



North Dublin MABS Annual Report 2022

A Message from Nesson Vaughan Chair and Gwen Harris Regional Manager

North Dublin MABS are delighted to present our Annual Report for 2022 which outlines the work and achievements of our company throughout 2022

MABS is a national service of which North Dublin is one of 10 independent companies. We work together with our colleagues in all other MABS Regional companies, MABS Support and National Travellers MABS to strive to ensure high standards of service are delivered to our clients. We also work in partnership with many other groups and agencies, including our funders, the Citizens Information Board (CIB), local charities, Local Development Companies, etc, to improve the quality of life for citizens and greater social inclusion. We look forward to further developing our partnerships and working collaboratively in the period ahead.

An example of a partnership approach undertaken during 2022 was the completion of a research project with all MABS companies which examined Debt Relief Notices from a debtor perspective. This research, titled 'For the Few but Not the Many', was compiled by Dr Stuart Stamp and was funded by the Citizens Information Board. We hope that the findings of the research will help inform changes in our Personal Insolvency legislation and we are privileged to be able to tell the lived experience on behalf of our clients.

Another exciting venture for North Dublin MABS in 2022 was working with Inspire Chilli on our journey to becoming designation as an Advantaged Thinking organisation. The principles of Advantaged Thinking mirror the MABS ethos and will be a framework for our future strategies and work planning. You can read more about Advantaged Thinking on page 19 in this report. It is worth pointing out that we are now an Age Friendly (achieved in 2021) and an Advantaged Thinking organisation, both externally recognised, which are a validation of our innovation and a recognition of staff commitment.

North Dublin MABS continues to seek feedback from our clients and the communities we work with to help inform our service delivery, ensuring we are meeting people's needs. Some of the comments we have received are detailed in this report. We will continue to build on this and to proactively solicit client feedback during 2023.

During 2022 MABS, nationally, moved to a new client management system, SAOR. As with any system change, we have experienced challenges; however, we are confident that the new system will provide better metrics in relation to our work and help us in our quest for continuous improvements.

2022 saw MABS reach our 30th birthday. MABS started as 5 pilot projects in September 1992 and has since grown to a national organisation with 10 companies, a National Helpline and 60 locations across Ireland. In September 2022 we came together to celebrate 30 years of MABS' work and to reflect on the impact our work has had during this time.

North Dublin MABS is not just a regional company: it is also responsible for managing and delivering the MABS National Helpline service and the Abhaile Voucher Desk. The National Helpline continued to provide an accessible, flexible and customised support to clients from all parts of the country. This complemented the service provided by local offices and Money Advisers. The Abhaile Voucher Desk provides access to financial, legal and Personal Insolvency Vouchers under the Abhaile scheme, supporting access by MABS staff, insolvency practitioners and solicitors.

Supporting the work of North Dublin MABS is a dedicated Board of Directors. The Board are very mindful of their onerous and legal responsibilities and the trust shown to ensure that we achieve highest standards of governance, by demonstrating appropriate levels of accountability, oversight and transparency. We continued to demonstrate our full compliance with the Charities Governance Code. We thank the Board Directors, who give of their time voluntarily and generously, for their commitment, expertise and guidance.

During 2022 there were seven meetings of the Board of Directors, including the Annual General Meeting. In addition to the Board meetings, there were 14 meetings of Board Committees: HR, Finance Audit and Risk, and Service Delivery and Development. The continued work of Board Committees, provided greater oversight and a more detailed examination of the issues, the policies and the procedures to support the effective delivery of the service.

Ultimately, North Dublin MABS owes its success to the dedication, commitment, professionalism and flexibility of our staff. We thank them for their openness to change, their client-centred approach and for the innovation they bring to their work.

Finally, our thanks to the CIB for their ongoing support and trust. We value the positive relationship we have and the constructive engagements over the past year.



