



**National Supervisors Forum  
Annual General Meeting  
2020**

# **The National Supervisors Forum**

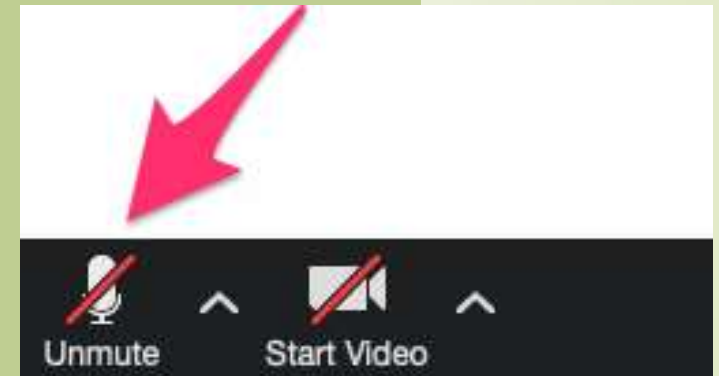


**Annual General Meeting 2020**

**Saturday, 7th November, 2020 @ 11.00 a.m.**

# Agenda

- 1. Ascertainment of Quorum
- 2. Credit Union Invocation
- 3. Adoption of Standing Orders for the Annual General Meeting
- 4. Chairperson's Address
- 5. Approval of 2019 AGM Minutes / Matters Arising
- 6. Treasurer's Report
- 7. Sub Committee Reports:
  - i) Training Committee Report
  - ii) I.T. Committee Report
  - iii) Northern Ireland Committee Report
- 8. Executive Committee Report & Update
- 9. Report of the NSF Supervisor
- 11. Election Results
- 12. Other Business
- 13. Closing Remarks



# Guest Speakers

- On conclusion of our Annual General Meeting, the following schedule of Guest Speakers and a Continuing Professional Training (CPD) Event will take place:
- **Sinead Ryan**, Journalist will officially launch *the revamped National Supervisors Forum Website* <https://www.nsf.ie/>.
- **Tom Martin** - Credit Union Consulting & Training, will deliver “**Credit Union Year End - Statutory Obligations, Best Practice and 2021 considerations for Board Oversight & Supervisory Committees**”. (2 Hours CPD will apply)




# Ascertainment of Quorum

Deirdre Kelleher

# Credit Union Invocation – Michael Giblin, Sligo Credit Union

*Lord, make me an instrument of thy peace  
Where there is hatred, let me sow love;  
Where there is injury, pardon;  
Where there is doubt, faith;  
Where there is despair, hope;  
Where there is darkness, light; and  
Where there is sadness, joy.  
O divine Master, grant that I may not  
So much seek to be consoled as to console;  
To be understood as to understand;  
To be loved as to love;  
For its is in pardoning that we are pardoned;  
And it is in dying that we are born to eternal life.*





# Adoption of Standing Orders for the Annual General Meeting



## Liam Kelly

As is customary, the Annual General Meeting will be recorded, for the sole purpose of verifying and confirming the accuracy of the minutes taken of the proceedings. The recording will not be retained and will be permanently deleted immediately thereafter.



# Chairpersons Address


Deirdre Kelleher

- ▶ Colleagues, On behalf of my fellow Executive Committee members, it gives me great pleasure as Chairperson of the NSF to welcome you all to this the NSF's 19th Annual General Meeting, following a year that, to put it mildly, has been challenging for us all!
- ▶ As you are only too aware AGMs provide one of the few opportunities for organisations to meaningfully consult and exchange with their memberships. In the past, the NSF has been renowned for the high calibre of its' annual conferences. However, in the face of COVID-19, the NSF had to rethink its' AGM arrangements for 2020. Thus, reluctantly, but in the best public health interests of you the members, invited guests and trainers, ourselves and our extended families, friends etc., we, the Executive Committee, agreed to hold this year's AGM, and accompanying Workshop, online. We would like to reassure you that in time to come as public health considerations allow we intend to revert to the face-to-face conference of old.
- ▶ Given the prevailing circumstances, this AGM will be shorter in duration as presentations are kept to a minimum and key reports have issued in advance to assist with familiarity of the material to be presented here at AGM. We beg your indulgence on these matters to facilitate the efficient progress of the meeting. We are all new to this format, so it is a learning curve for us all.

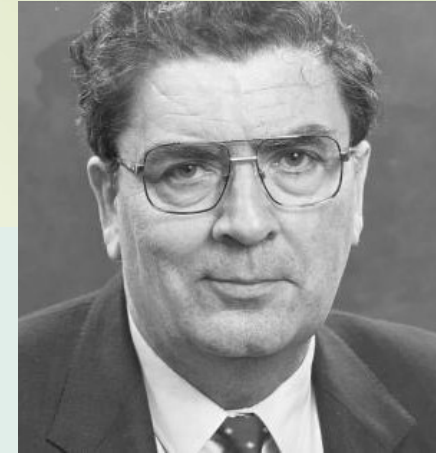


- ▶ On the operational front, the unique circumstances of COVID-19 meant that the NSF had to review its working arrangements to provide for hybrid meetings, such as conference calls; Zoom meetings and google-hangouts, as our means of communication in place of face-to-face meetings.
- ▶ I am very happy to report that, despite the unprecedented circumstances of COVID-19, the NSF Executive Committee, worked to the very best of its capacity, managing to adapt the new found virtual reality on all fronts. This, colleagues, was a particularly big ask for an organisation that is operated exclusively by volunteers, with no backroom support services and no base.
- ▶ While we all as Executive Committee members chipped in as best our personal, health and occupational circumstances would allow, ultimately it came down to a few key individuals to ensure that we survived and met our responsibilities. Delivery on our commitments would not have been possible without the dedication and vision of my fellow Principle Officers Martina Cole and Joe Tobin. Luckily, in diversity, we three developed a great working relationship sharing tasks and supporting one another in an effort to ensure the sustainability of the organisation.


