

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

<i>Date</i>	<i>Time</i>	<i>Location</i>
Thursday 22 January 2019	18:30 – 20.00	2 York Court, Upper York Street
<p>Present:</p> <p>Tony Saunders - BCU Member Elaine Ashley – BCU Member David Goldstein – BCU Member Helen Clark – BCU Member Ben Commis – BCU Member Christine Simons - BCU Member Kate Hanks – BCU Member & BCU Deputy CEO Clare Coyne – BCU Member & BCU Secretary</p>		
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<p>Apologies:</p> <p>Anne Withers Helen Clarke Avril Marshall</p>		<p>Board of Directors BCU membership via website</p>
Agenda		
<ol style="list-style-type: none"> 1. Welcome and Introductions 2. Discussion about the February 2019 AGM 3. Any Other Business 		
<i>Agenda Item</i>	<i>Discussion Points</i>	
2.	<p>The forum was pleased that the AGM would be held in another community venue, after last year's successful AGM in Barton Hill settlement. There was a discussion around other possible venues for the AGM and other events. Clare reported that many successful venues had a very full schedule of regular events that made it hard to slot in one-off meetings, but that she and Kate were continuing to look for other places in Bristol to work with.</p> <p>The room layout had worked well; Clare agreed that the room this year would be set up in the same way. Everyone agreed that the discussion at the AGM had been very good.</p> <p>The Forum debated what they would like to see at an AGM. Some TV or video would be well received. Members would also like to know what makes BCU</p>	

	<p>different/ better than other lenders, for example:</p> <ul style="list-style-type: none"> • explaining our loan application process; what issues do our members have that are different from borrowers in other organisations, what extra help and support does BCU provide? • how are we growing our numbers and attracting new members? • What kind of background checks do we carry out? • they would be very keen to hear more about BCU's values and how they can be communicated: "it's more than just the money". • They would like to know more about what people have loans for, how it makes a difference to their lives or to the people of Bristol and Bath <p>There was a strong feeling that the members believed that BCU was a real force for good and they were eager for our values to be communicated widely. They wanted people to be able to feel more connected to their locality by being part of BCU.</p> <p>Clare reported that she and James (CEO) had recently attended a meeting of British and Irish Credit Unions about community collaboration and impact and that Sara, another Director, was working on a report that would set out BCU's community impact. The Board was also looking at how to incorporate the Brand Manifesto (discussed at previous Forums) into its business planning.</p>
3.	<p>Other business</p> <ul style="list-style-type: none"> • Clare was very pleased to tell the Forum that BCU was now lending £5 million to its members. The £4million threshold only passed in October 2017, so this very strong growth was encouraging. • The next meeting would be to discuss the AGM
<p>Next meeting on Thursday 14 March 2019 18:30 at @ 2 York Court, Upper York Street</p> <p style="text-align: center;"><u>Dates of future meetings:</u> Tuesday 21 May 2019 (in Bath) Thursday 11 July 2019 (in Bristol)</p>	