NESSAN VAUGHAN

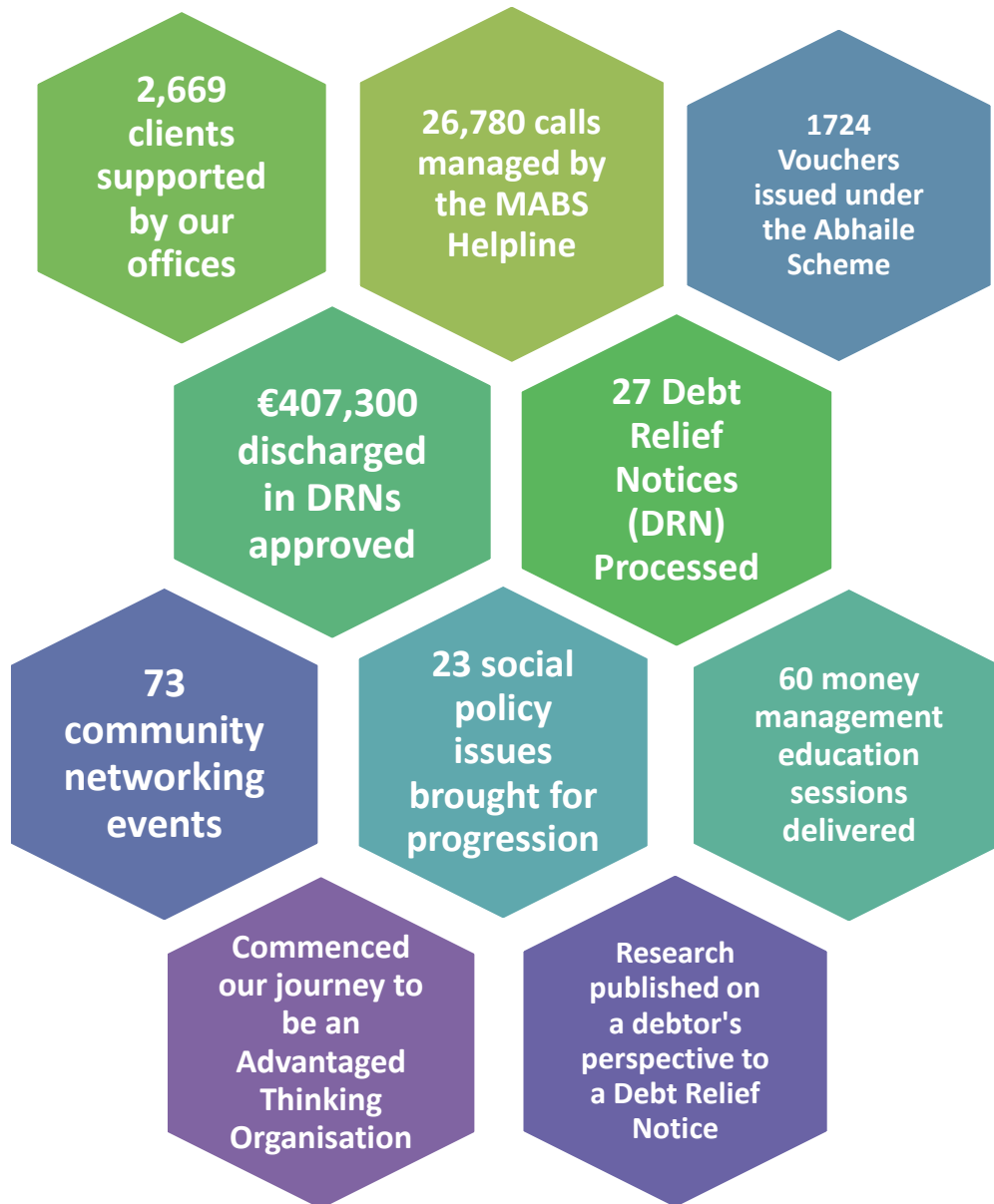


Gwen Harris
Regional Manager

Contents

1.0	North Dublin Money Advice and Budgeting Service (MABS) 2022: A Snapshot	4
1.1	MABS Mission Statement	5
1.2	North Dublin MABS Values	5
1.3	Our Key Goals : MABS National Objectives	6
2.0	North Dublin MABS	7
2.1	Company Information	7
2.2	North Dublin MABS Local Catchment	8
2.2	MABS National Focus	8
2.3	Media and Service Promotion	9
3.0	North Dublin MABS 2022 in Review	10
3.1	The Money Advice Service Delivery	10
3.2	MABS National Helpline	10
3.2.1	The Mission Statement of the MABS National Helpline	10
3.2.2	MABS National Helpline Key Metrics 2022	11
3.2.3	Disconnection Supports and Advocacy	11
3.2.4	Court Mentor Services	11
3.2.5	MABS National Helpline Client feedback	12
3.3	Debt Solutions Available	13
3.4	Approved Intermediary	13
3.5	Mortgage arrears	13
3.6	The Abhaile Scheme	14
4.0	Money Management Education	15
4.1	Money Management in the Communities	15
4.2	Global Money Week	15
4.4	Financial Capabilities Programme	16
5.0	Working in Partnership with the Communities we Serve	17
5.1	Senior Times 2022	17
5.2	Advantaged Thinking	18
6.0	Community Development	19
7.0	Social Policy	20
7.1	Research Project Debt Relief Notices from a Debtor Perspective	20
8.0	MABS turns 30	21
9.0	Financial Reports and Auditor's Statement 2022	23

1.0 North Dublin Money Advice and Budgeting Service (MABS) 2022: A Snapshot



1.1 MABS Mission Statement

To work towards the elimination of over-indebtedness through the provision of a free, confidential, independent community and rights based Money Advice and Budgeting Service, which identifies, supports, educates and empowers those experiencing or at risk of over-indebtedness, especially those on low income and to use the knowledge and experience gained to bring about policy change.

1.2 North Dublin MABS Values



1.3 Our Key Goals : MABS National Objectives



2.0 North Dublin MABS

2.1 Company Information

Registered Office:	5 Church Street Finglas Dublin 11 D11XF78
Auditor:	Whelan Dowling Auditors
Company number:	629661
CHY	22729
Registered Charity No:	20204878.

Office Locations

Ballymun, Blanchardstown, Coolock, Dorset Street, Finglas and Swords.

