

**CITIZENS INFORMATION BOARD
FINANCIAL STATEMENTS
YEAR ENDED 31/12/21**

**CITIZENS INFORMATION BOARD
FINANCIAL STATEMENTS
YEAR ENDED 31/12/21**

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CITIZENS INFORMATION BOARD

General Information

Board Members:

Current Board Members:

- Catherine Heaney (appointed July 2021)
- Seán Sheridan (appointed November 2015, re-appointed December 2020)
- Teresa Blake (appointed December 2020)
- Mary Doyle (appointed October 2018, re-appointed April 2019)
- Tina Leonard (appointed June 2016, re-appointed June 2021)
- Joan O'Connor (appointed December 2020)
- Cearbhall O Meadhra (appointed June 2016, re-appointed June 2021)
- Ian Power (appointed June 2016, re-appointed June 2021 and September 2022)
- John Saunders (appointed June 2016, re-appointed June 2021)
- Nicola Walshe (appointed March 2017, re-appointed November 2017)
- Seamus Smith (appointed September 2022)
- Claire Byrne (appointed September 2022)
- Sarah Harte (appointed September 2022)
- Brid O'Donovan (appointed September 2022)
- Fiona Penollar (appointed September 2022)

Chairperson: Catherine Heaney

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

Chief Executive Officer: Fiona Coyne

Secretary: Graham Long

Solicitors: Holmes O'Malley Sexton LLP
Suite 1
Bishopsgate
Henry Street
Limerick

Bankers: AIB
52 Baggot Street Upper
Dublin 4

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

CITIZENS INFORMATION BOARD

Governance Statement and Board Members' Report

For the year ended 31 December 2021

Governance

The Board of the Citizens Information Board was established under the Comhairle Act 2000. The functions of the Board are set out in section 7 of this Act. The Board is accountable to the Minister for Social Protection and is responsible for ensuring good governance and performs this task by setting strategic objectives and targets and taking strategic decisions on all key business issues. The regular day-to-day management, control and direction of the Citizens Information Board are the responsibility of the Chief Executive Officer (CEO) and the senior management team. The CEO and the senior management team must follow the broad strategic direction set by the Board, and must ensure that all Board members have a clear understanding of the key activities and decisions related to the entity, and of any significant risks likely to arise. The CEO acts as a direct liaison between the Board and management of the Citizens Information Board.

Board Responsibilities

The work and responsibilities of the Board are set out in the Code of Practice for Board Members, Chairperson, Chief Executive and Secretary, which also contains the matters specifically reserved for Board decision. Standing items considered by the Board include:

- declaration of interests,
- reports from committees,
- financial reports/management accounts, and
- performance reports.

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, of all proper and usual accounts of money received and expended by it.

In preparing these financial statements, the Board of the Citizens Information 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 maintenance and integrity of the corporate and financial information on the Citizens Information Board's website is the responsibility of the Board.

The Board is responsible for approving the annual business plan and budget. The performance of the Citizens Information Board by reference to the annual business plan and budget is monitored by the Board through updates on the plan and financial performance at each Board meeting.

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.

The Board considers that the financial statements of the Citizens Information Board give a true and fair view of the financial performance and the financial position of the Citizens Information Board at 31 December 2021.

The Board approved the signing of this statement and the financial statements for the year ended 31 December 2021 on 29 September 2022.

CITIZENS INFORMATION BOARD

Governance Statement and Board Members' Report

For the year ended 31 December 2021

Board Structure

The Board consists of a Chairperson and fourteen ordinary members, all of whom are appointed by the Minister for Social Protection. The members of the Board are appointed for a period of five years and meet six times per annum. Five members of the Board were re-appointed in June 2021 and one member of the Board was re-appointed in September 2022 by the Minister for Social Protection. The table below details the appointment period for current members:

| Board Member | Role | Date Appointed | Additional Detail |
|---------------------|-----------------|----------------|---|
| Catherine Heaney | Chairperson | July 2021 | |
| Seán Sheridan | Ordinary Member | November 2015 | Re-appointed December 2020 |
| Teresa Blake | Ordinary Member | December 2020 | |
| James Clarke | Ordinary Member | September 2016 | Board term ended September 2021 |
| Mary Doyle | Ordinary Member | October 2018 | Re-appointed April 2019 |
| Tim Duggan | Ordinary Member | June 2015 | Re-appointed September 2017, Board term ended August 2022 |
| Mary Higgins | Ordinary Member | June 2016 | Re-appointed June 2021, Board term ended August 2022 |
| Tina Leonard | Ordinary Member | June 2016 | Re-appointed June 2021 |
| Joanne McCarthy | Ordinary Member | June 2016 | Left Board membership October 2021 |
| Niall Mulligan | Ordinary Member | June 2016 | Board term ended June 2021 |
| Joan O'Connor | Ordinary Member | December 2020 | |
| Cearbhall O Meadhra | Ordinary Member | June 2016 | Re-appointed June 2021 |
| Ian Power | Ordinary Member | June 2016 | Re-appointed June 2021 and September 2022 |
| John Saunders | Ordinary Member | June 2016 | Re-appointed June 2021 |
| Nicola Walshe | Ordinary Member | March 2017 | Re-appointed November 2017 |
| Seamus Smith | Ordinary Member | September 2022 | |
| Claire Byrne | Ordinary Member | September 2022 | |
| Sarah Harte | Ordinary Member | September 2022 | |
| Brid O'Donovan | Ordinary Member | September 2022 | |
| Fiona Penollar | Ordinary Member | September 2022 | |

The Board has established three committees, as follows:

- Finance, Audit and Risk Committee:** comprises four Board members and three independent members. The members of this committee are: John Saunders (Chairperson), Seán Sheridan, Cearbhall O Meadhra, Mary Doyle, Lorcan O'Connor, Cyril Sullivan and Alex Hoare. The role of the Finance, Audit and Risk Committee is to support the Board in relation to its responsibilities for issues of finance, risk, control, governance and associated assurance. The Finance, Audit and Risk Committee is independent from the financial management of the organisation. In particular, the Committee ensures that the internal control systems including audit activities are monitored actively and independently. There were six meetings of the Finance, Audit and Risk Committee in 2021.
- Social Policy and Research Committee:** comprises four Board members and one independent member. The members of this committee are: Teresa Blake, Cearbhall O Meadhra, Mary Higgins, Tina Leonard and Micheál Collins. There were three meetings of the Social Policy and Research Committee in 2021.
- Strategy and Governance Committee:** comprises five Board members and two independent members. The members of this committee are: Seán Sheridan (Chairperson), Tina Leonard, Mary Higgins, Ian Power, Joan O'Connor, Senan Turnbull and Richard Boyle. There were five meetings of the Strategy and Governance Committee in 2021.

CITIZENS INFORMATION BOARD

Governance Statement and Board Members' Report

For the year ended 31 December 2021

Schedule of Attendance, Fees and Expenses

| Board / Committee Member | Board | Finance, Audit & Risk Committee | Social Policy & Research Committee | Strategy & Governance Committee | Fees 2021 € | Expenses 2021 € |
|-----------------------------|----------------|---------------------------------------|---|---------------------------------------|-------------------|-----------------------|
| Number of Meetings | 8 ¹ | 6 | 3 | 5 | | |
| Catherine Heaney (Chair) | 4 | | | | 11,970 | 0 |
| Seán Sheridan | 8 | 6 | | 4 | 7,695 | 1,211 |
| Teresa Blake | 8 | | 3 | | 7,695 | 0 |
| James Clarke | | | | | 0 | 0 |
| Mary Doyle | 8 | 6 | | | 7,695 | 0 |
| Tim Duggan | 7 | | | | 0 | 0 |
| Mary Higgins | 6 | | 3 | 4 | 7,695 | 0 |
| Tina Leonard | 7 | | 3 | 4 | 7,695 | 0 |
| Joanne McCarthy | 6 | | | | 7,695 | 0 |
| Niall Mulligan | | | | | 0 | 0 |
| Joan O Connor | 8 | | | 2 | 7,695 | 0 |
| Cearbhall O Meadhra | 8 | 5 | 3 | | 7,695 | 0 |
| Ian Power | 7 | | | 4 | 7,695 | 0 |
| John Saunders | 8 | 6 | | | 7,695 | 0 |
| Nicola Walshe | 8 | | | | 0 | 0 |
| Alex Hoare (Ext) | | 3 | | | 0 | 0 |
| Lorcan O'Connor (Ext) | | 4 | | | 1,131 | 0 |
| Cyril Sullivan (Ext) | | 6 | | | 1,697 | 0 |
| Micheál Collins (Ext) | | | 1 | | 0 | 0 |
| Richard Boyle (Ext) | | | | 4 | 0 | 0 |
| Senan Turnbull (Ext) | | | | 4 | 0 | 0 |
| | | | | | 91,748 | 1,211 |

In accordance with the Citizen Information Board's Code of Practice for Board Members, where a member has attended less than half of the meetings in a term year, a reduced fee will be payable calculated on a pro-rata basis. The Chairperson at her absolute discretion may review the reduced fee having regard to the circumstances giving rise to the relevant absences. No member, who had attended less than half the meetings in 2021, was paid the full fee for 2021. Fees are paid to Board members in line with DPER guideline for fees payable to Chairpersons and Members of State Boards, currently category three level.

There were two working Board members, Nicola Walshe and Tim Duggan, who did not receive a Board fee under the One Person One Salary (OPOS) principle. Nicola Walshe is employed by the Citizens Information Board and Tim Duggan is employed by the Department of Social Protection. Nicola's salary in respect of her duties as an employee of the Citizens Information Board is not disclosed in the listing of Board members' emoluments above.

During 2021, eight Board meetings were held. A summary of attendance at these meetings is detailed in the table above.

All Board expenses relate to domestic travel.

¹ The annual number of scheduled Board meetings was reduced from eight to six from 2022.

CITIZENS INFORMATION BOARD

Governance Statement and Board Members' Report

For the year ended 31 December 2021

Key Personnel Changes

The key personnel changes during 2021 are listed in the table below.

| Name | Role | Detail |
|---------------------|-------------------|--|
| Catherine Heaney | Board Chairperson | Appointed to Board July 2021 |
| James Clarke | Board Member | Board term ended September 2021 |
| Mary Higgins | Board Member | Board term ended May 2021, re-appointed June 2021 |
| Tina Leonard | Board Member | Board term ended May 2021, re-appointed June 2021 |
| Joanne McCarthy | Board Member | Ceased Board membership October 2021 |
| Niall Mulligan | Board Member | Board term ended June 2021 |
| Cearbhall O Meadhra | Board Member | Board term ended May 2021, re-appointed June 2021 |
| Ian Power | Board Member | Board term ended May 2021, re-appointed June 2021 |
| John Saunders | Board Member | Board term ended May 2021, re-appointed June 2021 |
| Angela Black | CEO | Retired April 2021 |
| Fiona Coyne | CEO | Appointed as acting CEO April 2021, appointed as CEO December 2021 |
| Rachel Downes | Senior Manager | Appointed to Senior Management Team September 2021 |
| Susan Shanahan | Senior Manager | Left Senior Management Team September 2021 |
| Stephen Valentine | Senior Manager | Appointed to Senior Management Team May 2021 |

Disclosures Required by Code of Practice for the Governance of State Bodies (2016)

The Board is responsible for ensuring that the Citizens Information Board has complied with the requirements of the Code of Practice for the Governance of State Bodies ("the Code"), as published by the Department of Public Expenditure and Reform in August 2016. The following disclosures are required by the Code:

- employee short-term benefits breakdown - set out in note 4 to the financial statements,
- consultancy costs (including general legal costs) - set out in note 7 to the financial statements,
- legal costs and settlements - other than general legal fees there were no other costs incurred,
- travel and subsistence expenditure - set out in note 5 to the financial statements, and
- hospitality expenditure - there were no costs incurred.

Statement of Compliance

The Board has adopted the Code of Practice for the Governance of State Bodies (2016) and has put procedures in place to ensure compliance with the Code. The Citizens Information Board was in full compliance with the Code of Practice for the Governance of State Bodies for 2021.

On behalf of the Board of the Citizens Information Board.

Catherine Heaney
Chairperson
Date: 29/09/2022

John Saunders
Board Member
Date: 29/09/2022

CITIZENS INFORMATION BOARD

Statement on Internal Control

For the year ended 31 December 2021

Scope of Responsibility

On behalf of the Citizens Information Board, I acknowledge the Board's responsibility for ensuring that an effective system of internal control is maintained and operated. This responsibility takes account of the requirements of the Code of Practice for the Governance of State Bodies (2016).

Purpose of the System of Internal Control

The system of internal control is designed to manage risk to a tolerable level rather than to eliminate it. The system can therefore 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 detected in a timely way.

The system of internal control, which accords with guidance issued by the Department of Public Expenditure and Reform, has been in place in the Citizens Information Board for the year ended 31 December 2021 and up to the date of approval of the financial statements.

Capacity to Handle Risk

The Citizens Information Board has a Finance, Audit and Risk (FAR) Committee comprising four Board members and three external members, with financial, risk management and audit expertise. The FAR Committee met six times in 2021.

The Citizens Information Board has an internal audit function as defined in the Board's Charter for Internal Audit. 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 FAR Committee and approved by the Board. The Internal Auditor provides the Board with reports of internal audit activity. The Internal Audit function is outsourced to an external firm.

The FAR Committee has developed a risk management policy which sets out its risk appetite, the risk management processes in place and details the roles and responsibilities of staff in relation to risk. The policy has been issued to all staff who are expected to work within the Citizens Information Board's risk management policies, to alert management on emerging risks and control weaknesses and to assume responsibility for risks and controls within their own area of work.

Risk and Control Framework

The Citizens Information Board has implemented a risk management system which identifies and reports key risks and the management actions being taken to address and, to the extent possible, to mitigate those risks.

