b>125,300</b>	<b>176,201</b>

### 14. Information and Communications Technology

	Note	2015	2014
		€	€
Telecommunications		709,205	629,592
Software and Licensing		242,923	156,072
Hardware provided to CISs and MABS		0	7,037
Other Hardware		25,549	33,218
ICT Support		461,081	403,551
Fully Managed ICT Infrastructure		797,030	255,280
		<b>2,235,788</b>	<b>1,484,750</b>

### 15. Advocacy

	Note	2015	2014
		€	€
Grant to National Advocacy Service for People with Disabilities		3,135,748	3,077,266
Grant to Advocacy Support Worker Programme		343,638	328,929
Grant to Sign Language Interpreting Service		275,000	275,000
Advocacy Support, Research and Development		2,908	39,183
Access & Advocacy Support – Inclusion Ireland		29,100	29,100
		<b>3,786,394</b>	<b>3,749,478</b>

A new company called the National Advocacy Service for People with Disabilities was established in November 2013 and it operates under a service agreement with CIB to deliver advocacy services to people with disabilities. The National Advocacy Service for People with Disabilities provides an independent, confidential and free, representative advocacy service, that works exclusively for the person using the service and adheres to the highest professional standards.

# CITIZENS INFORMATION BOARD

## Notes to the Financial Statements for the Year Ended 31 December 2015

### 16. Training

	Note	2015	2014
		€	€
Training Resources		2,812	20,823
Training Services		145,796	162,755
Staff Training		52,672	47,027
Advocacy Training		2,550	6,429
Supporting Volunteers		4,916	5,335
		<b>208,746</b>	<b>242,369</b>

### 17. Mortgage Arrears Information Helpline

	Note	2015	2014
		€	€
Salaries and Pensions		3,524	71,018
Administration and Support		0	25,027
		<b>3,524</b>	<b>96,045</b>

The mortgage arrears information helpline project was established in July 2012 in response to the mortgage crisis. The costs were funded by mortgage lenders and the helpline was operated by staff seconded from the Department of Social Protection. Funding for the helpline ended on 31 May 2014 and seconded staff returned to the parent department. Operation of a specific helpline ceased on that date and it is now subsumed under the general MABS helpline.

### 18. Retirement Benefit Costs

#### **(a) Analysis of total retirement benefit costs charged to the Statement of Income and Expenditure and Retained Revenue Reserves**

	2015	2014
	€	€
Current Service Costs	1,192,000	1,150,000
Interest on Retirement Benefit Scheme Liabilities	1,853,500	1,800,000
Employee Contributions	(445,800)	(482,000)
	<b>2,599,700</b>	<b>2,468,000</b>

#### **(b) Movement in net retirement benefit obligations during the financial year**

	2015	2014
	€	€
Net Retirement Benefit Obligation at 1 January	(33,700,000)	(32,500,000)
Current Service Costs	(1,192,000)	(1,150,000)
Interest Costs	(1,853,500)	(1,800,000)
Actuarial Gain / (Loss)	(14,608,100)	840,000
Pensions Paid in the year	747,600	910,000
<b>Net Retirement Benefit Obligation at 31 December</b>	<b>(50,606,000)</b>	<b>(33,700,000)</b>

#### **(c) Deferred funding for retirement benefits**

The Board recognises these amounts as an asset corresponding to the unfunded deferred liability for retirement benefits on the basis of the set of assumptions described above and a number of past events. These events include the statutory basis for the establishment of the retirement benefit scheme, the policy and practice currently in place in relation to funding public service pensions (including contributions by employees) and the annual estimates process. The Board has no evidence that this funding policy will not continue to meet such sums in accordance with current practice.

# CITIZENS INFORMATION BOARD

## Notes to the Financial Statements for the Year Ended 31 December 2015

The net deferred funding for retirement benefits recognised in the Statement of Income and Expenditure and Retained Revenue Reserves was as follows:

	2015	2014
	€	€
Funding Recoverable in Respect of Current Year Retirement		
Benefit Costs	3,045,500	2,950,000
State Grant Applied to pay Retirement Benefits	(747,600)	(910,000)
	<b>2,297,900</b>	<b>2,040,000</b>

The deferred funding asset for retirement benefits at 31<sup>st</sup> December 2015 amounts to €50.6m (2014: €33.7m).