MABS National Helpline is located in Blanchardstown Dublin 15.

Board of Directors

Chair	Nessan Vaughan
Company Secretary	Paul Kenny
Director	William Baldwin
Director	Wayne Brooks
Director	Evelyn Hempenstall
Director	Przemek Kluczenko
Director	Bernadette Murphy
Director	John Corcoran
Director	Daneve Harris
Director	Ronan Moran

The Board's function is to provide leadership, develop strategy, formulate effective policies and oversee their implementation, ensure good governance and financial control delivered through the Regional Manager for North Dublin MABS. The Regional Manager provides an effective link between Board and staff, informing and implementing the strategic decisions of the Board and supporting and leading staff to deliver the service.

Contact Information

Regional Manager	Gwen Harris
E-mail:	gwen_harris@mabs.ie

Funding 2020

North Dublin MABS CLG receives core funding from the Citizens Information Board.

2.2 North Dublin MABS Local Catchment



North Dublin MABS provides services to the North City and County of Dublin. We have locations in Ballymun, Blanchardstown, Coolock, Dorset Street, Finglas and Swords.

The span of our catchment brings a broad client base, with a variety of debts and challenges presenting. North Dublin MABS offices work closely together to ensure our communities have equal access to a MABS service and our specialist services provided under the Abhaile Scheme and Personal Insolvency legislation (**MABS National Objective 6**).

2.2 MABS National Focus

The **MABS National Helpline** was established in 2007, and has since been the gateway to the MABS Service, offering self-help supports, advice and information to all who make contact. The Helpline has also worked to support MABS offices to date. More information on the work of the MABS National Helpline is detailed later in this report.

The **Abhaile Voucher Desk** supports citizens' access to the Voucher Scheme under Abhaile. The team on the Abhaile Voucher Desk manages and issues vouchers to MABs Staff and Personal Insolvency Practitioners (PIP). Under Abhaile, citizens may be eligible for a voucher to meet with a PIP, Solicitor or accountant for advice in relation to their mortgage difficulties.



Say simple/WhatsApp was launched in early April 2020, supported greatly by our funders CIB.

Messenger allows those experiencing financial difficulties reach out to us in a new way. The queries are very wide and far-ranging, many from people who were impacted by Covid-19 and did not know where to turn. During 2022 this service moved to a WhatsApp platform, making it more accessible for people who may not be on social media. The supports that can be offered via Messenger and now WhatsApp, include arranging an appointment with a money adviser in their local office, referring the potential client to the helpline, empowering an individual to use the excellent self-service tools on the MABS

website, or directing the person to the correct organisation to address their issue if it is not a MABS specific issue.

Online Blogs and Self-Help guides (MABS National Objective 4)

During 2022, MABS nationally continued to work hard on increasing our social media profile and activity, to bring information and money management tools to a wider online community. Staff in North Dublin continue to support a number of ‘blogs’ and self-help guides for people on a wide range of issues, such as personal debts, mortgage arrears and information on financial products such switching banks. The Blogs and guides are published on the MABS Website and social media platforms.



2.3 Media and Service Promotion

During 2022, we increased our printed media articles, focusing on tips for citizens and ensuring that people who needed support and assistance know how to contact MABS. We focused on articles in the Dublin free newspapers, which are delivered to homes across the city and county of Dublin.



We continued to work with local radio, appearing regularly on Near FM and Phoenix Radio. 2022 also saw a new venture with a monthly interview and listeners’ questions answered on Dublin City FM.



3.0 North Dublin MABS 2022 in Review

3.1 The Money Advice Service Delivery (MABS National Objective 1)

The role of MABS is one of partnership and support to each client. Our role is to help clients to build skills to design their own budget, to determine their own needs and wants, to support them in protecting a quality of life and determine disposable income. These steps will help build resilience longer term, empowering citizens to regain control of their own financial situation. Our process is holistic; we look at the household's overall situation to support sustainable change.

During 2022 North Dublin MABS supported 2,669 individuals and households, 1,763 presenting as new contacts. This represented a reduction of 6% on new clients supported during 2021.

3.2 MABS National Helpline

3.2.1 The Mission Statement of the MABS National Helpline

The MABS National Helpline is a free, independent and confidential money advice and budgeting service that welcomes contact from callers via telephone, email, website or referral from local MABS. The MABS National Helpline will ensure ease of access to information, advice and support for people in debt or in danger of slipping into debt by ensuring that callers to the Helpline have access to Helpline Advisers who have the competencies required to address the issues presented by callers.

The MABS National Helpline continues to be a key channel of service delivery for MABS. Clients contact the MABS Helpline via telephone, email, the MABS website, messenger or referral from local MABS office.

Following assessment the Helpline Adviser formulates a plan to help the Client address their issues by

- Providing support, advice and information
- Support through Client Empowerment model
- Referral to Money Adviser
- Referral to DMA
- Referral to Approved Intermediary for DRN
- Referral to Personal Insolvency Practitioner to explore Insolvency options

The extension of the **Abhaile** scheme and the enhanced role for MABS kept the MABS National Helpline front and centre as the 'Gateway to Debt Advice'. This is welcomed as it usually Abhaile advertising campaigns prompt more people to access our services via the National Helpline.