A risk register is in place which identifies the key risks facing the Citizens Information Board and these have been identified, evaluated and graded according to their significance. The register is reviewed and updated by the FAR Committee on a periodic basis. The Board reviews and updates the risk register twice annually. The outcome of these assessments is used to plan and allocate resources to ensure risks are managed to an acceptable level.

The risk register details the controls and actions needed to mitigate risks and the specific staff responsible for operation of the controls. We confirm that a control environment containing the following elements is in place:

- procedures for all key business processes have been documented,
- financial responsibilities have been assigned at management level with corresponding accountability,
- there is an appropriate budgeting system with an annual budget which is kept under review by senior management,
- there are systems aimed at ensuring the security of the information and communication technology systems,
- there are systems in place to safeguard the assets, and
- control procedures over grant funding to outside agencies ensure adequate control over approval of grants and monitoring and review of grantees to ensure grant funding has been applied for the purpose intended.

CITIZENS INFORMATION BOARD

Statement on Internal Control

For the year ended 31 December 2021

Covid-19 Pandemic

Following the announcement by the Department of Health of the first case of the Coronavirus (Covid-19) in Ireland on 29 February 2020, the CIB Corporate Services team met to discuss the business continuity plan and to put in place contingency measures and actions to ensure continuity of service in the event of a Government announcement on restrictions. All aspects of CIB's operations were discussed together with key operational, IT, HR, procurement and financial controls. Actions were implemented to ensure these controls would continue in operation in the event of a working from home scenario. These included, but were not limited to, ensuring key staff were given the ability to work remotely through provision of IT equipment and systems, maintaining the current level of segregation of duties within key functions and ensuring adequate IT security measures were in place for remote working.

Following the further announcement by the Government on 12 March 2020, all CIB staff were instructed to work from home from 16 March 2020. CIB's ICT team implemented a further roll-out of additional IT equipment and systems to CIB staff to facilitate working from home. Note 24 to these financial statements contains a more detailed list of the actions implemented by CIB following the outbreak of Covid-19 in Ireland. Covid-19 did not have an effect on the 2021 financial statements as outlined in note 23 to the financial statements.

CIB's Board and Audit and Risk Committee were briefed on the progress of plans to adapt the business in line with Government guidelines, at all times, through the Chair of the Board and the Chair of the Audit and Risk Committee, at scheduled meetings and through written briefings. An additional risk specific to Covid-19 was documented and included in the risk register following approval of the Audit and Risk Committee.

Ongoing Monitoring and Review

Formal procedures which have been established for monitoring control processes and control deficiencies are communicated to those responsible for taking corrective action and to management and the Board, where relevant, in a timely way. I confirm that the following ongoing monitoring systems are in place:

- key risks and related controls have been identified and processes have been put in place to monitor the operation of those key controls and report any identified deficiencies,
- reporting arrangements have been established at all levels where responsibility for financial management has been assigned, and
- there are regular reviews by senior management of periodic and annual performance and financial reports which indicate performance against budgets/forecasts.

Procurement

I confirm that the Citizens Information Board has procedures in place to ensure compliance with current procurement rules and guidelines. Matters arising regarding controls over procurement are highlighted under internal control issues below.

Review of Effectiveness

I confirm that the Citizens Information Board has procedures to monitor the effectiveness of its risk management and control procedures. The Citizens Information Board's monitoring and review of the effectiveness of the system of internal control is informed by the work of the internal and external auditors, the Finance, Audit and Risk Committee which oversees their work, and the senior management within the Citizens Information Board responsible for the development and maintenance of the internal control framework.

I confirm that the Board conducted an annual review of the effectiveness of the internal controls for 2021 in March 2022.

CITIZENS INFORMATION BOARD

Statement on Internal Control

For the year ended 31 December 2021

Internal Control Issues

Non-Compliant Procurement

During 2021, expenditure of €79,302 was incurred in relation to goods and services where the procedures employed did not comply with procurement guidelines. This represents two contracts in total. Of these, one contract was successfully procured through an open tender process in March 2021 and the other is going out to tender in 2022.

The 2020 Statement on Internal control noted two contracts with expenditure totalling €210,826 as being non-compliant. Of these, one contract noted above carried into 2021; both contracts were successfully procured through open tender processes in May 2020 and March 2021.

On behalf of the Board of the Citizens Information Board.

Catherine Heaney
Chairperson
Date: 29/09/2022

John Saunders
Board Member
Date: 29/09/2022



Ard Reachtaire Cuntas agus Ciste Comptroller and Auditor General

Report for presentation to the Houses of the Oireachtas

Citizens Information Board

Opinion on the financial statements

I have audited the financial statements of the Citizens Information Board for the year ended 31 December 2021 as required under the provisions of the Citizens 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, including a summary of significant accounting policies.

In my opinion, the financial statements give a true and fair view of the assets, liabilities and financial position of the Citizens Information Board at 31 December 2021 and of its income and expenditure for 2021 in accordance with Financial Reporting Standard (FRS) 102 — *The Financial Reporting Standard applicable in the UK and the Republic of Ireland*.

Basis of opinion

I conducted my audit of the financial statements in accordance with the International Standards on Auditing (ISAs) as promulgated by the International Organisation of Supreme Audit Institutions. My responsibilities under those standards are described in the appendix to this report. I am independent of the Citizens Information Board and have fulfilled my other ethical responsibilities in accordance with the standards.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Report on information other than the financial statements, and on other matters

The Citizens Information Board has presented certain other information together with the financial statements. This comprises the governance statement and Board members' report, and the statement on internal control. My responsibilities to report in relation to such information, and on certain other matters upon which I report by exception, are described in the appendix to this report.

I have nothing to report in that regard.

Andrew Harkness
For and on behalf of the
Comptroller and Auditor General

30 September 2022

Appendix to the report

Responsibilities of Board members

The governance statement and Board members' report sets out the Board members' responsibilities for

- the preparation of annual financial statements in the form prescribed under section 22 of the Citizens Information Act 2000
- ensuring that the financial statements give a true and fair view in accordance with FRS 102
- ensuring the regularity of transactions
- assessing whether the use of the going concern basis of accounting is appropriate, and
- such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Responsibilities of the Comptroller and Auditor General

I am required under section 22 of the Citizens Information Act 2000 to audit the financial statements of the Citizens Information Board and to report thereon to the Houses of the Oireachtas.

My objective in carrying out the audit is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement due to fraud or error. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with the ISAs, I exercise professional judgment and maintain professional scepticism throughout the audit. In doing so,

- I identify and assess the risks of material misstatement of the financial statements whether due to fraud or error; design and perform audit procedures responsive to those risks; and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- I obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal controls.
- I evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures.

- I conclude on the appropriateness of the use of the going concern basis of accounting and, based on the audit evidence obtained, on whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Citizens Information Board's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my report. However, future events or conditions may cause the Citizens Information Board to cease to continue as a going concern.
- I evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

I report by exception if, in my opinion,

- I have not received all the information and explanations I required for my audit, or
- the accounting records were not sufficient to permit the financial statements to be readily and properly audited, or
- the financial statements are not in agreement with the accounting records.