- ▶ A special mention has to go to Joe, who worked tirelessly throughout the year to ensure that as far as was possible, the NSF would deliver on every front, be that relative to engagement with the regulatory/representative bodies, developing webinars or assisting with the redevelopment of the website. Martina and I want to acknowledge his contribution which was a pillar of strength to us both in our roles. We would also like to put on record our thanks to all the Executive Committee members for their support in what were very trying times.
- ▶ With the advent of the “Zoom” era a huge amount of the Annual Programme was able to proceed. In particular;
- ▶ The IT Committee, together with Brian Guilfoyle our IT Consultant, delivered on a long time goal to bring the NSF website up to date, which David Boyle, Chair of the Committee, will advise you of on in the IT Report. On behalf of the Executive Officers, I’d like to take this opportunity to thank David, Brian and the IT Committee for their sterling work.
- ▶ Updates on the 2020 Training Programme will be covered in the Training & Liaison Report, suffice to say that it surpassed all our expectations, where ideas emerged as to how we can better engage our members.

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- Our Treasurer, Joe Tobin with the assistance of his colleagues on the Finance Committee, ensured that, not only we stayed in the black, but that you the cost to you the membership, in these pressing times could, with your approval, be reduced, but more of that in the Treasurer's Report.
  - Completion of our year's Programme was made all the more manageable with the support of our key Training consultant Tom Martin, who went above and beyond the call of duty to assist us with much of the background work required to host our key events and for the collegiate and professional support we are most appreciative. Thank you Tom!

# John Hume



- ▶ As I close my Chair's Report, we felt it only fitting that we, as a national credit union body, mark the sad passing on August 3rd last, of one of Credit Union's stalwart's – the late John Hume RIP, In addition to being one of the world's foremost peace brokers and architect of the peace-process on these islands, John was a founding member of Derry Credit Union and one of the driving forces of the credit union movement in Ireland. He became the youngest ever ILCU President in 1968 at the age of 27 years. In 2001 he was appointed a Life Director, a honour he shared with only one other individual, the late with Nora Herlihy, one of the movement's founder members Extraordinarily, despite John's impactful career on the international stage as politician and peace broker, he, later in life, observed that "helping set up the credit union was his proudest achievement". We, the NSF, believe that it is fitting to pay respect to John at this our AGM, due primarily to his belief in the strength of the cooperative movement, which is something that each of us here today involved in the credit union movement can take inspiration from.

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- All that remains at this point is for me to thank all my Executive Committee colleagues and the NSF Supervisor (Adrienne Conroy-Millar) for their support throughout what was a challenging year. I wish you the membership ever success as we navigate these unprecedented times. I think the COVID-19 maxim holds true – We (really) are all in this together and with one another's support and solidarity we will make it through.
  - Stay safe and best wishes for 2021.
  - **Deirdre Kelleher (Chairperson)**
  - **7th November, 2020.**



# Approval of 2019 AGM Minutes / Matters Arising



## Martina Cole, Secretary

A decorative graphic on the left side of the slide, featuring a dark red arrow pointing right and several thin, curved lines in shades of green and brown.

# Treasurers Report

Joe Tobin



# Accountants' Report on the Unaudited Accounts to the National Supervisors Forum

As described on page 3 you have approved the accounts for the year ended 30 September 2020 set out on pages 2 to 4. In accordance with your instructions we have compiled these unaudited accounts from the accounting records and information and explanations supplied to us.

**McGroarty McCafferty & Company Ltd**  
**Accountants and tax consultants 2 Carlisle**  
**Terrace**  
**Derry BT48 6JX**



# Income & Expenditure Account for the year ended 30 September 2020

	2020		2019	
	€	€	€	€
<b>Income</b>				
Subscriptions		64,084		70,186
AGM Registration		19,096		36,836
Workshops		<u>21,731</u>		<u>41,615</u>
		104,911		148,637
<b>Expenses</b>				
Workshop I Summer School Expenditure	13,140		26,350	
AGM Costs	42,771		51,163	
NSF Meetings			10,623	
NSF AGM Planning Meeting			5,000	
Insurance	1,531		2,515	
Administration Costs			2,618	
Stationery	3,554		3,254	
Postage	1,521		1,318	
Telephone and fax	1,407		1,560	
Web Development maintenance/New Website	7,215		2,173	
Committee Meetings & Expenses	6,350		5,757	
Planning & Development (Regional Meetings)			3,587	
ILCU (Convention) Meeting			3,230	
Training (Finance Seminar)	2,443		2,897	
Central Bank /Dept of Finance/ Regulator/ CUAC	3,080		3,589	
NSF IT Meeting			1,290	
GDPR Audit	3,500			
Equipment	2,621		314	
Tax Advisor/Legal and Professional fees	847		541	
Lobbying Penalty	(400)		400	
Accountancy	1,000		1,000	
Bank charges	528		679	
Profit/loss on exchange	1,769		(52)	
Sundry expenses	206		642	
Charitable donations	4,760		2,000	
		(101,176)		(132,448)
Operating Profit before taxation		3,735		16,189
Taxation	274		922	
		<u>274</u>		<u>922</u>
<b>Net profit</b>		<b>3,461</b>		<b>15,267</b>