Our Service: empowering clients to take control of their financial health, we provide money advice and budgeting services, accessible to all. These strategic objectives while new are also currently being demonstrated by the MABS Helpline. The delivery of the MABS National Helpline service is over the phone has significant advantages but can from time to time have some obstacles. From a client perspective having instant access to advice empowers clients and can give someone in darkness light at the end of the tunnel. Feedback from the MABS face to face service also indicates that having spoken to the Helpline clients that were very distressed having taken control often present to offices in a much better place and those that have presented where language was a barrier we have worked to try and support these clients.

The MABS National Helpline has always been central to media campaigns and a source of information for interviews and media engagements, with the Helpline number being included as a 'call to action' number for all local, regional and national media.

3.2.2 MABS National Helpline Key Metrics 2022

- 26,780 calls handled by the MABS Helpline
- MABS National Helpline Court Mentors provided support to borrowers at all Dublin Court repossession sittings during 2022
- Worked with Utility Providers to deliver and utilise Hardship Funds for MABS Clients, 2449 applications were made to hardship funds on behalf of callers to the National Helpline

The MABS National Helpline handled 23.502 calls at an average talk time of 14 minutes and 27 seconds on calls answered. Our outbound calls average at 5 minutes and 26 seconds.

3.2.3 Disconnection Supports and Advocacy

The MABS National Helpline Advisers advocate for callers in relation to disconnections or threat of disconnections. **The MABS National Helpline submitted 2,499 successful applications to the energy provider's Hardship Funds.**

3.2.4 Court Mentor Services

In addition to the one to one supports for homeowners in difficulties, MABS also provides a Court Mentor Service, which is a MABS adviser who attends outside court when the County Registrar is dealing with repossession cases, to provide support and information to borrowers.

The Court Mentors provides supports to borrowers attending the Courts, by explaining the court process, where to sit and also offering ongoing support by referrals to MABS offices for borrowers who may need MABS Services. In the Dublin courts, MABS National Helpline Advisers and Voucher Desk Administration provide the Court Mentor Services at all hearings.

3.2.5 MABS National Helpline Client feedback

Feedback is something that is vital to the role of all in MABS but especially important for the Helpline who rarely get to see outcomes for the most vulnerable of our clients. Below are some feedback received in 2022

‘The Helpline Adviser was absolutely incredible caring and non-judgement approach. Really listened and sympathetic towards me. Highly recommend MABS.’

‘Wonderful service for people like me who were genuinely ill with stress and worry.’

‘I feel better and less stressed and have a way forward after speaking with Anne.’

‘The advice was great and it was a great comfort as well to talk to someone so helpful.’

‘My experience has been 100% positive, thanks I needed MABS and you were there.’

‘I was absolutely delighted with the outcome and am so grateful for MABs help.’

‘Excellent service that is a lifeline for people in difficult circumstances.’

‘I can’t fault this service, I felt like I was drowning - You came to my rescue!’

3.3 Debt Solutions Available.

Many people who come to MABS are assisted in reaching a voluntary arrangement with their creditors. MABS has fostered a long term protocol with the Banking and Payment Federation of Ireland (BPFI) which outlines how borrowers with loans from subscribing BPFI members are to be treated by those lenders and provides a framework for the BPFI and MABS clients to communicate with each other about debts. The protocol also provides options for voluntary solutions for borrowers who may not qualify for statutory options. Statutory solutions are also available under The Personal Insolvency Act 2012. One of the solutions under this insolvency legislation is a Debt Relief Notice (DRN), which is available through North Dublin MABS through our role as an Approved Intermediary.

3.4 Approved Intermediary

North Dublin MABS is a registered Approved Intermediary with the Insolvency Service of Ireland. All offices in the region have staff trained, accredited and approved for the processing of Debt Relief Notices under the Personal Insolvency Act 2012.

During 2022, 197 Debt Relief Notice appointments were completed. A total of 27 Debt Relief Notices were issued by court providing for €403,700 in debts discharged.

3.5 Mortgage arrears

While MABS has always provided advice on mortgage arrears, MABS now has put in place a network of Dedicated Mortgage Arrears Advisers (DMAs). DMA's are located in MABS offices around the country and act as the first port of call for an applicant to the Abhaile scheme. North Dublin MABS employs three Dedicated Mortgage Advisers (DMA) who provide high level independent expert advice to people in difficulty with mortgage arrears.