Information other than the financial statements

My opinion on the financial statements does not cover the other information presented with those statements, and I do not express any form of assurance conclusion thereon.

In connection with my audit of the financial statements, I am required under the ISAs to read the other information presented and, in doing so, consider whether the other information is materially inconsistent with the financial statements or with knowledge obtained during the audit, or if it otherwise appears to be materially misstated. If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact.

Reporting on other matters

My audit is conducted by reference to the special considerations which attach to State bodies in relation to their management and operation. I report if I identify material matters relating to the manner in which public business has been conducted.

I seek to obtain evidence about the regularity of financial transactions in the course of audit. I report if I identify any material instance where public money has not been applied for the purposes intended or where transactions did not conform to the authorities governing them.

CITIZENS INFORMATION BOARD
Statement of Income and Expenditure and Retained Revenue Reserves
For the year ended 31 December 2021

| | Note | 2021 € | 2020 € |
|---|--------|-------------------|--------------------|
| Income | | | |
| Oireachtas Grants | 2 | 51,206,640 | 56,048,557 |
| Net Deferred Retirement Benefit Funding | 15 (c) | 846,000 | 1,113,000 |
| Other Income | 3 | 21,032 | 23,679 |
| Total Income | | 52,073,672 | 57,185,236 |
| Expenditure | | | |
| Remuneration | 4 | 5,188,073 | 5,043,093 |
| Board Members' Fees and Expenses | | 92,959 | 66,059 |
| Retirement Benefit Costs | 15 (a) | 1,889,000 | 2,116,000 |
| Administration Costs | 5 | 5,152,490 | 3,717,485 |
| Citizens Information Services (CISs) | 8 | 14,589,217 | 17,401,047 |
| Money Advice and Budgeting Services (MABS) | 9 | 17,940,697 | 22,221,208 |
| Digital Content | 10 | 179,104 | 171,785 |
| Social Policy and Research | 11 | 77,455 | 114,440 |
| Information and Communications Technology | 12 | 3,298,272 | 3,321,366 |
| Advocacy | 13 | 3,054,827 | 3,946,776 |
| Training/eLearning | 14 | 278,752 | 307,794 |
| Total Expenditure | | 51,740,846 | 58,427,053 |
| Surplus / (Deficit) for the Year before Appropriations | | 332,826 | (1,241,817) |
| Transfer of Asset | | 0 | (3,011,429) |
| Transfer from / (to) the Capital Account | 21 | 430,693 | 2,480,942 |
| Surplus / (Deficit) for the Year after Appropriations | | 763,519 | (1,772,304) |
| Balance Brought Forward at 1 January | | 1,713,692 | 3,485,996 |
| Balance Carried Forward at 31 December | | 2,477,211 | 1,713,692 |

The Statement of Cash Flows and notes 1 to 25 form part of these financial statements.

On behalf of the Board of the Citizens Information Board.

Catherine Heaney
Chairperson
Date: 29/09/2022

John Saunders
Board Member
Date: 29/09/2022

CITIZENS INFORMATION BOARD
Statement of Comprehensive Income
For the year ended 31 December 2021

| | Note | 2021 € | 2020 € |
|--|--------|----------------|--------------------|
| Surplus / (Deficit) after appropriations | | 763,519 | (1,772,304) |
| Experience Gains / (Losses) on Retirement Benefit Obligations | 15 (d) | 546,000 | 724,000 |
| Change in Assumptions Underlying the Present Value of Retirement Benefit Obligations | | (500,000) | 693,000 |
| Total Actuarial Gain / (Loss) in the year | | 46,000 | 1,417,000 |
| Adjustment to Deferred Retirement Benefits Funding | | (46,000) | (1,417,000) |
| Other Comprehensive Income for the year | | 763,519 | (1,772,304) |

The Statement of Cash Flows and notes 1 to 25 form part of these financial statements.

On behalf of the Board of the Citizens Information Board.

Catherine Heaney
Chairperson
Date: 29/09/2022

John Saunders
Board Member
Date: 29/09/2022

CITIZENS INFORMATION BOARD
Statement of Financial Position
As at 31 December 2021

| | Note | 2021 € | 2020 € |
|--|--------|------------------|------------------|
| Non-Current Assets | | | |
| Property, Plant and Equipment | 16 | 3,774,326 | 4,205,019 |
| Total Non-Current Assets | | 3,774,326 | 4,205,019 |
| Current Assets | | | |
| Receivables | 19 | 723,606 | 891,831 |
| Cash and Cash Equivalents | | 2,208,062 | 1,260,826 |
| | | 2,931,668 | 2,152,657 |
| Current Liabilities (amounts falling due within one year) | | | |
| Payables | 20 | (454,457) | (438,965) |
| Net Current Assets | | 2,477,211 | 1,713,692 |
| Retirement Benefits | | | |
| Retirement Benefit Obligations | 15 (b) | (63,613,300) | (62,813,300) |
| Deferred Retirement Benefit Funding Asset | 15 (b) | 63,613,300 | 62,813,300 |
| Total Net Assets | | 6,251,537 | 5,918,711 |
| Representing | | | |
| Capital Account | 21 | 3,774,326 | 4,205,019 |
| Retained Revenue Reserves | | 2,477,211 | 1,713,692 |
| | | 6,251,537 | 5,918,711 |

The Statement of Cash Flows and notes 1 to 25 form part of these financial statements.

On behalf of the Board of the Citizens Information Board.

Catherine Heaney
Chairperson
Date: 29/09/2022

John Saunders
Board Member
Date: 29/09/2022

CITIZENS INFORMATION BOARD
Statement of Cash Flows
For the year ended 31 December 2021

| | 2021 | 2020 |
|---|------------------|--------------------|
| | € | € |
| Net Cash Flows from Operating Activities | | |
| Excess Income over Expenditure / (Excess Expenditure over Income) | 763,519 | (1,772,304) |
| Depreciation and Impairment of Fixed Assets | 821,403 | 651,898 |
| Decrease in Receivables | 168,225 | 846,477 |
| Increase / (Decrease) in Payables | 15,492 | (14,982) |
| Transfer (from) the Capital Account | (430,693) | (2,480,942) |
| Loss on disposal of Fixed Asset | 0 | 3,011,429 |
| Net Cash Inflow from Operating Activities | 1,337,946 | 241,576 |
| Cash Flows from Investing Activities | | |
| Payments to Acquire Property, Plant & Equipment | (390,710) | (1,182,385) |
| Net Cash Flows from Investing Activities | (390,710) | (1,182,385) |
| Net Increase / (Decrease) in Cash and Cash Equivalents | 947,236 | (940,809) |
| Cash and Cash Equivalents at 1 January | 1,260,826 | 2,201,635 |
| Cash and Cash Equivalents at 31 December | 2,208,062 | 1,260,826 |

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2021

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

Citizens Information Services (CISs) and the Citizens Information Phone Service (CIPS) 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. MABS Support and National Traveller MABS operate under separate agreements with the Citizens Information Board and the relationship of principal and agent does not apply.