## Balance Sheet for the year ended 30 September 2020

Current assets	2020 €	2020 €	2020 €	2020 €
Cash at bank and in hand	298,827		297,145	
Current liabilities (note 1)	1,197			
Other creditors			923	
Accruals	<u>1,847</u>		<u>3,900</u>	
	3,044		4,823	
Net current assets		295,783		292,322
Total assets less current liabilities		295,783		292,322
<b>Capital account</b>				
Brought forward at 1 October 2019	292,322			277,055
Profit for the year		<u>3,461</u>		15,267
		<b>295,783</b>		<b>292,322</b>

### Note 1 to the Accounts

Current Liabilities	2020 €	2019 €
Other Creditors	1,197	923
Accruals	1,847	3,900
	<u>3,044</u>	<u>4,823</u>



# Training Committee Report


Deirdre Kelleher

# NSF TRAINING & LIAISON COMMITTEE REPORT 2020

- ▶ The following is the 2020 AGM Training Report of the NSF Training and Liaison Committee.
- ▶ **Training Programme 2019.** The 2020 NSF Training Programme ran from January to October 2020 in a mix of, initially, face-to-face Workshops, which moved promptly, as circumstances dictated, to online offerings. The Workshops incorporated some:
  - ▶ 5 Regional face-to-face Training Workshops, delivered in Sligo; Kilkenny; Dublin; Cookstown and Limerick.
  - ▶ 1 Trial Online Workshop hosted by Clonakilty Credit Union.
  - ▶ 1 final Regional Online Training Workshop, for the Cork/South Munster Region (which had to be postponed as a consequence of the first lockdown).
  - ▶ A Summer Webinar held on 8th August.
  - ▶ A Training Webinar entitled “Effective Communications in Credit Union Governance” run over 2 nights on 5th & 19th August delivered by Tom Martin in collaboration with the POs.
  - ▶ 1 specialist Workshop Programme, run in conjunction with UL, over 4 evenings in October, entitled “Understanding Credit Union Financial Accounts and Statements”.
  - ▶ All these NSF training initiatives attracted CPD hours through the professional accreditation bodies of ILCU, CU Learn and LIA.

- **Regional Workshops 2020** The Regional Workshops were focused on “Understanding of Roles, Responsibilities and Reporting Requirements”, and ran from late January to mid March 2020. The Workshops explored the Credit Union Acts 1997/2012 with due deference to Part IV-Sections 55 to 76, whereby the Trainers brought new and experienced BOC and Supervisory Committee members through practical and interactive educational and training sessions.
- **NSF Summer Webinar 2020** In a departure from previous years, the annual “Summer Forum” morphed, of necessity, into a “Summer Webinar” which was held online on 8 th August and facilitated by our guests speakers Anne Forbes, (Central Bank); Brian Corr (Department of Finance) and Tom Martin (Credit Union Training Consultant).
- **Understanding Credit Union Finances Workshop** Throughout the summer of 2020 the POs, and the Vice-Chair (Joe Tobin) in particular, worked tirelessly in liaison with UL’s Kemmy Business School to help develop an online Autumn Finance Training Programme. In the event, the online Workshop went live on 8th October, 2020, covering some 4 Modules over 4 nights - to, though we say so ourselves, resounding success.
- Focused on equipping participants with the tools to better understand and interpret credit union accounts and financial statements. The Programme proved popular and particularly applicable coming as it did just as credit union boards began to review their 2020 accounts.

- ▶ **NI Committee Developments** The year 2020 saw the development of a NI customised training programme that addressed the specific needs of NI Supervisors.
- ▶ **Overview of 2020 Programme** As the year 2020 unfolded, the NSF Training & Liaison Committee committed itself to the continuation of training initiatives in a safe and public health focused manner. Throughout the late spring and summer, the Committee busied itself developing online versions of training programmes in a bespoke blend of video lectures and virtual training sessions for which we are very grateful to our Training Partners, IT Consultant and key Sector Contributors.
- ▶ With the evolution of online service delivery methods, as reflected in our recent training offerings, the NSF availed of the opportunity to fully utilise the remote delivery environment. With the likely continuation of social distancing protocols for the foreseeable future, it appears that, for the time being at least, the online delivery method will be the exclusive one.
- ▶ As chance would have it, this evolution in training delivery methods offered the NSF the opportunity to exploit key aspects of the remote learning environment, as evidenced by the spontaneous development of the NSF Membership Discussion Forum on the shirrtails of the Autumn Finance Programme. This development, in particular will help the NSF deliver on its undertaking to offer you the membership greater consultation and participation in NSF policy development.
- ▶ As previously stated the NSF is anxious to ensure that our training is relevant and inclusive. The Training Committee is open to ideas as to how we might further develop and improve our training focus and delivery. We value your input, knowledge, experience and expertise and look forward to hearing your ideas and suggestions. In this regard we would encourage you to avail of the Discussion Forum, access details are available on the NSF website.
- ▶ Only in its infancy, it is hoped that by early 2021 the Forum will be a responsive facility for engagement. Please bear with us as we enhance this facility through a dedicated Committee resource(s) which it is hoped will be timely and effective.