**(d) History of defined benefit obligations**

	2015	2014	2013	2012
	€'000	€'000	€'000	€'000
Defined Benefit Obligations	50,606	33,700	32,500	32,600
Experience Losses / (Gains) on Defined Benefit				
Scheme Liabilities	(523)	840	2,473	1,100
Percentage of Scheme Liabilities	(1%)	2%	8%	3%

**(e) General description of the scheme**

The retirement benefit scheme is a defined benefit final salary pension arrangement with benefits and contributions defined by reference to current "model" public sector scheme regulations. The scheme provides a pension (being 1/80 per year of service), a gratuity or lump sum (being 3/80 per year of service) and spouses and children's pensions. Normal retirement age is a member's 65th birthday, and pre-2004 members have an entitlement to retire without actuarial reduction from age 60. Pensions in payment (and deferment) normally increase in line with general public sector salary inflation.

The valuation used for FRS102 disclosures has been based on a full actuarial valuation performed on 17<sup>th</sup> June 2016 by a qualified independent actuary, taking account of the requirements of the FRS in order to assess the scheme liabilities at 31<sup>st</sup> December 2015.

**(f) The principal actuarial assumptions were as follows:**

	2015	2014
Rate of Increase in Salaries	3.00%	4.00%
Rate of Increase in Retirement Benefits in Payment	3.00%	4.00%
Discount Rate	2.38%	5.50%
Inflation Rate	1.50%	2.00%
 <u>Life expectancies</u>		
Males aged 65 at balance sheet date	21.1	22
Females aged 65 at balance sheet date	23.6	25
Males aged 65 in 10 years' time	22.4	Not disclosed
Females aged 65 in 10 years' time	24.7	Not disclosed

# CITIZENS INFORMATION BOARD

## Notes to the Financial Statements for the Year Ended 31 December 2015

### 19. Property, Plant and Equipment

Cost	Owned Premises		Leased Premises		Motor Vehicles		Computer Equipment		Office Equipment		Office Furniture		Total
	€	€	€	€	€	€	€	€	€	€	€	€	
At 1 January	1,880,000	3,523,465	171,405	739,667	682,341	734,096	7,730,974						
Additions	0	0	0	205,783	0	0	205,783						205,783
Disposals	0	0	0	0	0	0	0						0
<b>At 31 December</b>	<b>1,880,000</b>	<b>3,523,465</b>	<b>171,405</b>	<b>945,450</b>	<b>682,341</b>	<b>734,096</b>	<b>7,936,757</b>						
<b>Depreciation</b>													
At 1 January	47,000	997,207	171,405	490,826	682,341	657,055	3,045,834						
Charge for the year	47,000	100,148	0	163,133	0	38,648	348,929						
Disposals	0	0	0	0	0	0	0						0
<b>At 31 December</b>	<b>94,000</b>	<b>1,097,355</b>	<b>171,405</b>	<b>653,959</b>	<b>682,341</b>	<b>695,703</b>	<b>3,394,763</b>						
<b>Net Book Value</b>													
At 1 January	1,833,000	2,526,258	0	248,841	0	77,041	4,685,140						
Net movement for the year	(47,000)	(100,148)	0	42,650	0	(38,648)	(143,146)						
<b>At 31 December</b>	<b>1,786,000</b>	<b>2,426,110</b>	<b>0</b>	<b>291,491</b>	<b>0</b>	<b>38,393</b>	<b>4,541,994</b>						

(i) The Board has a policy of revaluing its owned premises every 5 years. At 31 December 2013 the buildings were valued at €1.9m. The carrying value at end 2013 was €5.4m. The depreciated historic cost was €2.7m.