3.6 The Abhaile Scheme

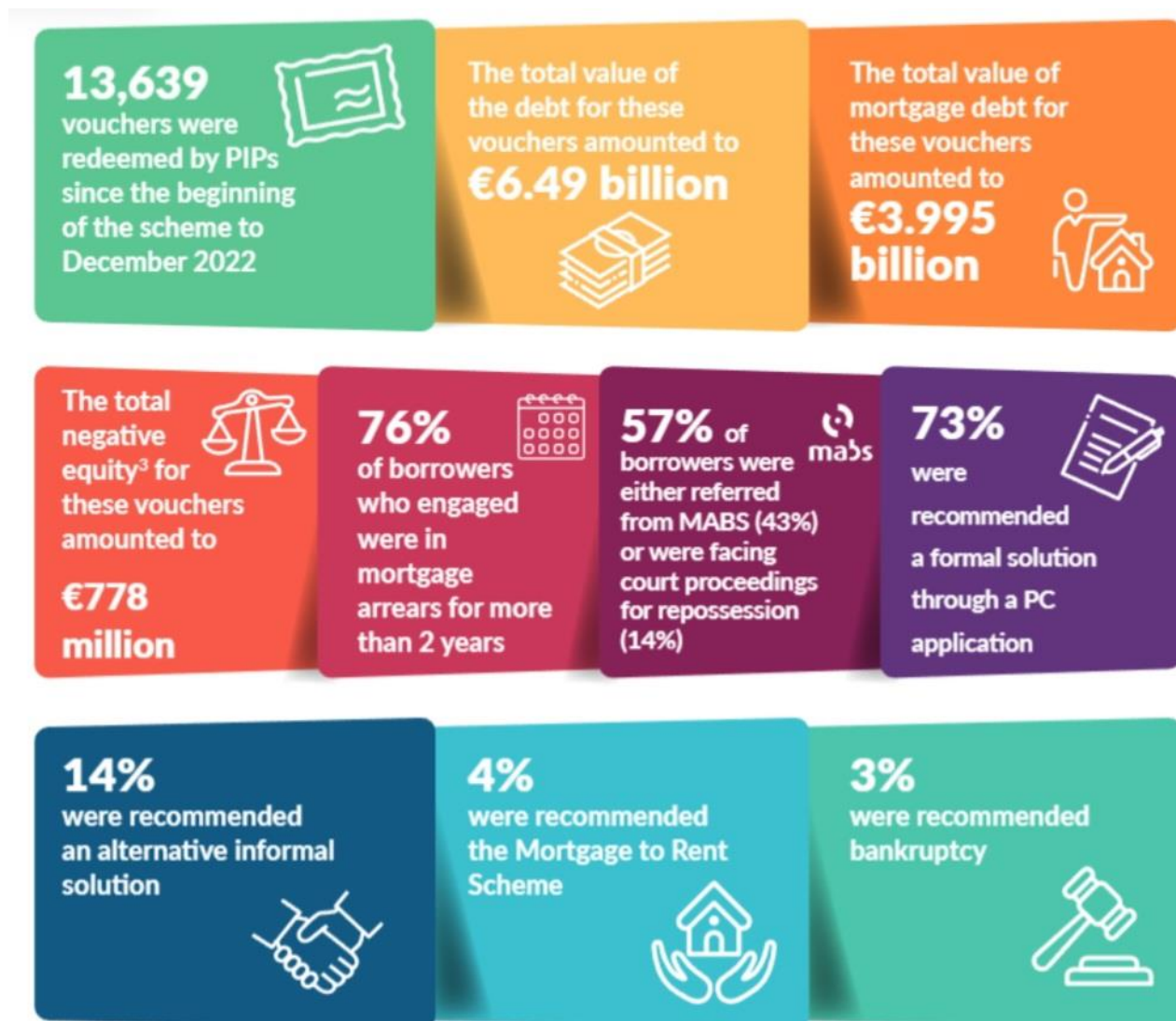
The aim of Abhaile is;

- To help insolvent mortgage holders who are at risk of losing their homes,
- To identify and put in place solutions to their mortgage arrears,
- To keep them, wherever possible, in their own homes.

In addition to the DMA Advisers in MABS, to deliver this specialised help nationwide, MABS works in partnership to establish panels of professional advisers with The Insolvency Service of Ireland, the Legal Aid Board and a panel of accountants.

During 2022 The MABS Voucher Desk issued 1,724 vouchers for clients under the Abhaile Scheme.

The Insolvency Service of Ireland Report 2022 illustrates the following key statistics and outcomes of the Abhaile Vouchers issued to date.



4.0 Money Management Education

4.1 Money Management in the Communities (MABS National Objective 3)

North Dublin MABS has a statutory remit for money management education, focusing on building financial capacity. **During 2022, 60 Money Management Programmes were delivered** with a variety of community groups in the North Dublin city and county communities. Sessions were also delivered to groups on a national level such as tenants groups. Due to the continuing restrictions many sessions were delivered online. Sessions focused on managing money, how to budget and shopping around for utilities and other services. These sessions were in addition to the sessions delivered under the Financial Capacity Programme, explained below.

4.2 Global Money Week



Global Money Week (GMW) is a worldwide programme that takes place in March annually. It is an initiative of the Child & Youth Finance International. Countries around the world participate in Global Money Week –from Europe, America, Asia and Africa. The theme for Global Money Week 2022 was “Build your future, be smart about money”, it encourages the young person to look forward and start to think about their future. The official slogan of Global Money Week is “Learn.