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- ▶ Participant feedback from our online offerings would appear to indicate that the learning experience is enhanced by the flexibility of the remote/virtual sessions. Taking the UL facilitated Finance Programme as example, it appears that the single and straightforward “Big Blue Button” portal for accessing sessions, notes and links, ensured that participants did not need enhanced IT skills to participate, it demonstrated that participant-tutor interactions could be meaningfully facilitated without the imperative to travel. This appeared to suit many participants who have limited time available due to personal/occupational responsibilities and considerations.
  - ▶ **Conclusion** In drawing this Report to a close, I would like to remind you that NSF Training offerings are open to all BOC and Supervisory Committee members, all members of Boards of Directors and the staff and volunteers of Credit Unions throughout the island of Ireland. We are currently updating our website [www.nsf.ie](http://www.nsf.ie) and have prepared a update of specific 2021 Training Programme offerings.


- In conclusion, I wish to express my appreciation to our-
- Training Consultants Tom Martin, Carmel Motherway and Keith Savage for their support and professionalism in delivering the Regional Workshop Programme.
- To the Summer Webinar contributors, speakers and host for what for the NSF was a novice online offering.
- Our UL partners and colleagues, namely: Yvonne, Erin, Miriam and the Kemmy School Team for their professionalism and collegiality, enhanced by a particularly engaged approach.
- My fellow Training Committee members for their constancy.
- And finally, I would also like to thank you the NSF membership and affiliated Credit Unions for your continued support of NSF training initiatives.
- That concludes the 2020 Training Committee Report to the 2020 NSF AGM. Thank you.
- **Prepared: Dr. Deirdre Kelleher (NSF, Training Officer)**
- **7th, November 2020**



# NSF Training Schedule - 2021

## Continuing Professional Development

Irish League of Credit Unions / Institute of Bankers / Life Insurance Association

	CPD	Board Oversight CPD Training
<b>Ethics &amp; Governance for Credit Unions</b> <b>(Annual requirement)</b>	1 Hour	✓
<b>Anti-Money Laundering with Annual Assessment Test</b> <b>(Annual requirement)</b>	2 Hours	✓
<b>Data Protection including GDPR obligations for Credit Unions</b> <b>(Annual requirement)</b>	3 Hours	✓
<b>Introduction to the Board Oversight - Duties and Responsibilities</b>	3 Hours	✓
<b>Effective Communication in Credit Union Governance – suited to experienced Board Oversight Committee Members</b>	4 Hours	✓
<b>Governance Framework N.I</b>  <b>Using PRA Financial Ratios to monitor Board performance "Core issues linked to the PRA Guidance Letter active: Business Plan, Policies, Procedures and Risk Assessment / Management.</b>	4 Hours	✓

# NSF Training Schedule - 2021


## Other Training Courses available

<b>Multi-tasking – in a Governance Context</b>	<b>1 Hour</b>
<b>Thinking Outside the Box – Creative Responses to Issues</b>	<b>1 Hour</b>
<b>Effective &amp; Appropriate Delegation –At BOD /BOC/Executive levels</b>	<b>1 Hour</b>
<b>Managing Performance – for BODs/ BOCs –Supervisors /Management</b>	<b>1 Hour</b>



# I.T. Committee Report

David Boyle

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- ▶ IT Sub-Committee Members: David Boyle (Chairman), Liam Kelly (Secretary) and Tony Shewbridge.
  - ▶ The IT Sub-Committee met regularly throughout 2020. The meeting took place primarily on-line due to the restrictions associated with the containment of the COVID-19 virus. At the first meeting of the Committee on January 9<sup>th</sup>, 2020, the Sub-Committee Officers were elected. Due to the proposed expenditure associated with the redevelopment of the NSF website, Joe Tobin (*Treasurer, Executive Committee*), in the interests of best practice governance, attended the greater majority of the of the IT Sub-Committee meetings.



## ► SUMMARY

- A key agreed agenda item of the Sub-Committee from the first meeting onward was the identified need to modernise the NSF's IT systems. It was felt that the IT-systems needed to be updated and enhanced to facilitate the efficient working of the organisation as a whole.
- It was observed that in recent years the NSF had not been utilising the most up-to-date software systems and this needed to be redressed in the interests of projecting a more modern professional image for the NSF.
- The Sub-Committee incorporated the upgrading the NSF Website in its considerations and deliberations. A recommendation proposing the upgrading of all the organisation use of IT systems was forwarded by the IT Sub-Committee to the Executive Committee, seeking its support and approval for the proposed redevelopment of the IT systems. The Executive Committee agreed the redevelopment in April 2020.