(ii) The value of Leased Premises assets relates to capitalised expenditure on the Leasehold Property listed under Note 20.

# CITIZENS INFORMATION BOARD

## Notes to the Financial Statements for the Year Ended 31 December 2015

### 20. Premises

#### (a) Freehold Land and Buildings

The Citizens Information Board owns land and buildings at the following locations:

Location	Net Book Value As at 31.12.15 €
Dublin	1,235,000
Cork	323,000
Tralee	104,500
Letterkenny	76,000
Sligo	47,500
	<b>1,786,000</b>

#### (b) Leasehold Property

The Citizens Information Board leases office space at the following locations:

Location	Expiry Date	Break Clause	Lease Commitment €	Annual Rent €
<b>Head Office - Dublin</b>				
43 Townsend Street, Dublin 2	2032	-	11,508,349	681,197
<b>Regional Offices</b>				
Castlebar	2017	-	7,995	6,396
Cavan	Monthly	-	0	10,066
Galway	2025	-	404,000	40,400
Kikenny	2050	-	1,383	40
Limerick	Monthly	-	0	23,813
Sligo	Annually	-	15,375	15,375
Tallaght	2019	-	290,859	89,495
Waterford	2016	-	31,250	62,500
			<b>12,331,211</b>	<b>929,282</b>

Lease Commitments	€
Payable within one year	864,153
Payable within two to five years	3,089,511
Payable after five years	8,377,547
	<b>12,331,211</b>

### 21. Lease Commitments

At 31 December 2015 the Citizens Information Board had no future minimum lease payments under non-cancellable operating leases, other than property leases which are detailed in note 20.

# CITIZENS INFORMATION BOARD

## Notes to the Financial Statements for the Year Ended 31 December 2015

### 22. Receivables

	2015	2014
	€	€
Trade Debtors	1,650	40,703
Other Debtors	16,711	14,161
Prepayments	718,341	920,309
Mortgage Arrears Information Helpline Debtor	302,445	302,445
Bad debt provision in respect of Mortgage Arrears Helpline	(45,000)	(45,000)
	<b>994,147</b>	<b>1,232,618</b>

At the date of approval of the Financial Statements the Citizens Information Board had collected €234,019 of the debt due in respect of the Mortgage Arrears Information Helpline.

### 23. Payables

#### *Amounts falling due within one year*

	2015	2014
	€	€
Trade Creditors	17,169	33,523
Accruals	293,385	113,040
PAYE and PRSI Creditors	120,890	114,430
	<b>431,444</b>	<b>260,993</b>

### 24. Capital Account

	2015	2014
	€	€
Opening balance	4,685,140	4,848,602
<i>Transfer to Income and Expenditure:</i>		
Capital Expenditure in the year	205,783	137,912
Amortisation in line with Asset Depreciation	(348,929)	(301,374)
<b>Closing balance</b>	<b>4,541,994</b>	<b>4,685,140</b>



# CITIZENS INFORMATION BOARD

## Notes to the Financial Statements for the Year Ended 31 December 2015

### 25. Related Party Disclosures

Key management personnel in the Citizens Information Board consist of the CEO and members of the Board of Directors. Total compensation paid to key management personnel, including Board members' fees and expenses and total CEO remuneration, amounted to €120,203 (2014: €140,989).

For a breakdown of the remuneration and benefits paid to key management personnel, please refer to Note 5.

The Citizens Information Board adopts procedures in accordance with the guidelines issued by the Department of Public Expenditure and Reform covering the personal interests of Board members. In the normal course of business, the Citizens Information Board may approve grants or enter into other contractual arrangements with entities in which the Citizens Information Board members are employed or are otherwise interested.

In cases of potential conflict of interest, Board members do not receive Board documentation or otherwise participate in or attend discussions regarding these transactions. A register of all such instances is maintained and is available on request.

During the year, the Citizens Information Board did not enter into any contracts with related parties.

### 26. Approval of the financial statements

The financial statements were approved by the Board of the Citizens Information Board on 16 November 2016.