Save. Earn” with the key message to empower youth to manage money wisely, to save for the future, and to earn for themselves and their family. During 2022, North Dublin MABS delivered remotely through online sessions to the local schools, due to the ongoing public health restrictions in place.

4.3 Financial Wellbeing Webinars and Podcasts

Online webinars and podcasts are very popular, many people actively listening to self-help and wellbeing based episodes. During 2022 North Dublin MABS continued to deliver a number of financial wellbeing webinars and podcasts. Sessions were well-attended and they were held on Zoom.



4.4 Financial Capabilities Programme

Money management education in the MABS context has its roots in community education, with programmes designed for and with vulnerable and marginalised groups. During 2020 we embarked on an exciting programme, called Money Made Sense, with the Northside Partnership, TASC and sponsored by JP Morgan.



Money Made Sense is a FREE programme designed to build confidence with everyday financial matters such as:

- How to save on utilities
- Saving and everyday spending
- Family finances and budgeting
- Managing debt
- Saving on household energy
- Available national supports.

The programme includes 8 group training sessions and 4 one-to-one financial coaching with a Money Adviser from North Dublin MABS. The pilot programme was delivered in 3 cycles, between 2020 and 2021. Following a successful evaluation of the programme North Dublin MABS continued to work with Northside Partnership to produce a Financial Capabilities Framework. The framework can be used by any community group or agency to build a programme for financial capacity suitable for various cohorts of learners.

The Money Made Sense Evaluation and Financial Capabilities Framework were officially launch in October 2022. Since the launch the programme has gained interested from the Educational Training Boards in Dublin and Cavan/Monaghan, with work underway to accredit the programme on the national QQI Framework for learning.



5.0 Working in Partnership with the Communities we Serve

MABS National Objective 2 provides for working in partnership with other stakeholders. North Dublin MABS continued to foster effective networking with other agencies, NGO's and other community groups, with a view to a collaborative approach in identifying emerging trends and needs in our communities. In 2022, we continued to strengthen our community partnerships and continued to expand our reach in response to the worldwide pandemic and the impact on citizens.

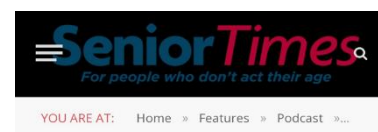
During 2022, North Dublin MABS participated in or hosted 73 networking events.

These events included to name a few, the SVP, Alone, Community forum, Irish Wheelchair Association, local family support services and agencies supporting older people.



5.1 Senior Times 2022

SeniorTimes is Ireland's only dedicated event, magazine, podcast and Website for people over 50 years of age. A 3 day event in Dublin's RDS took place in April 2022. North Dublin staff were delighted to man the MABS stand for the event, the first in person public event from SeniorTimes since 2019.



Know Your Rights with
Conor Faughnan and MABS

5.2 Advantaged Thinking



North Dublin MABS started our journey to Advantaged Thinking in winter 2022. The framework and principles of Advantaged Thinking reflect the MABS client empowerment model. Advantaged Thinking was developed by UK youth homeless charity the Foyer Federation.

In its essence, Advantaged Thinking can be understood as a set of principles to achieve better outcomes for and with people experiencing disadvantage and injustice. It is a way of thinking and being, a way of seeing and doing, that consciously challenges negative expectations within our social system. To engage with Advantaged Thinking requires a commitment to undertake a development journey in which needs, deficits and weaknesses are given a different focus by being connected to goals, assets and strengths.

As a positive philosophical framework, Advantaged Thinking can be associated with various approaches including: asset-based, strengths-based, solution-focused, psychologically informed, person-led, co-production and positive psychology methodologies; as well as sustainable livelihoods, capabilities and systems change models. What makes Advantaged Thinking unique is its capacity to bring these different elements together into a concrete framework for action. Advantaged Thinking provides a climbing frame into wider possibilities for achieving thriving lives. It is a broad but defined landscape, with seven concrete ‘tests’ that help define what success should look like in the unique context of a particular community, organisation or service. These ‘tests’ reference how we talk about, understand, work with, invest in, believe in and involve people, as well as how we challenge ourselves and others.

North Dublin MABS’ journey to Advantaged Thinking will complete in 2023 and we will shape our future strategic planning to uphold these principles.

6.0 Community Development (MABS National Objective 5)

To support a process of community development by facilitating the target group to be involved in the planning and implementation of the service locally to ensure that it is responding effectively to their needs. Client feedback is obtained through a variety of channels such as interviews, surveys, questionnaires, and comment cards.

North Dublin MABS encourages and reviews all customer feedback from our clients will help us to gauge the quality of the service that we provide and to help us continually improve our services to better serve our clients.

‘Top class service. They totally get the anxiousness of the clients that contact them and I felt assured every step of the way. Invaluable really.’

‘MABS gave me back my financial freedom again.’

‘Once I was working with MABS, I could see the light at the end of the tunnel.’

‘Thank you for your support in these hard times.’

‘I am usually very critical of a lot of different services but I don’t have a negative word to say about MABS, fantastic service for an otherwise very stressful time.’

‘Some people are too proud to admit financial difficulty, I had that feeling but my fears allayed when I came to MABS.’

‘I really feel not enough people are aware of this wonderful service. It enables you to get back on top of things and take control again.’

‘I have already recommended a friend whom has made contact, If I ever need the service again I would have no problems returning but hopefully I wont.’

7.0 Social Policy (National Objective 7)

MABS has a significant role in highlighting the need for social policy changes to improve the client situation. Social policy development must be led from client casework experience. The MABS Service casework process provides a rich data source in relation to the population experiencing over-indebtedness and its related social and financial exclusion dimensions. North Dublin MABS commits to using knowledge and experience gained to bring about policy change and to tell our clients' stories of the lived experience of debt. **During 2022 North Dublin MABS identified 23 issues of social policy and brought to the attention of policy makers.**

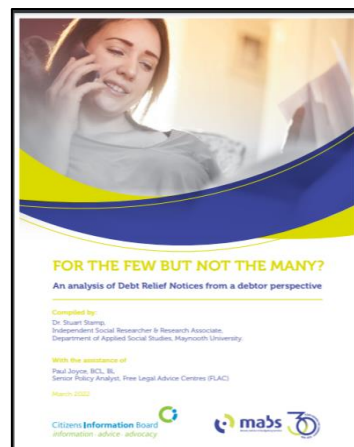
7.1 Research Project Debt Relief Notices from a Debtor Perspective : For the Few not The Many



In June 2022, MABS launched a research report that examined a debtor's experience of a Debt Relief Notice (DRN). The study examined a number of aspects from eligibility criteria, the application process and life after a DRN is issued. The research finds DRNs to be transformative for debtors in terms of improved wellbeing, health and ability to 'live again' as a result of emerging from the crippling personal, social and economic

consequences of chronic over indebtedness. This shows that DRNs play a major societal role in addressing unsecured debt problems going forward, including those resulting from the aftermath of Covid.

The research was undertaken with MABS clients who secured a DRN and was completed by Dr Stuart Stamp assisted, by Paul Joyce of FLAC. The research findings were submitted to the Department of Justice for reference during a review of the Personal Insolvency Act. Details of this research project can be found at [Read full report here](#)



8.0 MABS turns 30

During the mid-1980s, concerns were raised regarding the prevalence of Moneylenders in Ireland. In particular, it was reported that low-income families, including people living on social welfare income, were more likely to use such high-cost credit. The Combat Poverty Agency research staff carried out a study focused on Moneylending and Low-Income Families. The study was undertaken in response to a request from the Minister for Social Welfare, Dr Michael Woods, following considerable publicity about moneylending.

To address some of these recommendations, the report stated that a limited Money Advice Service should be set up on a pilot basis, targeting specific low-income groups.

In February 1992, the Government of the day allocated £260,000 (€330,132) to set up 5 pilot projects to 'combat moneylending'. These pilots were the first 5 offices of the national service now known as MABS, the Money Advice and Budget Service. Minister Charlie Mc Creevey officially launched MABS on September 22nd, 1992.

Over the last 30 years the MABS Service has grown not just in locations, from 5 to 60 offices nationally, but also grown in terms of the services we provide. The journey of the MABS Service has been captured on nine Exhibitions Walls.

On September 28th 2022 MABS staff came together in Dublin Castle to celebrate 30 years of the MABS Service. We had the powerful experience of a fireside chat with three services users, two clients and one lady who had participated in the Money Made Sense Programme. All three spoke very openly and honestly about how working with MABS had on their lives. I think it is fair to say that there were a few tears shed listening to their stories.

A second panel followed the keynote address, featuring six high profile speakers who discussed their standout moments and experiences of MABS over the years and their hopes and aspirations for the future of MABS. These speakers included: Honourable Judge Colin Daly, Paul Joyce (Senior Policy Analyst with FLAC), Ciara Murray (Barrister at Law), Tricia Keilthy (Head of Social Justice at St Vincent de Paul) Liam Edwards (a MABS founding member), and Maria McCaul (current MABS Support staff member with over 34 years of money advice experience). This panel was chaired by Sinead Ryan (RTE).

In the afternoon we had a session with motivational speaker Brian Pennie titled 'change is possible'. Brian talked about how our reactions can change situations. His personal story is a very interesting one and he spoke about how he had come to MABS during difficult times before.



9.0 Financial Reports and Auditor's Statement 2022

North Dublin MABS DIRECTORS' ANNUAL REPORT

for the financial year ended 31 December 2022

The directors present their Directors' Annual Report, combining the Directors' Report and Trustees' Report, and the audited financial statements for the financial year ended 31 December 2022.

The company is limited by guarantee not having a share capital.

The financial statements are prepared in accordance with the requirements of the Companies Act 2014. In addition, while the organisation is not obliged to, it has complied with the requirements of "The Financial Reporting Standard applicable in the UK and Republic of Ireland" FRS 102, effective from 1st January 2019.

The Directors' Report contains the information required to be provided in the Directors' Annual Report under the Statement of Recommended Practice (SORP) guidelines.

The directors of the company are also charity trustees for the purpose of charity law and under the company's constitution are known as members of the board of trustees.