## ➤ IT SUB-COMMITTEE WORK COMPLETED 2020

### ➤ IT Systems Upgrading

- As already noted the Sub-Committee identified the need to update a number of core IT systems. Sharepoint has been identified as the administrative support best suited to the organization as it allows greater document management, acts as a central storage system for critical documents and allows for improved collaboration and internal communication between all Executive Committee members. The Sharepoint upgrade should be fully functional by year-end.
- Additionally, the Sub-Committee recommended moving to Mailchimp. Mailchimp is an all-in-one communications platform that assists organisations communicate and interact more efficiently with their membership and other interested parties. It focuses on proactive contact management practices and custom built campaigns that incorporate cutting edge data analysis functioning.
- The Sub-Committee also recommended sourcing an accounts package that might better suit a voluntary organisation relative to time considerations and proposed moving away from Gmail to a an email package that would offer more flexible functioning.

## ➤ Website Redesign

- The IT Sub-Committee identified the redevelopment of the NSF website as its main project of 2020. It was clear to the Sub-Committee that the current website needed to be upgraded to one with a new and modern feel, which would better reflect the professional nature of the organisation. Once the Executive Committee's approval of the redevelopment project was received the Sub-Committee set about delivering the full upgrade. Members of both the Sub-Committee and Executive Committee worked closely with Brian Guilfoyle, IT Consultant, on the redevelopment and I am happy to report that the final product will be launched here today at midday.
- I would like to take this opportunity to thank Brian and my colleagues for their input and support with the redevelopment.

## ➤ GDPR

- In the course of the Sub-Committee analysis of the NSF's IT requirements it became very clear that the organization would have to revisit its GDPR responsibilities. As the Sub-Committee didn't have the capacity to complete the full range of the GDPR requirements it recommended that the task be sub-contracted to an appropriate consultant. I am happy to report that the Executive Committee followed through on the Sub-Committee's suggestion and that a NSF GDPR Requirements Review is currently underway.



➤ **CONCLUSION**

- In conclusion I would like to thank my fellow Sub-Committee members, Liam Kelly and Tony Shewbridge for their input and support on IT initiatives over the past year. I would also like to thank Brian Guilfoyle (IT Consultant) who played a critical role in the success of the Sub-Committee's endeavours and last, but not least, it should be noted that without Joe Tobin's (Treasurer) foresight, tenacity and sheer determination it would not have been possible to bring the IT proposals to fruition in the timely and appropriate manner, that has been achieved.





# P.R.O. Report

## David Boyle





## ➤ Summary

- On first meeting of the full committee David Boyle was elected to the position of PRO of the NSF. The role of the PRO is as follows:
- “The Public Relations Officer (PRO) shall be responsible for the promotion of the NSF to the public and in particular to the Credit Union movement. The PRO shall be responsible for all communications and interaction with the media on behalf of the NSF, subject to approval of the Executive Committee”.
- This is a broad role, which requires the communication of NSF policy, activities and training schedules to NSF members, the media and interested parties. The PRO endeavoured to achieve this through all major social media sites platforms, which are currently available. During the ongoing Covid-19 crisis, the NSF Committee was committed to keeping members updated on all developments, which were Credit Union related.



## ➤ Covid-19

- It was clear to the NSF Committee that the Covid-19 crisis would have a significant impact on Credit Unions throughout the country and Northern Ireland. The PRO was tasked with communicating and providing updates on all activities relevant to NSF members and the Credit Union movement as a whole. These communications involved the provision of updates on the NSF webpage, Facebook, LinkedIn and Twitter. During the continuing Covid-19 crisis, it is of utmost importance to keep NSF members continually informed and updated on relevant Credit Union matters. This included government announcements relating to Covid-19 and the Credit Union movement.

## ➤ Training Workshops

- Due to the disruption caused by the Covid-19 crisis, it was clear to the NSF committee that there needed to be major changes and adjustments in regard to the delivery of NSF workshops. The PRO was tasked with ensuring that members were kept fully up to date on all developments and changes to the delivery of training. A constant stream of posts were, therefore, added to our social media sites with clear messages to members of how they could access training. These training seminars, and in particular the Financial course in conjunction with UL, were all well attended.



- **New Website**

- The new website was seen as a key way to improving communication with members of the NSF. The current website is limited as a tool and doesn't invite members to stay on the site for any duration. The new website has a more user friendly design and it is hoped that members will use the site as a means to get the latest Credit Union information. All news updates will be posted on to the new website.

- **Communications Strategy**

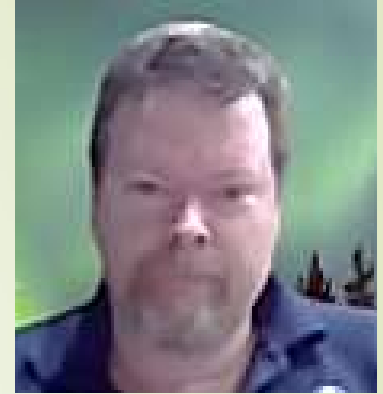
- The PRO is currently working on a communications strategy to improve the reach of the NSF and engaging with its members. Increasing engagement will be a key goal for the PRO over the coming year.

