

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 7 th March 2017 | 18:30pm – 20.15pm | BCU, 2 York Court, Upper York Street, Bristol. BS2 8QF |
| <p>Present: Avril Marshall (AM) – BCU Member and Co-Chair Elaine Ashley (LA) – BCU Member Craig Marshall (CM) – BCU Member Helen Clark (HC) – BCU Member Kate Hanks (KH) – BCU Deputy CEO & Member Services Manager Janet Wilkinson (JW) – BCU Member (minute taker)</p> | | | |
| | | CC | |
| Apologies: | Wendy Leocque Mike Breslin Tony Saunders Trevor Henley | Board of Directors BCU Membership via website | |

AGENDA

1. Welcome and Introductions
2. Approval of Minutes and Matters Arising
3. AGM Review
4. AGM 2018: Boosting attendance
5. 5. Any Other Business
- 6.

| <i>Agenda Item</i> | <i>Discussion Points/ Outcomes & Actions</i> | <i>Actions</i> |
|--------------------|--|----------------|
| 1. | <u>Welcome and Apologies</u> CM welcomed all those present and opened the meeting asking everyone to introduce themselves. JW volunteered to take the minutes. | |

| Agenda Item | Discussion Points/ Outcomes & Actions | Actions |
|--------------------|--|-------------------------------|
| 2. | <p><u>Approval of Minutes</u></p> <p>The minutes of the 12th January 2017, were agreed as an accurate record of the meeting.</p> | |
| 3. | <p><u>Matters Arising</u></p> <p>CM took those present through the minutes, highlighting areas where progress had been made and where things would be moved to the next meeting.</p> <p>Items carried forward to the next meeting:</p> <p><u>Young Savers – Money Munchers</u> Wendy Leocque is unable to join the meetings for the foreseeable future due to other commitments – we will keep the subject of schools/young savers on the agenda pending her return to the forum.</p> <p><u>Member Forum Terms of Reference</u> The Terms of Reference for the Member Forum was agreed in February 2016, with an annual review and discussion will form the main body of the next meeting in May.</p> <p><u>Arranging a Member Forum meeting in Bath</u> The Member Forum suggested running its 27th June 2017 meeting in Bath. Kate Hanks will look at venues close to the station on Manvers Street including the One Stop Shop http://www.bathnes.gov.uk/contact-us/bath-one-stop-shop</p> | <p>WL</p> <p>AM</p> <p>KH</p> |
| 3. | <p><u>AGM Review</u></p> <p>The AGM was reported to be a well organised, balanced event that generated a positive atmosphere despite some difficult messages conveyed. There was good debate about the closing of the CUCA account by the Coop and</p> | |

| Agenda Item | Discussion Points/ Outcomes & Actions | Actions |
|--------------------|---|----------------|
| | <p>how that had reflected in the financial standing of the Credit Union.</p> <p>The reception of the Member Forum section was positive and contributed to the overall success of the event. It was great that members from both Bath and Bristol were present and took part in the presentations.</p> <p>In practice, for next and subsequent years, there needs to be some clarity for voting by personal members of the Credit Union and Corporate registrations for voting. The Member Forum contributions to the AGM would make strong content for a forthcoming newsletter. HC volunteered to review the contributions and draw them together into a piece suitable for the newsletter.</p> <p>There was a discussion about Hamilton House as a venue and whilst this was largely positive there were suggestions that the audio/visual aspects of the presentation/discussion could have been slightly sharper. It was a good, accessible venue although it is recognised that not convenient for everyone to attend. The cost of using Hamilton House as a venue for the AGM was around £120 including tea and coffee (useful to bear this in mind when looking at the costs of using other venues).</p> | HC |
| 4. | <p><u>AGM 2018: Boosting Attendance</u></p> <p>This was a wide-ranging discussion about using other possible venues as a starting point for opportunities to increase attendance (other topics to be considered at future meetings). Possible venues suggested included the Port of Bristol Authority at Shirehampton, the Create Centre on the Harbourside and City Hall in the city centre. AM/EA will consider the options to use City Hall, JW will explore the opportunities to hold the AGM at Lloyds Bank (corporate and social responsibility supporters of the Credit Union movement in the UK).</p> | AM/EA JW |

| Agenda Item | Discussion Points/ Outcomes & Actions | Actions |
|--------------------|---|----------------|
| | <p>Key considerations for the AGM venue need to be:</p> <ul style="list-style-type: none"> •Accessibility •Timing of the meeting – try a weekend afternoon in preference to a weekday evening? •Warm and comfortable •Good audio visual resources •Secure •Within the common bond area •Reasonably priced – low or no cost <p>There was discussion about boosting the number of people who could be invited by email to the AGM/communicated with via email generally with the suggestion of targeting BCU to gain more member e-mail addresses to facilitate this.</p> | |
| 5. | <p><u>Any Other Business</u></p> <p><u>Avril Marshall report on being an observer at BCU February 2017 Board meeting</u></p> <p>AM attended the February Board meeting as an observer in her capacity as Co-Chair of the Member Forum. She reported that the Board had made her feel welcomed, that Kate had helped her to prepare by printing out the significant number of detailed Board Papers and that the Board had included Avril in their conversations and discussions. She highlighted the complexity of the issues the Board were dealing with and indicated that there had been appropriate inclusion of member issues in the relevant topics.</p> <p>Other members of the Member Forum were encouraged to think about attending a future Board meeting as an observer (subject to signing a relevant BCU confidentiality agreement). JW reiterated that one of the aims of the Member Forum was to look at ways in which members could</p> | |

| Agenda Item | Discussion Points/ Outcomes & Actions | Actions |
|--------------------|---|----------------|
| | <p>be supported to develop skills and confidence towards potentially becoming a Board member.</p> <p><u>Future meetings:</u></p> <p>As well as a Member Forum meeting in Bath a social Member Forum meeting will be planned for September 2017 – to be planned in the May/June meetings.</p> <p>This led to the suggestion by CM of a triage system for potential and actual project management and by AM of a work-plan for the Member Forum – both to be discussed further at the next meeting to have some idea of the ongoing work of the Forum. It was reinforced that the work of the Forum needed to be done by willing members of the Forum as all practical support existed within the Forum rather than in an admin support function within BCU.</p> <p>Date of the next meeting: Thursday 4th May 2017 at 6.30pm (Bristol, BCU) Tuesday 27th June 2017 at 6.30pm in Bath Thursday 7th September 2017 at 6.30pm Bristol, Social meeting/event</p> <p>AM/CM thanked all those present for their contribution to the meeting which was officially closed at 20.15pm.</p> | |

Signature of Co-Chair: Date:
.....