

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

<i>Date</i>	<i>Time</i>	<i>Location</i>
Thursday 22 March 2018	18:30pm – 20.00pm	2 York Court, Upper York Street
<p><b>Present:</b></p> <p>Tony Saunders - BCU Member            Avril Marshall – BCU Member            Elaine Ashley – BCU Member            Trevor Henley-Edwards– BCU Member            Ben Commis – BCU Member            Kate Hanks – BCU Member &amp; BCU Deputy CEO            Paul Rabbeth – BCU Member &amp; BCU Board Member</p>		
		<b>CC</b>
<p><b>Apologies:</b></p> <p>Anne Withers            Helen Clarke</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. Recap of forum achievements and future aims</li> <li>3. Feedback from AGM</li> <li>4. Any Other Business</li> </ol>		
<i>Agenda Item</i>	<i>Discussion Points</i>	
2.	<p>KH confirmed the member forum page is now in the public area of BCU website and now easily accessible to everyone            Information about meetings will be more visible</p> <p>Recap of previous year:            Hope that the forum grows. It can be promoted in the welcome letter and email sent to new members.            Members will want to be involved on different levels; it may not be attending a meeting but helping with leaflet drops and events            Attending the forum may lead to someone becoming a director, small steps to gain experience and mentoring available for skills gaps.</p>	

	<p>Making sure a meeting is held in Bath regularly is good  It was discussed about whether to try some lunchtime meetings, or Saturdays so that members who can't attend evenings could come  As the forum grows it will be the voice of more members  The forum can be asked specifically about issues that affect members and what they think about the approach BCU is planning, making sure that any contribution can have a direct impact.</p> <p>Discussion about how as volunteers we can help support BCU in community activity; providing stories about why we are in BCU, helping to recognise landmark milestones in growth. It's important to set the scene, where we came from, the story of why we are a part of social justice in Bristol.</p>
3.	<p>Feedback from AGM</p> <ul style="list-style-type: none"> <li>• How was the venue at Barton Hill Settlement? It 'felt like an oasis', easy to find, good signage and a person on reception who pointed us in the right direction</li> <li>• 2 members came because of the location, feedback was that they found Hamilton House a bit intimidating.</li> <li>• Room layout was good, attendees felt more connected</li> <li>• Shame about the slides (IT failure halfway through presentation) but we still got the relevant information</li> <li>• Should there be a tech back up plan or other formats?</li> <li>• BCU ought to do a feedback survey after AGM next year</li> <li>• There were good discussions and the meeting felt more fluid.</li> <li>• 2 people were asked afterwards why they had not voted, they had not felt confident with the process. This year there were no rule changes which reduced the formality but this raises previous discussions about how to attract more members to the AGM if the formal bits are off putting</li> <li>• Suggestion that the forum should be used as a test audience before the next AGM for presentation content and explanation of voting. The forum can be the 'critical friend'</li> <li>• Generally felt there were more new faces and good discussions</li> <li>• It was an important opportunity for networking</li> <li>• Comments on the annual review that was circulated before the AGM – was quite small and blue writing on green background on some pages made it a bit hard to read. The photo of the staff team was good and would like to see pictures of more real members in future.</li> </ul> <p>Other Business</p> <ul style="list-style-type: none"> <li>• None.</li> <li>• The next meeting will be an update on the BCU brand development project and asking for feedback</li> </ul>
<p>Next meeting on Tuesday 22<sup>nd</sup> May 2018 18:30pm at Manvers Street Baptist Church, Bath</p>	

Dates of future meetings:

Thursday 12<sup>th</sup> July 2018

Tuesday 18<sup>th</sup> September 2018