- **Conclusion**


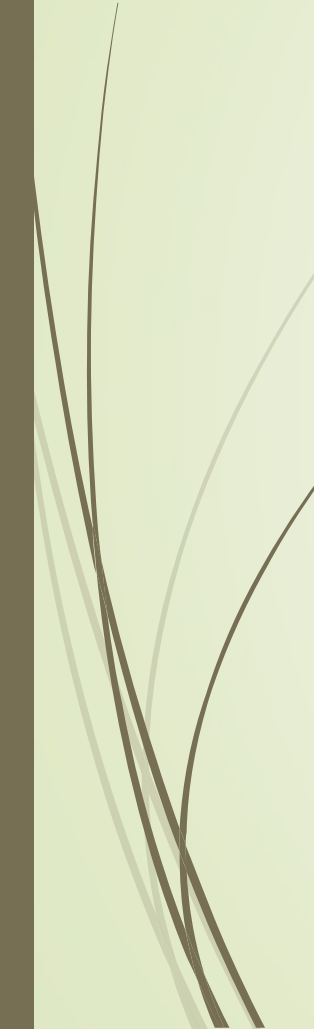
- This have been a challenging year for Credit Unions as a whole and there will need to be flexibility in terms of training needs and the mode of delivery. Clear messaging on how to engage with these learning platforms will be a role for the PRO into the future. It is critical that all members feel that they can access and participate in these modes of delivery. The PRO will continue to inform members of all credit union related matters as they arise. Keeping members up to date will be a key aim of the PRO.



# Northern Ireland Committee Report



Raymond Beggs

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- ▶ Like every Credit Union on the Island the Covid-19 Pandemic has had an undeniable impact on the operation of the Northern Ireland Committee. The Volunteers involved faced an unprecedented increase of workload in their everyday lives dealing both with reality of managing Covid-19 restrictions and the constant stress and worry of exposure to the virus for them and their loved ones.
  - ▶ Nevertheless, while the ambition targets that the committee started the year with did not materialise, important positive work and support for our Northern Ireland Supervisory Committees continued throughout the year.
  - ▶ From the onset of the pandemic in March an important communication link was established by The Principal Officers, Joe Tobin, Deirdre Kelleher, Martina Cole, and Committee Member Raymond Beggs with Chris Donald and Marcela Hashim from the PRA/ Bank of England, on a monthly basis to ensure Credit Unions in Northern Ireland continued to provide their essential financial service to their members in a safe and managed environment. This important link was maintained throughout the year providing the opportunity to highlight directly with the PRA difficulties COVID-19 was causing credit unions in Northern Ireland; such as lending, staff absence and the drop in loan books.

- Meetings took place with Martin Fisher Regulatory and Legal Officer for Northern Ireland at Irish League of Credit Unions, ongoing dialog will take place over the next few months
- We continue to make submissions to the ILCU review of the current Standard Rules for Credit Unions (Northern Ireland) in relation to the role and function of the Supervisory Committee, with reference to the number of motions passed at ILCU AGMs. It is worth highlighting to our Northern Ireland delegates that that consultation ends on Friday 20th November 2020.
- While all our training moves to online webinars for the foreseeable, it is hoped that with the continued support of our Northern Ireland trainer, Keith Savage that a full complement of online training for our Northern Ireland Supervisory Committees will be available in the very near future.
- **Raymond Beggs**
- **Committee Member**



# Executive Committee Report & Update

**Tony Shewbridge**



# NSF Executive Committee Year-end Report 2020

- ▶ On behalf of the NSF I am very pleased to present this, the 2020 Executive Committee Year-end Report. As we all know, 2020 has been a year that has presented challenges for individuals and organisations alike on an unprecedented scale. However, despite all, the Executive Committee is happy to report that the NSF organisation is as strong, perhaps even stronger, position than heretofore.
- ▶ As the up-coming Sub-Committee Reports will bear witness, the Executive Committee, assisted in no small manner by the support and expertise provided by our IT & Training /Administrative consultants – Brian Guilfoyle & Tom Martin, adapted to their new found circumstances with the can do, co-operative spirit for which Credit Union is renowned.
- ▶ The year started in traditional style with a very successful and enjoyable 2019 AGM in Athlone, where members had an opportunity to meet up, exchange ideas and celebrate another year in the style to which we had become accustomed! This was followed by the launch, and almost completion of the Spring 2020 Training Workshop Programme, until the full effects of COVID-19 hit in mid-March 2020, and from then on 2020 became a year like no other.

# NSF Executive Committee Year-end Report 2020

- ▶ Faced with the dilemma of outstanding training commitments, the Executive Committee moved speedily to develop an online response to complete the Spring Training Programme. Despite some minor teething problems identified in the pilot trialled by Clonakilty Credit Union, to whom we are very thankful for their support and patience, the online offering went from strength to strength expanding to Webinars, further Workshops, the Autumn Finance Workshops, culminating in today's first ever online AGM.
- ▶ While, developing this service response made great demands on individual Executive Committee members, who worked tirelessly to ensure its' success, none of the undertakings would have been possible without the support of you the BOC membership, and your respective Credit Unions, and for that we are thoroughly grateful. We acknowledge that you too were grappling with the new found virtual reality, nonetheless the uptake of our online offerings exceeding all our expectations! So, a very big thank you is extended by the Executive Committee, your support really demonstrated that we really were "in this together", to coin a key 2020 phrase!