The National Advocacy Service for People with Disabilities and the Sign Language Interpreting Service operate under separate agreements with the Citizens Information Board and the relationship of principal and agent does not apply. 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. The Sign Language Interpreting Service promotes, represents, advocates and ensures the availability of quality interpretation services to Deaf people in Ireland.

(b) Statement of Compliance

The financial statements of the Citizens Information Board for the year ended 31 December 2021 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).

(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 Public Expenditure and Reform. 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 2021

(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 | 33 $\frac{1}{3}$ % per annum |
| (ii) Office Equipment | Straight-line | 20% per annum |
| (iii) Office Furniture | Straight-line | 12 $\frac{1}{2}$ % 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 31 December 2018 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 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 2021

(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

In December 2014, the Department of Public Expenditure and Reform (D/PER) made a decision to introduce revised administrative arrangements for the establishment and approval of certain superannuation schemes in non-commercial state bodies including the Citizens Information Board. The revised arrangements were designed by D/PER to provide a more efficient and cost effective delivery of service in Departments and state agencies through the simplification and modernisation of superannuation administration. The Citizens Information Board made observations, which have been submitted to D/PER and the draft of the scheme is awaiting final sign off by D/PER, following which it will be signed by the Minister for Social Protection and the Minister for Public Expenditure and Reform.

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 or the Single Scheme.

These schemes are defined benefit pension schemes which are funded annually on a pay as you go basis from moneys available to the Board, including moneys 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 from 1 January 2013. All new employees to the Citizens Information Board, who are new entrants to the Public Sector, on or after 1 January 2013, are members of the Single Scheme. Employee contributions under the scheme are remitted to the Department of Public Expenditure and Reform.

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2021

(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.

(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 reporting 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.

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2021

2. Oireachtas Grants

| | Sub-head | 2021 € | 2020 € |
|--|----------|-------------------|-------------------|
| Department of Social Protection (DSP) | | | |
| Grants for current expenditure (Vote 37) | A.42 | 59,808,646 | 57,705,686 |
| Prior year Citizens Information Board surplus withheld by DSP | | (771,949) | (1,712,999) |
| Prior year Service Delivery Companies surplus withheld by DSP | | (7,784,964) | 0 |
| Single Scheme Contributions remitted to the Department of Public Expenditure and Reform (DPER) | | (89,777) | (79,130) |
| Other State Funding | | | |
| Department of Foreign Affairs and Trade - Irish Abroad | | 40,000 | 85,000 |
| DPER - Public Sector Innovation Fund | | 4,684 | 50,000 |
| | | 51,206,640 | 56,048,557 |

At 31 December 2020, the Service Delivery Companies (SDCs) held €7.784m in accumulated surplus funding. In 2021, CIB withheld this surplus funding from the SDCs by reducing the overall funds distributed to each company during quarter 4. CIB subsequently returned this surplus funding to the Department of Social Protection as required by Circular 13/2014.

At 31 December 2021, the Service Delivery Companies (SDCs) held €2.277m in surplus funding. In early 2022, CIB contacted each SDC instructing them to return the surplus funding to CIB directly. 20 out of the 21 SDCs returned the surplus funding directly to CIB and the surplus for the remaining SDC was withheld from their quarter 2 funding payment. CIB subsequently returned this surplus funding to the Department of Social Protection as required by Circular 13/2014.

The Department of Social Protection withhold surplus funding carried forward by reducing the grant allocated to the Citizens Information Board.

3. Other Income

| | Note | 2021 € | 2020 € |
|-----------------|------|---------------|---------------|
| Other Income | | 21,032 | 17,947 |
| Grants Returned | | 0 | 5,732 |
| | | 21,032 | 23,679 |

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2021

4. Remuneration

(a) Aggregate Employee Benefits

| | Note | 2021 | 2020 |
|---|------|------------------|------------------|
| | | € | € |
| Staff short-term benefits | | 4,728,552 | 4,590,161 |
| Employer's contribution to social welfare | | 459,521 | 452,932 |
| | | 5,188,073 | 5,043,093 |

The total number of staff employed (WTE) at the year-end was 76.74 (2020, 83.86).

€106,805 (2020: €97,799) was deducted from staff by way of public sector additional superannuation contribution and was paid over to the Department of Social Protection.

Included in the salary costs is an expense for holiday pay amounting to €63,735 (2020: €73,134).

Staff short-term benefits consist of basic pay only, no expenditure was incurred in 2021 and 2020 on overtime/allowances and termination costs.

(b) Key Management Personnel

Key management personnel in the Citizens Information Board consist of the CEO, Senior Management and members of the Board. Total compensation paid to key management personnel, including Board members' fees, amounted to €604,097 (2020: €576,517). This does not include the value of retirement benefits earned in the period. Senior Management are members of the Citizens Information Board's pension scheme and their entitlements in that regard do not extend beyond the terms of the model public service pension scheme. During 2021 and 2020, one Senior Manager was a member of the Single Public Service Pension Scheme.

(c) Chief Executive Officer Salary and Benefits

The Chief Executive received salary payments of €124,635² (2020: €118,797). No bonus payments were made in the year. 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.

(d) Range of total employee benefits

| Short-term employee benefits ³ | | Number of Employees | |
|---|------------|---------------------|------|
| From | To | 2021 | 2020 |
| €60,000 | - €69,999 | 17 | 20 |
| €70,000 | - €79,999 | 3 | 9 |
| €80,000 | - €89,999 | 6 | 1 |
| €90,000 | - €99,999 | 2 | 1 |
| €100,000 | - €124,999 | 3 | 4 |

² This figure is a combination of the salary of the former Chief Executive (€38,227) and the current Chief Executive (€86,408).

³ Short-term employee benefits in relation to services rendered during the reporting period include salary and other payments made on behalf of the employee, but exclude employer's PRSI.

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2021

5. Administration Costs

| | Note | 2021 € | 2020 € |
|--|------|------------------|------------------|
| Accommodation and Establishment | 6 | 3,039,288 | 1,847,395 |
| Travel and Subsistence (Domestic) | | 5,387 | 19,474 |
| Travel and Subsistence (International) | | 0 | 0 |
| Stationery and Office Supplies | | 3,103 | 6,512 |
| Postage | | 19,029 | 26,202 |
| Consultancy and Reports | 7 | 300,313 | 312,566 |
| Recruitment | | 41,891 | 35,023 |
| Public Relations | | 201,927 | 175,096 |
| Seminars and Meetings | | 19,624 | 15,629 |
| Insurance | | 525,360 | 457,945 |
| Board Publications and Miscellaneous | | 22,816 | 25,163 |
| Affiliation Fees | | 16,622 | 19,555 |
| External Audit Fees | | 23,300 | 23,300 |
| Actuarial Fees | | 5,535 | 5,535 |
| Internal Audit Fees | | 77,890 | 84,161 |
| Depreciation | | 821,403 | 651,898 |
| Interest and Charges | | 15,844 | 797 |
| Corporate Subscriptions | | 7,043 | 7,928 |
| Other ⁴ | | 6,115 | 3,306 |
| | | 5,152,490 | 3,717,485 |

