

## Bristol Credit Union (BCU) Members' Forum (BCUMF) Meeting notes

<i>Date</i>	<i>Time</i>	<i>Location</i>
Thursday 7 <sup>th</sup> September 2017	18:30pm – 20.30pm	2 York Court, Upper York Street
<p><b>Present:</b> Avril Marshall(AM) – BCU Member and Member Forum Co-Chair            Elaine Ashley(EA) – BCU Member            Rahana Davies(RD)– BCU Member            Tony Saunders(TS)– BCU Member            Trevor Henley-Edwards (TH) – BCU Member            Anthony Waterhouse (AW) – BCU Member, Bath            Andrew Barnes (AB)- BCU Member, Previously Director of BCU            Kate Hanks (KH) – BCU Member &amp; BCU Deputy CEO</p>		
		<b>CC</b>
<p><b>Apologies:</b> Craig Marshall            Helen Clark            Janet Wilkinson</p>		<p>Board of Directors            BCU Membership via website</p>
<i>Agenda</i>		
<ol style="list-style-type: none"> <li>1. Welcome and Introductions</li> <li>2. Future meeting dates to arrange</li> <li>3. How to encourage more members to attend forum meetings</li> <li>4. Recap what has been covered in the last 12 months</li> <li>5. Discussion on the formal structure of meetings and minutes</li> <li>6. Any Other Business</li> </ol>		
<i>Agenda Item</i>	<i>Discussion Points</i>	
2.	<p><u>Dates of next meetings set:</u>            Tuesday 17<sup>th</sup> October 2017            Thursday 30<sup>th</sup> November 2017            Tuesday 23<sup>rd</sup> January 2018            Thursday 22<sup>nd</sup> March 2018            Tuesday 22<sup>nd</sup> May 2018 – to be held in Bath            Thursday 12<sup>th</sup> July 2018            Tuesday 18<sup>th</sup> September 2018</p>	

3.	<p><u>How to encourage more members to attend forum meetings?</u></p> <ul style="list-style-type: none"> <li>• Meetings are advertised in the email newsletters</li> <li>• How about emailing all members as was requested by the forum before the Bath meeting. However, only 1 new person attended after that communication and there is the risk that if BCU sends too many emails they may be ignored</li> <li>• Tag line on staff email signatures</li> <li>• What about members who do not use email</li> <li>• Posters in the branch</li> <li>• To encourage members to mention attendance of forum on Facebook – photos taken of group at this point</li> <li>• It was felt that members may be put off by the formal structure of the meetings and terminology such as minutes; it was agreed to hold informal meetings with 'notes' rather than minutes</li> </ul>
4.	<p><u>Recap of the last 12 months</u></p> <ul style="list-style-type: none"> <li>• The forum felt it was still evolving and very much felt it needed to appear less formal</li> <li>• It was good that the forum had held a meeting in Bath in 2017, and will do so once every 12 months, also looking at alternative venues in the common bond area for future meetings</li> <li>• Discussion about member engagement, at the AGM and forum</li> <li>• Lots of discussion about junior accounts and a desire to support BCU in any work with schools</li> <li>• Discussions about how the forum can help promote the credit union generally and for loans; this may be by providing real stories. Several forum members wanted to be able share how they had accessed larger loans from BCU, for cars and a honeymoon and were keen to share their stories</li> <li>• Individuals are keen to help promote BCU in their workplace</li> <li>• The forum will ask the Board to provide topics they would like the forum to discuss as a specific focus, as well as general discussions generated within the forum</li> </ul>
5.	<p><u>Discussion on the formal structure of meetings and minutes</u></p> <p>Formal terminology used for forum meetings such as approval of minutes and mention of action points can be off putting</p> <p>Notes will be taken at meetings and distributed</p>
<p style="text-align: center;"><u>Memorable quotes from this meeting:</u>  '<i>Homeopathic Co-operatism</i>'  '<i>I don't want to read the rulebook</i>'</p> <p style="text-align: center;">Next meeting on Tuesday 17<sup>th</sup> October 2017</p>	