# NSF Executive Committee Year-end Report 2020

- ▶ In parallel with developing the online response the Executive also had keep abreast of the Annual Work Programme. Gone were the face-to-face meetings of old, spear-heading the on-going workload behind the scenes were the Principal Officers (POs) of Chair, Secretary and Treasurer. These Officers ensured continued regular liaison and NSF representation with the regulatory and representative bodies, through extensive and thorough preparatory work and dedicating significant personal time to the initial weekly conference calls and meetings.
- ▶ In addition to the normal workload, the IT Committee was tasked with the redevelopment of the Website. This undertaking required considerable input on behalf of the PRO and the POs, further details of which will be outlined later today.
- ▶ An unexpected, but nonetheless very welcome outcome of the Autumn Finance Workshop was the development, in liaison with University of Limerick, of the NSF Discussion Forum, while as yet in its infancy, this Forum offers an opportunity for meaningful and structured consultation with you the NSF membership. The Training Officer will outline this initiative in greater detail in the Training Committee Report.
- ▶ Further details of the on-going work will be given in the Chair's Report, which indicates that, despite the challenges presented, the NSF navigated its way very well through the stormy seas of 2020.

# NSF Executive Committee Year-end Report 2020

- ▶ Before I close, the Executive felt it only fitting that we acknowledge that, since March of this year, our lives have changed beyond recognition. Sadly, many of us have suffered great heartache in the course of this year, and in this regard, we the Executive Committee, would like to take this opportunity to extend sincere sympathy to all our colleagues, friends and supporters who have lost loved ones, either through COVID-19 or other circumstances, since we last met.
- ▶ The Executive is also very conscious that many of us are struggling with health issues, stress and financial, as well as personal worries, that is why we feel it is fitting to remind ourselves that during all this uncertainty and adversity, we have continued to contribute to one of the essential community services that provided ongoing facilities to members throughout the pandemic. This is something we can feel deservedly proud of and something to remind ourselves in our not-so-good moments.
- ▶ All that remains at this point is to thank you for your continued support of the NSF and its' initiatives and to wish you good health and good cheer in these trying times!
- ▶ Ní neart go cur le chéile. (*There is no strength without unity.*)
- ▶ **That concludes the 2020 Report of the Executive Committee.**



# Report of the N.S.F. Supervisor



## Adrienne Millar Conroy

# Opening Statement

- ▶ As per section 12.7 of the NSF Constitution the Supervisor is required to issue a statement to all affiliated Credit Union's Supervisory/Board Oversight Committee at the AGM on findings under 12.4\*. The Supervisor chaired the new Executive Committee meeting following the AGM 2019 as per section 4.6, to oversee the election of the Principal Officers. Protocols were adhered to and subsequently the meeting was handed over to the new Chairperson, Ms Deirdre Kelleher.
- ▶ The new Committee faced challenges within themselves to embrace changes due to reassigned roles among themselves. The Supervisor oversaw this settling period till personal issues were resolved.
- ▶ **Operational level**
- ▶ The Sub-Committees commenced work immediately. It was difficult to start as some members were new and a lot of guidance was needed from experienced members to progress with the new vision, they had for the NSF going forward.

# Covid 19 1:1

- ▶ As you all are aware the devastating effects Covid-19 had on how businesses of the NSF were going to conducting their operations.
- ▶ The Executive Committee had put a lot of work into organising workshops throughout the country for all its members. Due to Covid-19, the Committee had to work tirelessly to adapt how it now functioned to continue to provide support for its members added by the stress of trying to bring itself into a new era too as a strong body working collaboratively as a team to achieve this goal going forward.

# Covid 19 1:2

- The Executive Committee was forced to find a way to communicate with each other which was the start of the new era we find ourselves in. Meetings were held via Google hang out. Again, the sheer hard work from some, through technology, order of business commenced with meetings held online.
- As Supervisor I was invited to all Sub-committee and full Committee meetings. At this point I as Supervisor can wholeheartedly stand over my words when I say the amount of time, effort a few times every month how this Committee planned, to bring workshops online.
- How they met weeks on end to create the new website and how they had to keep changing plans due to circumstances in order to make sure some form of an AGM was held. This was certainly no easy task and our Committee really needs to be applauded for how they have achieved this.
- At this point the one person who really worked above and beyond on a daily basis to keep us all abreast of what was happening, was Joe Tobin through daily emails.



# Networking

- ▶ Whilst I do acknowledge the Committee worked hard throughout this year, we were so fortunate to have strong Principal Officers (Joe Tobin, Deirdre Kelleher and Martina Cole) who worked lengthily behind the scenes for the good of our organisation on a regular basis building up a good relationship with the following stakeholders. Meetings were held weekly from March to May and then fortnightly and discussion papers had to be delivered for these meetings.