6. Accommodation and Establishment

| | Note | 2021 € | 2020 € |
|--------------------------|------|------------------|------------------|
| Rent and Rates | | 1,244,659 | 1,262,443 |
| Light and Heat | | 61,513 | 63,368 |
| Maintenance and Security | | 1,727,341 | 515,582 |
| Archiving | | 5,775 | 6,002 |
| | | 3,039,288 | 1,847,395 |

7. Consultancy and Reports

| | Note | 2021 € | 2020 € |
|---|------|----------------|----------------|
| Records Management Project | | 61,496 | 0 |
| HR Support Services for Delivery Services | | 104,648 | 112,023 |
| Employee Assistance Programme | | 5,839 | 3,412 |
| Pension Consultancy | | 9,882 | 2,940 |
| Payroll Processing Services | | 96,732 | 112,380 |
| General Legal Fees | | 815 | 25,477 |
| Property Disposal Legal Fees | | 0 | 24,716 |
| Procurement Support | | 20,901 | 31,618 |
| | | 300,313 | 312,566 |

⁴ No hospitality expenditure was incurred in 2021 (2020: €nil).

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2021

8. Citizens Information Services (CISs)

| | Note | 2021 | 2020 |
|--|------|-------------------|-------------------|
| | | € | € |
| Citizens Information Grants | | 12,927,354 | 15,705,877 |
| Central Support to Citizens Information Services | | | |
| Conferences, Seminars and Meetings | | 9,038 | 23,357 |
| Volunteer Conference and Recognition | | 6,959 | 0 |
| Advertising and Promotion | | 154,914 | 138,963 |
| Citizens Information Phone Service | | 1,201,552 | 1,251,419 |
| Information Supports | | 289,400 | 281,431 |
| | | 14,589,217 | 17,401,047 |

9. Money Advice and Budgeting Service (MABS)

| | Note | 2021 | 2020 |
|------------------------------------|------|-------------------|-------------------|
| | | € | € |
| MABS Grants | | 13,672,852 | 16,787,825 |
| Central Support to MABS | | | |
| Advertising and Promotion | | 117,238 | 104,802 |
| Meetings/Projects & Research | | 135,117 | 108,780 |
| MABS National Development (MABSnd) | | 0 | 266,582 |
| MABS Support | | 962,886 | 1,209,076 |
| Dedicated Mortgage Arrears | | 1,839,660 | 1,974,798 |
| Personal Microcredit Project | | 100,000 | 78,200 |
| Abhaile | | 1,112,944 | 1,691,145 |
| | | 17,940,697 | 22,221,208 |

MABSnd was a central technical support service that provided support and training to MABS companies. MABSnd also managed the MABS national telephone helpline, website and MABSIS client information system. The activities of MABSnd were transferred to MABS Support in February 2020 with the exception of the MABS Helpline, which transferred to North Dublin MABS. MABSnd entered liquidation in February 2020.

MABS Support is a central service which provides support to MABS regional companies with best practice and technical advice on client casework, quality standards and training of MABS staff. In conjunction with the Citizens Information Board, MABS Support develops money management education toolkits, produces publications in hard copy and online, maintains the MABS client management system, conducts data analysis and research and makes social policy submissions.

Following a Government decision, the Dedicated Mortgage Arrears project has been extended until the end of 2022. The primary focus of this project is to put dedicated people into MABS offices whose sole purpose is to deal with Mortgage Arrears cases.

The Abhaile programme will run from 2016 to 2022. Abhaile is a new service to help homeowners, at risk of losing their homes to find a resolution. It provides vouchers for free financial and legal advice and help from experts, which are available through MABS. The 2021 expenditure under this programme was for the provision of vouchers for Personal Insolvency Practitioners and Accountants and for running the Communications Campaign of the programme.

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2021

10. Digital Content

| | Note | 2021 | 2020 |
|--|------|----------------|----------------|
| | | € | € |
| Online Information - Translations | | 48,830 | 14,075 |
| Citizens Information Board Website Development | | 43,106 | 53,176 |
| Publications | | 60,300 | 50,964 |
| Public Sector Innovation Fund | | 0 | 14,612 |
| Social Media | | 5,472 | 8,054 |
| Library | | 0 | 8,189 |
| Content Development | | 21,396 | 22,715 |
| | | 179,104 | 171,785 |

11. Social Policy and Research

| | Note | 2021 | 2020 |
|-------------------------------------|------|---------------|----------------|
| | | € | € |
| Research Support | | 26,547 | 23,701 |
| Disability and Information Research | | 16,583 | 40,987 |
| Social Policy Reports | | 25,514 | 35,071 |
| Social Policy Grants | | 8,450 | 11,100 |
| Miscellaneous | | 361 | 3,581 |
| | | 77,455 | 114,440 |

12. Information and Communications Technology

| | Note | 2021 | 2020 |
|----------------------------------|------|------------------|------------------|
| | | € | € |
| Telecommunications | | 1,048,492 | 818,572 |
| Software and Licensing | | 324,325 | 241,452 |
| Other Hardware | | 9,739 | 20,372 |
| ICT Support | | 695,148 | 683,452 |
| Fully Managed ICT Infrastructure | | 533,697 | 633,426 |
| Security | | 274,139 | 320,174 |
| Projects | | 412,732 | 603,918 |
| | | 3,298,272 | 3,321,366 |

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2021

13. Advocacy

| | Note | 2021 | 2020 |
|---|------|------------------|------------------|
| | | € | € |
| Grant to National Advocacy Service for People with Disabilities | | 2,184,928 | 3,216,279 |
| Grant to Advocacy Support Worker Programme | | 12,893 | 33,809 |
| Grant to Sign Language Interpreting Service | | 616,896 | 583,424 |
| Irish Sign Language | | 189,720 | 65,934 |
| Advocacy MIS/Case Management System | | 45,633 | 44,962 |
| Access | | 0 | 1,208 |
| Meetings | | 4,757 | 1,160 |
| | | 3,054,827 | 3,946,776 |

The National Advocacy Service for People with Disabilities was established in November 2013 and it operates under a service agreement with the Citizens Information Board 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. The Sign Language Interpreting Service promotes, represents, advocates and ensures the availability of quality interpretation services to Deaf people in Ireland.

14. Training/eLearning

| | Note | 2021 | 2020 |
|--------------------|------|----------------|----------------|
| | | € | € |
| Training Services | | 126,698 | 166,250 |
| Staff Training | | 66,950 | 50,016 |
| Advocacy Training | | 29,173 | 22,878 |
| Moodle | | 3,849 | 19,570 |
| Course Development | | 52,082 | 49,080 |
| | | 278,752 | 307,794 |

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2021

15. Retirement Benefit Costs

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

| | 2021 | 2020 |
|---|------------------|------------------|
| | € | € |
| Current Service Costs | 1,846,000 | 1,685,000 |
| Interest on Retirement Benefit Scheme Liabilities | 373,000 | 749,000 |
| Employee Contributions | (330,000) | (318,000) |
| | 1,889,000 | 2,116,000 |

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

| | 2021 | 2020 |
|---|---------------------|---------------------|
| | € | € |
| Net Retirement Benefit Obligation at 1 January | (62,813,300) | (63,117,300) |
| Current Service Costs | (1,846,000) | (1,685,000) |
| Interest Costs | (373,000) | (749,000) |
| Actuarial Gain | 46,000 | 1,417,000 |
| Pensions Paid in the year | 1,373,000 | 1,321,000 |
| Net Retirement Benefit Obligation at 31 December | (63,613,300) | (62,813,300) |

(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 schemes, 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.

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

| | 2021 | 2020 |
|---|----------------|------------------|
| | € | € |
| Funding Recoverable in Respect of Current Year Retirement Benefit Costs | 2,219,000 | 2,434,000 |
| State Grant Applied to pay Retirement Benefits | (1,373,000) | (1,321,000) |
| | 846,000 | 1,113,000 |

The deferred funding asset for retirement benefits at 31 December 2021 amounts to €63.6m (2020: €62.8m).

(d) History of defined benefit obligations

| | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|--------|--------|---------|--------|--------|
| | €'000 | €'000 | €'000 | €'000 | €'000 |
| Defined Benefit Obligations | 63,613 | 62,813 | 63,117 | 57,316 | 61,842 |
| Experience Losses / (Gains) on Defined Benefit Scheme Liabilities | (546) | (724) | (2,469) | (629) | 280 |
| Percentage of Scheme Liabilities | 0.9% | 1% | 4% | 1% | 0% |

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2021

(e) General description of the scheme

The Citizens Information Board operates the following defined benefit pension schemes in respect of its employees:

- (i) For employees appointed prior to 1 January 2013:
Citizens Information Board Superannuation Scheme (the scheme structure is based on the traditional Public Service model).
- (ii) For employees who are new entrants to the public service appointed after 1 January 2013:
Single Public Service Pension Scheme (the structure provides consumer price index-linked defined benefit pensions based on career-average pay).

The Citizens Information Board Superannuation 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: for each year of service $1/200^{\text{th}}$ of pensionable pay up to $3 \frac{1}{3}^{\text{rd}}$ times the current rate of Social Welfare State Pension (Contributory) plus $1/80^{\text{th}}$ of pensionable pay in excess of this limit (if any)), a gratuity or lump sum (being $3/80$ of pensionable pay per year of service) and spouses and children's pensions. The compulsory retirement age for pre-2004 members is a member's 70^{th} birthday and they also have an entitlement to retire without actuarial reduction from age 60. Post 2004 members have an entitlement to retire without actuarial reduction from age 65; they have no compulsory retirement age. Under the Citizens Information Board Superannuation Scheme the Board may grant such increases in such pensions and preserved pensions under this scheme as may be authorised from time to time by the Minister for Social Protection with the consent of the Minister for Public Expenditure and Reform.

Up until the financial emergency, the practice had been to increase pensions in line with pay increases applicable to the person's former grade. The position since 2010 is that public service pay and public service pensions have been subject to separate reductions. Under the Public Service Stability Agreement 2018 to 2020 there is agreement to return to the non-statutory, pay-linked method of pension adjustment which had prevailed until the onset of the financial emergency. This pension increase policy is essentially time-limited (expired end-2020) and conditions bound.

The Single Public Service Pension Scheme (Single Scheme) is the defined benefit pension scheme for pensionable public servants appointed on or after 1 January 2013 in accordance with the Public Service Pension (Single Scheme and Other Provisions) Act 2012. The scheme provides for a pension and retirement lump sum based on career-average pensionable remuneration, and spouses' and children's pensions. The normal retirement age under the Single Public Service Pension Scheme is the qualifying age for the State Contributory Pension from the Department of Social Protection. The compulsory retirement age is a member's 70^{th} birthday. Pensions in payment (and deferment) increase in line with the consumer price index.

The valuation used for FRS102 disclosures has been based on a full actuarial valuation performed on 9 February 2022 by a qualified independent actuary, taking account of the requirements of the FRS in order to assess the scheme liabilities at 31 December 2021.

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2021

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

| | 2021 | 2020 |
|--|-------------|-------------|
| Rate of Increase in Salaries | 3.60% | 2.90% |
| Rate of Increase in Retirement Benefits in Payment | 2.85% | 2.15% |
| Discount Rate | 1.20% | 0.60% |
| Inflation Rate | 2.10% | 1.40% |

Life expectancies

| | 2021 | 2020 |
|---------------------|-------------|-------------|
| Male, now aged 45 | 22.8 | 22.8 |
| Male, now aged 65 | 21.4 | 21.4 |
| Female, now aged 45 | 25.2 | 25.1 |
| Female, now aged 65 | 24.0 | 24.0 |

CITIZENS INFORMATION BOARD
Notes to the Financial Statements for the Year Ended 31 December 2021

16. Property, Plant and Equipment

| 2021 | Owned Premises € | Leased Premises € | Motor Vehicles € | Computer Equipment € | Office Equipment € | Office Furniture € | Total € |
|---------------------------|---------------------------------|----------------------------------|---------------------------------|-------------------------------------|-----------------------------------|-----------------------------------|--------------------|
| Cost | | | | | | | |
| At 1 January | 735,000 | 3,814,806 | 89,277 | 3,201,823 | 17,836 | 605,525 | 8,464,267 |
| Additions | 0 | 179,744 | 0 | 200,798 | 3,836 | 6,332 | 390,710 |
| Disposals | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| At 31 December | 735,000 | 3,994,550 | 89,277 | 3,402,621 | 21,672 | 611,857 | 8,854,977 |
| Depreciation | | | | | | | |
| At 1 January | 42,000 | 1,627,158 | 89,277 | 1,898,569 | 15,069 | 587,175 | 4,259,248 |
| Charge for the year | 21,000 | 123,086 | 0 | 673,801 | 1,199 | 2,317 | 821,403 |
| Disposals | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| At 31 December | 63,000 | 1,750,244 | 89,277 | 2,572,370 | 16,268 | 589,492 | 5,080,651 |
| Net Book Value | | | | | | | |
| At 1 January | 693,000 | 2,187,648 | 0 | 1,303,254 | 2,767 | 18,350 | 4,205,019 |
| Net movement for the year | (21,000) | 56,658 | 0 | (473,003) | 2,637 | 4,015 | (430,693) |
| At 31 December | 672,000 | 2,244,306 | 0 | 830,251 | 5,404 | 22,365 | 3,774,326 |

- (i) The Board has a policy of revaluing its owned premises every 5 years. At 31 December 2018 the buildings were revalued at €0.735m.
(ii) The value of Leased Premises assets relates to capitalised expenditure on the Leasehold Property listed under Note 17.

CITIZENS INFORMATION BOARD
Notes to the Financial Statements for the Year Ended 31 December 2021

| 2020 | Owned Premises € | Leased Premises € | Motor Vehicles € | Computer Equipment € | Office Equipment € | Office Furniture € | Total € |
|---------------------------|---------------------------------|----------------------------------|---------------------------------|-------------------------------------|-----------------------------------|-----------------------------------|--------------------|
| Cost | | | | | | | |
| At 1 January | 3,835,000 | 3,720,983 | 89,277 | 2,123,243 | 656,695 | 737,089 | 11,162,287 |
| Additions | 0 | 93,823 | 0 | 1,078,580 | 2,575 | 7,407 | 1,182,385 |
| Disposals | (3,100,000) | 0 | 0 | 0 | (641,434) | (138,971) | (3,880,405) |
| At 31 December | 735,000 | 3,814,806 | 89,277 | 3,201,823 | 17,836 | 605,525 | 8,464,267 |
| Depreciation | | | | | | | |
| At 1 January | 109,571 | 1,513,059 | 89,277 | 1,386,131 | 655,945 | 722,343 | 4,476,326 |
| Charge for the year | 21,000 | 114,099 | 0 | 512,438 | 558 | 3,803 | 651,898 |
| Disposals | (88,571) | 0 | 0 | 0 | (641,434) | (138,971) | (868,976) |
| At 31 December | 42,000 | 1,627,158 | 89,277 | 1,898,569 | 15,069 | 587,175 | 4,259,248 |
| Net Book Value | | | | | | | |
| At 1 January | 3,725,429 | 2,207,924 | 0 | 737,112 | 750 | 14,746 | 6,685,961 |
| Net movement for the year | (3,032,429) | (20,276) | 0 | 566,142 | 2,017 | 3,604 | (2,480,942) |
| At 31 December | 693,000 | 2,187,648 | 0 | 1,303,254 | 2,767 | 18,350 | 4,205,019 |

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2021

17. Premises

(a) Freehold Land and Buildings

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

| Location | Net Book Value | Net Book Value |
|-------------|----------------|----------------|
| | As at 31.12.21 | As at 31.12.20 |
| | € | € |
| Cork | 448,000 | 462,000 |
| Tralee | 132,571 | 136,714 |
| Letterkenny | 91,429 | 94,286 |
| | 672,000 | 693,000 |

(b) Leasehold Property

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

| Location | Expiry Date | Break Clause | Lease | Annual Rent |
|------------------------------|-------------|--------------|------------------|------------------|
| | | | Commitment | € |
| | | | € | € |
| Head Office - Dublin | | | | |
| 43 Townsend Street, Dublin 2 | 2032 | - | 8,134,225 | 739,475 |
| Regional Offices | | | | |
| Galway | 2025 | - | 161,600 | 40,400 |
| Kilkenny | 2050 | - | 1,143 | 40 |
| Kilkenny | 2030 | 2025 | 110,170 | 28,740 |
| Limerick | 2038 | 2027 | 673,331 | 117,101 |
| Sligo | 2021 | - | 7,587 | 13,007 |
| Tallaght | 2033 | 2028 | 784,134 | 117,620 |
| | | | 9,872,190 | 1,056,383 |

| Lease Commitments | 2021 | 2020 |
|----------------------------------|------------------|-------------------|
| | € | € |
| Payable within one year | 1,050,963 | 1,050,963 |
| Payable within two to five years | 4,099,574 | 4,168,714 |
| Payable after five years | 4,721,653 | 5,695,889 |
| | 9,872,190 | 10,915,566 |

18. Lease Commitments

At 31 December 2021 the Citizens Information Board had no future minimum lease payments under non-cancellable operating leases, other than property leases which are detailed in note 17.

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2021

19. Receivables

| | 2021 | 2020 |
|-------------------|----------------|----------------|
| | € | € |
| Other Receivables | 5,335 | 3,935 |
| Prepayments | 718,271 | 887,896 |
| | 723,606 | 891,831 |

20. Payables

Amounts falling due within one year

| | 2021 | 2020 |
|------------------------|----------------|----------------|
| | € | € |
| Trade Payables | 51,264 | 75,176 |
| Accruals | 221,480 | 189,089 |
| PAYE and PRSI Payables | 181,713 | 174,700 |
| | 454,457 | 438,965 |

21. Capital Account

| | 2021 | 2020 |
|--|------------------|------------------|
| | € | € |
| Opening balance | 4,205,019 | 6,685,961 |
| <i>Transfer from Income and Expenditure:</i> | | |
| Capital Expenditure in the year | 390,710 | 1,182,385 |
| Amortisation in line with Asset Depreciation | (821,403) | (651,898) |
| Transfer of Asset | 0 | (3,011,429) |
| | 3,774,326 | 4,205,019 |

22. Related Party Disclosures

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.

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

CITIZENS INFORMATION BOARD

Notes to the Financial Statements for the Year Ended 31 December 2021

23. Events after the reporting date

There are no events between the reporting date and the date of approval of these financial statements for issue that require adjustment to the financial statements.

The Board considers that, as the Citizens Information Board provides a public service that is funded by moneys provided by the Exchequer, via its parent department the Department of Social Protection, it is appropriate to prepare these financial statements on a going concern basis.

24. Covid-19 Pandemic

Prior to the outbreak of Covid-19 in Ireland, the Citizens Information Board put in place the following measures to ensure continuity of service while maintaining the same level of internal controls:

- (i) Citizens Information Board Finance Manager ensured that multiple people could access all systems, particularly the banking and accounting systems, remotely.
- (ii) Citizens Information Board Managers contacted suppliers to check their arrangements to work remotely, for example, ICT providers and payroll bureau.
- (iii) HR implemented notification protocols if someone contracted Covid-19 or was a close contact.
- (iv) Staff were instructed to take home laptops each day as a contingency measure.
- (v) In March 2020, the CEO made the decision that the entire organisation would switch to remote working.

Following the outbreak of Covid-19 in Ireland, the Citizens Information Board took further measures as detailed below:

- (i) Citizens Information Board ICT set priorities to maximise remote access and equipment (e.g. laptops, videoconferencing, call centre servers, additional VPN access, virtual desktop).
- (ii) Citizens Information Services set up a centralised callback service and supplemented the Citizens Information Phone Service with Citizens Information Services staff.
- (iii) Guides on HR matters, health and safety considerations and data protection considerations were sent to the Service Delivery Companies.
- (iv) The HSA Return to Work Protocol, data protection guidance, public health guidance were all published.
- (v) Vendors were procured for a nationwide installation of Covid material including screens, signage, sanitiser and fit out.
- (vi) The Citizens Information Board implemented software to enhance digital authorisation of invoices, contracts and purchase orders.
- (vii) The Service Delivery Companies put in place response plans and fitted out suitable premises.
- (viii) The Citizens Information Board eLearning team developed a common Covid resource for the Citizens Information Board network.
- (ix) Citizens Information Board staff were mandated to carry out cyber security and GDPR training.
- (x) The Citizens Information Board implemented online purchase order books to replace the paper based system.

25. Approval of the financial statements

The financial statements were approved by the Board of the Citizens Information Board on 29 September 2022.