Compliance with Sector-Wide Legislation and Standards

The company is a registered charity. The company engages proactively with legislation, standards and codes which are developed for the Sector. In addition to adherence to the requirements of Companies Act 2014 and FRS 102 North Dublin MABS subscribes to and is compliant with The Charities Governance Code set in place by the Charities Regulator.

Composition of the Board

The directors who served throughout the financial year, except as noted, were as follows:

William Baldwin
Nessan Vaughan (Chairperson)
Wayne Brooks
Paul Kenny
Bernadette Murphy
Evelyn Hempenstall
Przemek Kluczenko
Wayne Brooks
John Corcoran
Daneve Harris
Ronan Moran

Directors are appointed to the Board in accordance with the Governance regulations adopted by the company and are drawn from a wide range of backgrounds and experience. No employees of North Dublin MABS are members of the Board and no remuneration is paid to Board members.

Company Secretary

The secretary who served throughout the financial year is: Paul Kenny

Committees of the Board

In compliance with the Governance standards adopted by the Board, the following four sub-committees have been established and are in operation:

Finance Audit & Risk Committee
Nominations Committee
Service Delivery & Development Committee
Human Resources Committee

North Dublin MABS DIRECTORS' ANNUAL REPORT

for the financial year ended 31 December 2022

Attendance at Board meetings

There were 7 meetings of the Board during 2022 including the Annual General Meeting. The following are the record of attendances by members of the Board at those meetings.

William Baldwin 4 meetings
Nessan Vaughan (Chairperson) 7 meetings
Wayne Brooks 4 meetings
Paul Kenny 5 meetings
Bernadette Murphy 5 meetings
Evelyn Hempenstall 6 meetings
Przemek Kluczenko 6 meetings
John Corcoran 6 meetings
Daneve Harris 7 meetings
Ronan Moran 6 meetings

Financial Review

The Company is exclusively funded by way of Grant by Citizens Information Bureau (CIB). The Board of the company prepare and submit an annual plan and budget to CIB in advance of the each financial year reflecting its operational targets and funding requirements.

The Directors operate within the parameters of the agreed budget which is constantly monitored with a view to controlling operation costs, obtaining best value for money and supporting the operation to achieve its service delivery objectives.

In the financial year the company continued to develop its range of service delivery and client contact in order to fulfil its social mission and did so within its agreed budget with its funder CIB.

Financial Results

The results for the financial year are set out on page 11 and additional notes are provided showing income and expenditure in greater detail.

The results reflect a Net Deficit for the 2022 period of - € 27,169 (2021 Deficit € 579,151).
The reported deficit of reflects the repayment of prior year surpluses of € 123,943 to our funders.

At the end of the financial year the company has a balance of accumulated surplus funds of € 213,410 (2021 - € 240,579). These are 100% Restricted Funds in accordance with the terms of the funding granted by CIB.

In the financial period no Political donations were made or no transactions with Directors occurred.

The company is at all times in compliance with the regulations set out by its funders in relation to staffing levels and staff remuneration and conditions.

Principal Risks and Uncertainties

The company depends on 100% funding from Citizens Information Board. The directors have no reason to believe that this funding will be withdrawn in the near future.

The Board consistently monitor all relevant strategic and operational risks of the company and maintain a Risk Register in accordance with best governance standards for the sector.

The Board receives regular reports on in the area of risk to ensure that services are delivered to a high standard and risks are appropriately anticipated and managed.

North Dublin MABS DIRECTORS' ANNUAL REPORT

for the financial year ended 31 December 2022

Post-Balance Sheet Events

The directors consider that the company has adequate financial reserves to cope with all identifiable risks and therefore have deemed it appropriate to prepare the financial statements on a going concern basis.

No significant events affecting the Company have occurred since the balance sheet date which would require adjustments to, or disclosure in, the financial statements.

Responsibility

There is clear division of responsibility in the company with the Board of Directors exercising control of major decisions and in compliance with the Financial Controls set out by our funders CIB. The Board of Directors retain overall responsibility for the strategic development of the Company in accordance with its Mission and Constitution in close liaison with its key stakeholder CIB.

Auditors

The auditors, Whelan Dowling & Associates (Chartered Accountants and Statutory Audit Firm) have indicated their willingness to continue in office in accordance with the provisions of section 383(2) of the Companies Act 2014.

Statement on Relevant Audit Information

In accordance with section 330 of the Companies Act 2014, so far as each of the persons who are directors at the time this report is approved are aware, there is no relevant audit information of which the statutory auditors are unaware. The directors have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and they have established that the statutory auditors are aware of that information.

Accounting Records

To ensure that adequate accounting records are kept in accordance with Sections 281 to 285 of the Companies Act 2014, the directors have employed appropriately qualified accounting personnel and have maintained appropriate computerised accounting systems. The accounting records are located at the company's office at 5 Church Street, Finglas, Dublin 11.

Approved by the Board of Directors on 29th June 2023 and signed on its behalf by:


Nesson Vaughan
Chairperson


Evelyn Hempenstall
Director