<b>Department of Finance</b>	Brian Corr (Head of Policy)
<b>Central Bank of Ireland</b>	Anna Marie Finnegan, Elaine Byrne, Patrick Casey (Registrar of Credit Unions)
<b>Credit union Advisory Committee</b>	Lorraine Corcoran (Chairperson)
<b>Bank of England</b>	Chris Donald, Marcela Hashim
<b>Irish league of Credit Unions</b>	Ed Farrell (CEO), Gerry Thompson (President)
<b>Credit Union Managers Association</b>	Tim Molan, Lisa Stapleton
<b>Credit Union Development Association</b>	Kevin Johnson
<b>ILCU North of Ireland</b>	Martin Fisher
<b>Trainers</b>	Tom Martin, Carmel Motherway
<b>University of Limerick</b>	Yvonne Delaney
<b>UCC Cork</b>	Olive McCarthy

# Appraisals

- ▶ Due to the current climate we are living in the order of how this was achieved by myself was to adapt the way I carried out my role. I found it very beneficial attending all meetings where possible, and seized the opportunity to appraise at the end of certain meetings due to the fact I was so impressed on their plans, the work they had carried out between meeting and ideas to progress. I found the Committee appreciated positive feedback on the spot and on occasions welcomed my views and took under advisement and concerns and were dealt with accordingly.
- ▶ I was challenged a few times on my function but found unwarranted. There were written appraisals submitted to the Principal Officers who acknowledged them in their meetings.
- ▶ As Supervisor I have a good working relationship with the Committee especially with Joe and the Principal Officers who without their continued effort to email daily within the Committee allows me to have a good insight into how well the full Committee is or is not engaging.

# To conclude


- ▶ Under section 12.4 the role of the Supervisor is to, essentially, ensure that the Executive Committee abides by the Constitution. Following that, I the Supervisor can concur that this Committee has abided by the Constitution.
- ▶ On behalf of all BOCs I wish to that this opportunity to thank the Executive Committee for their dedication and hard work in such trying times. The time and effort to bring the NSF into this new era of technology have proven to be more beneficial in the long run going forward. The number of people signing up to attend courses is a testament to that. Thanks to Joe, David and Brian who worked so hard on the new website. Thanks to the Committee for all the time you have put into this difficult year and finally I truly feel Joe deserves a special mention for being the backbone of all this year. Best of luck going forward and I look forward to representing you all as the Supervisor for the coming year.
- ▶ Meas, Díograis agus Dea-Chroí (to have respect, to work hard and to do with a good heart). A promise I made to you all when elected and I feel I have done that.
- ▶ Slán go fóill
- ▶ **Supervisor-----Adrienne Millar Conroy**

12.4 The NSF Supervisor shall attend all meetings of the Executive Committee where possible to facilitate him/her in carrying out their supervisory function. The NSF Supervisor will immediately bring to the attention of a Principal Officer any matter of concern on non-compliance of the Executive Committee with the Constitution and policies of the NSF.

# Election Results

## Joe Tobin





There were two vacancies for 2020.  
These were advertised to NSF affiliated Credit Unions.  
One valid nomination was received.  
This was Martina Cole, from Tullow Credit Union.  
Therefore, Martina is deemed elected for a 4 year term.

# Other Business

Joe Tobin



# Letter from His Excellency President Michael D. Higgins

## OIFIG ARD RÚNAÍ AN UACHTARÁIN

The President has on many occasions publicly acknowledged the role of Credit Unions which are deeply embedded into the life of their communities.

He has paid tribute to all involved including the many volunteers of Credit Unions who act, at all times, in the interests of their members in order to serve the interests of the wider community.

The President has spoken of how local Credit Unions are deeply embedded into the life of their communities and an inspiring example of a democratic model of finance that places the needs of the people, the aspirations of its members and the requirements of the local community at its very heart.

Maireád Madden  
(Secretariat, Office of the Secretary General to the President, 2020).



OIFIG ARD RÚNAÍ AN UACHTARÁIN  
OFFICE OF THE SECRETARY GENERAL TO THE PRESIDENT



# A.G.M. Closing Remarks

Deirdre Kelleher



Tea / Coffee break – PLEASE do not log off!!!!





# Launch of Revamped NSF website

<https://www.nsf.ie/>

Sinead Ryan

# Sinead Ryan



- Sinead has worked as a print and broadcast journalist for 15 years writing on consumer and personal finance matters.
- Sinead writes four weekly columns for the Irish Independent and Herald newspapers along with contributing Op-Eds and features.
- Sinead is the presenter of 'The Home Show' on Newstalk, and is the personal finance expert on Newstalk's 'Hard Shoulder with Ivan Yates'.
- Sinead has regularly guested on programmes including 'Claire Byrne Live', 'Primetime', Matt Cooper's 'Last Word' and Virgin Media's Ireland AM.
- In 2016 Sinead co-presented RTE 1's "My Money and Me", a six-part television series.

# 2021 TRAINING COURSES

A comprehensive suite of training courses, workshops and CPD sessions available in 2021. This information is subject to change.

[Find out more](#)



# CBI & DOF PUBLICATIONS

Latest press releases and publications from the Central Bank and Department of Finance.

[Find out more](#)



# CORONAVIRUS & COVID-19

Visit our COVID-19 information page for useful links regarding the Coronavirus pandemic.

[Find out more](#)



# Tom Martin



- ▶ Tom Martin is a specialist in the area of business mentoring, financial consultancy, and the design and delivery of technical, customer service, interpersonal skills, and regulatory training programmes.
- ▶ Tom designs and delivers a wide range of Continuing Professional Development (CPD), and other courses to the financial services sector, including Banks and Credit Unions.
- ▶ Tom also researches and produces policies and procedures for Credit Unions and the Business sector.
- ▶ Tom continues to work with Credit Unions, Business and Community organisations to deliver ongoing Data Protection compliance and best practice.