

Bristol Credit Union Members Forum (BCUMF) Meeting Minutes

<i>Meeting</i>	<i>Date</i>	<i>Time</i>	<i>Location</i>
Bristol Credit Union Members Forum	Tuesday 9 th November 2016	18:30pm – 20:15pm	BCU, 2 York Court, Upper York Street, Bristol. BS2 8QF
<p>Present: Steve Wood (SW) – BCU Member and meeting Co-Chair Avril Marshall (AM) – BCU Member and Co-Chair (Minute Taker) Rowland Cabot-Aust (RC-A) – BCU Member (new attendee) Tony Saunders (TS) – BCU Member Wendy Leocque (WL) – BCU Member Ben Commis (BC) – BCU Member Trevor Henley (TH) – BCU Member</p> <p>Volunteer Board Members: Janet Wilkinson (JW) – Vice Chair, BCU Board</p>			
		CC	
Apologies:	Elaine Ashley Mile Breslin Anthony Waterhouse Ed Bramall	Board of Directors	

AGENDA

1. Welcome and Apologies
2. Approval of Minutes
3. Matters Arising
4. How to get more people to forum/members meetings
5. Set Agenda for next meeting

<i>Agenda Item</i>	<i>Discussion Points/ Outcomes & Actions</i>	<i>Actions</i>
1.	<p><u>Welcome and Apologies</u> SW welcomed all those present and opened the meeting.</p> <p>AM was asked to take the minutes and informed that this would be SW's last meeting as he is moving out of Bristol.</p>	

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2.	<p><u>Approval of Minutes</u></p> <p>AM asked for introductions for the minutes.</p> <p>The minutes of the 29th September 2016, were agreed as an accurate record and were signed by SW.</p>	
3.	<p><u>Matters Arising</u></p> <p>TH took those present through the minutes highlighting the areas where progress has been made.</p> <p><u>Content of Newsletter</u> Outstanding pieces from TH and TS answering the question ‘Why did you join Bristol Credit Union’? The deadline for this is Tuesday 15th November 2016, where the finished pieces need to be sent to Claire Royal.</p> <p><u>Loomio Portal Software</u> TH shared with those present the research being done around using this software as a way of giving members 1 vote each on various topics as a ‘virtual’ way of engaging with the wider membership. This may be a way of increasing member participation for the future.</p> <p>It was agreed that the link to this will be sent to members to view and explore.</p>	<p>TH/TS</p> <p>Kate Hanks/TH</p>
4.	<p><u>How to get more people to forum/members meetings</u></p> <p>SW acknowledge our new attendee RC-A.</p> <p>A short discussion took place around having a meeting in Bath which was a suggestion from the last AGM.</p> <p>JW explained ‘common bond’ and what that means from a district/location point of view. BCU operates service points similar to a Branch but run by volunteers on a smaller scale across the cities and towns the common bond covers.</p> <p>Branches and service point details can be found here: https://secure.bristolcreditunion.org/secure.asp?section=233</p>	

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4a	<p>JW also explained how the 'Bristol Pound' is operated by Bristol Credit Union for the Text2Pay system.</p> <p>JW shared information from the Board Development Day. The Board were keen to know how the Members Forum wanted to develop in the coming 12 months, what involvement the members of the Members Forum would like to have at the AGM and how they were going to develop membership.</p> <p><u>Young Savers – Money Munchers</u> WL highlighted the work she has been involved in with her children's schools to raise the awareness, and possible activity of Money Munchers.</p> <p>A detailed discussion took place where various members shared their understanding and issues around this important area of potential growth for the Credit Union. These points were as follows:</p> <ul style="list-style-type: none"> • AM shared the experience of her teenage/young adult not being able to find a suitable product for that age group • WL shared the experience of no opportunity for her children to put their pocket/birthday/Christmas money in and out of their account after school hours, or on a Saturday. <p>TH shared his experience of using Money Munchers, and why that service appears to not be available now. This appears to stem from the lack of volunteers within a school to administer the service.</p> <p>Paypoint cards use to be a way of young people being able to access their accounts outside of opening hours.</p>	<p>WL</p> <p>Kate Hanks</p>
4b	<p>WL confirmed she would make enquires with the Head of Upper Horfield Community School and Charbough Road School, with regard to setting up a volunteer run savings system.</p> <p>The members forum would like to ask the following questions of Kate Hanks:</p>	

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4c	<p>1. Why does the Money Munchers scheme (from the Bristol Credit Union perspective) no longer operate?</p> <p>2. Could the Paypoint Cards be introduced again for children/young adults?</p> <p>JW shared with those present that 'My Money Week' takes place in June each to teach children/young adults about financial choices. https://www.pfeg.org/resources/mymoneyweek</p> <p>JW shared with those present that all Board Members are volunteers and confirmed that there are 16 members of staff, who work for Bristol Credit Union (BCU) and provide all aspects of the service.</p> <p>Many aspects of the service are not seen by the members (apart from those who serve on the front desk), reinforcing a misunderstanding of the number of people involved in providing a service to us as users.</p> <p>There are currently 9 Volunteer Board Members:</p> <ul style="list-style-type: none"> ❖ Harry Partington – Chair ❖ Janet Wilkinson – Vice Chair ❖ Andrew Barnes – Secretary ❖ Paul Rabbeth, Paul Handford, Jonquil Cairns, Lewis Ryden, Martin Lloyd and Neil Holliday are ❖ Claire Coyne has been co-opted as a Director and will take over the Board Secretary role following AB's retirement at the February 2017 AGM following the advertising of the role on the BCU website. <p>More details about current directors can be found on the website: http://www.bristolcreditunion.org/board-of-directors</p> <p>At the moment Marketing is targeting those who need to borrow. A concern is to offer people a better rate of interest than they may be offered from high cost lenders. BCU have a lot of savers and would like to increase the number of people who take out loans.</p> <p>JW and Paul Handford recently visited local businesses to raise awareness of BCU, which could lead to new business. JW explained the cost of processing loans regardless of the value of the loan.</p>	

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	All shared their views of loans with BCU and how competitive the rate is and suggested that this could be brought to the attention of friends and family.	All
5.	<p><u>Set Agenda for next meeting</u></p> <p>JW asked the following question of the Members Forum. What role would the Members Forum like to play at the next AGM on February 23rd 2017?</p> <p>The following ideas where highlighted, and it was agreed that the members forum would work on these as the body of the next meeting on Thursday 12th January 2017.</p> <p>a. Short presentation about the Members Forum to include things like:</p> <ul style="list-style-type: none"> – Value of being part of the Members Forum – Volunteering Board and what that means in reality <p>b. Details of an induction for new members to bring their understanding of the basics to a baseline level (to then be part of short presentation for AGM)</p> <p>c. Members Forum email account and who/how will this be managed</p> <p>d. Member to member induction pack/guide (could be used as an output by the Members Forum)</p>	
6.	<p><u>Any Other Business</u></p> <p>RC-A confirmed he would like to carry out some research around generating some income for BCU, followed by a meeting with Kate Hanks to discuss his findings and idea.</p>	RC-A
6a	<p>SW asked if it was possible for a BCU member from the Forum to observe a Board Meeting.</p> <p>JW confirmed that this was already in place for those who were potential directors and said that she would ask the other Board members if a representative from the Member Forum could join a future meeting.</p> <p>It was suggested that AM would do so for the January 2017 Board Meeting, and JW would confirm this and day/date/time with AM.</p>	JW/AM

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	There was no other business, and the meeting closed at: 20:15pm	

Signature of Co-Chair: Date: