

**THREE HUNDRED AND SIXTH MEETING OF THE GENERAL CONSUMER COUNCIL
FOR NORTHERN IRELAND HELD
ON FRIDAY 13 NOVEMBER 2020 AT 10.00AM VIA ZOOM CONFERENCE CALL**

306/1

ATTENDANCE

Ms Sheila McClelland	Chair
Mr Mick McAteer	Deputy Chair
Mrs June Butler	
Ms Noyona Chundur	
Ms Lynne Crowther	
Dr Sinead Furey	
Dr Joan Martin	
Mr Gerry McCurdy	
Mr Alan O'Neill	

IN ATTENDANCE

Mrs Carmel McConville	Interim Chief Executive (Except agenda item 306/9.1)
Mr Scott Kennerley	Director of Illegal Money Lending and Financial Services (Except agenda item 306/9.1)
Mrs Dervla Kearney	Director of Consumer Insight, Empowerment and Protection (Except agenda item 306/9.1)
Mr William Warke	Director of HR and Business Transformation (Except agenda item 306/9.1)
Miss Paula McCann	Head of Finance (Agenda items 306/7.1)
Mr Michael Legg	Head of Energy (Agenda item 306/8.1)
Mr Graham Smith	Head of Water (Agenda items 306/8.1 – 8.4)
Miss Kellin McCloskey	Head of Post (Agenda items 306/8.3)
Mrs Fiona Lavery	Personal Assistant (Except agenda items 306/9.1)

APOLOGIES

There were no apologies.

306/2 DECLARATION OF CONFLICT OF INTEREST

The Chair advised Board Members that any conflict of interest relating to agenda items should be recorded at the beginning of Council meetings. Should a Board Member have a conflict of interest they should leave the meeting at that particular agenda item and the minutes would reflect this.

She explained the Chair would have the ability to define a conflict of interest and requested Board Members' compliance if this arose.

No Board Members declared a conflict of interest on any agenda item.

306/3 MINUTES OF PREVIOUS MEETING

The minutes of the previous meeting held on 16 October 2020, which had been circulated, were agreed as a true and correct record.

The Minutes were agreed and signed.

306/4 MATTERS ARISING

There were no matters arising.

306/5 CHAIRPERSON'S BUSINESS

306/5.1 Review of Brexit Negotiations

There was no review of Brexit Negotiations.

306/5.2 Covid19 Lobbying Table

Board Members noted the Covid19 Lobbying Table.

306/5.3 Any Other Chair's Business

There was no other Chair's Business discussed.

306/6 CHIEF EXECUTIVE’S BUSINESS

306/6.1 The Chief Executive’s Report

The Chief Executive and the Directors presented the Chief Executive’s Report.

After discussion, it was agreed that Board Member Mick McAteer and the Director of Financial Services would meet to discuss the Just Pension Group and the FCA Consultation on future regulation.

Board Members noted the Chief Executive’s Report.

306/6.2 Draft Corporate Plan 2021-2026

The Chair thanked Board Members Mick McAteer and Noyona Chundur for their work on the draft Corporate Plan for 2021-2026, and confirmed that a SWOT and PESTLE analysis had been requested from Cherton Secure Ltd by 18 November, with the final draft of the plan to be complete by the end of November.

Having discussed the duration of the Corporate Plan, it was proposed that it should be for a three year duration with set annual objectives and targets. It was agreed that a proposed draft would be brought back to the December Board Meeting.

306/7 FINANCE AND GOVERNANCE

306/7.1 Management Accounts for month ending 31 October 2020

The Head of Finance presented the Management Accounts for the month ending 31 October 2020 to Board Members.

Board Members approved the Management Accounts for month ending 31 October 2020.

306/8 POLICY/STRATEGY

306/8.1 Energy Business Case

The Head of Energy presented the Energy Business Case to Board Members and informed them that in order to fulfil its role to represent consumers on energy issues, The Consumer Council was requesting funding of £746,347 which is funded by an industry levy and the Department for the Economy (DfE) core grant-in-aid towards the 2021/22 programme.

After discussion, Board Members approved the Energy Business Case subject to stress testing following the revision of the Corporate Plan.

306/8.2 Water Business Case

The Head of Water stated that The Consumer Council's Water functions were funded by the Department for Infrastructure (DfI). He stated that in order to execute the water roles and responsibilities, The Consumer Council was requesting funding of £393,211 from DfI for 2021/22.

Board Members approved the Business Case for Water subject to stress testing following the revision of the Corporate Plan, and including Household and Business Insurance for flooding.

306/8.3 Post Business Case

The Head of Postal Services informed Board Members that the Postal Services functions of the Consumer Council were funded by the Department for Business Energy and Industrial Strategy (BEIS). She stated that in order to secure adequate resources for the Postal Services role, The Consumer Council was requesting £353,679 from BEIS for the 2021/22 programme.

After brief discussion, Board Members approved the Postal Services Business Case.

306/8.4 PC21 Draft Determination Consultation Response

The Head of Water presented the draft response to the PC21 Draft Determination to Board Members for approval.

Board Member, Noyona Chundur left the meeting at 12.09pm.
Following discussion, Board Members approved the response to the PC21 Draft Determination Consultation and confirmed that the final draft should be circulated to Board Members in advance of the response deadline, with 24 hours to make final comment.

305/8.5 Satisfaction Report for October 2020

Board Members noted the Satisfaction Report for October 2020.

305/9 ANY OTHER BUSINESS

There was no other business.

305/9.1 Review of the Meeting

The Officers left the meeting at this point.

Board Members were content with the meeting and asked for consideration of standardisation of Business Cases where possible.

305/10 DATE OF NEXT MEETING

The next meeting will be held on Friday 18 December 2020 at 10am via Zoom Conference.

There was no further business and the meeting closed at 12.25pm.

Signed _____

Date _____