



Cambrian Credit Union Ltd
Minutes of the Board meeting of 18th June 2019
Held at Llandudno Office

Present: Paul Green (PG) (Chair), John Killion (JK), , Jennifer Gilmore (JG), Geoff Uttley (GU), Tracey Jones (TJ), Mostyn Toghill (MT)

Also Present: Terry Wickenden (TW), Ann Francis (AF), Stephen Yates

Absences (Notified): None

Absences (Not notified): None

1. Welcome

PG welcomed all to the meeting.

2. Declaration of Conflicts of Interest

None.

3. Minutes of previous meetings

3.1. Board Meeting May. Minutes were agreed as accurate by the board.

4. Matters Arising.

4.1. Building Condition Survey. JK's contact has agreed to carry out the survey, starting with Rhyl office. Will survey other properties when in their vicinity.

5. General Manager's Report

5.1. Monthly Report and KPIs. Accepted by the board. AF stated that a small profit was made last month. AF commented on a large unexpected write-off during the month, impacting arrears and provisioning. TW commented on changes to the budget document to better reflect figures.

5.2. Marketing Report. No report. New marketing officer Robert Jones is starting next Monday. Will work with ZG on campaigns that span social media.

5.3. New Business Plan progress and update. Draft budget has been circulated. AF commented that this is a plan for a year of consolidation rather than growth. Predicted profit for next year was discussed, it was agreed by the board that the aim is to make a small profit of around £1000.

Figures in the plan were examined and discussed by the board. An increase in income is expected next year, however there is also an expected increase in marketing and staff costs and a reduction in grant funding. The planned transition to Barclays.net is expected to reduce banking costs. Changes to capital assets ratio were discussed by the board.

Draft document will be uploaded to the Extranet. It was agreed that the marketing budget be changed to £33,000. JK suggested an open finance sub meeting on 2nd July specifically to examine the plan figures in more detail before approval at next board meeting. AF asked for comments and suggestions for first draft of business plan words. PG suggested that wording will be influenced by year 2 and 3 plan figures.

6. Financial.

6.1. Finance Report. Accepted by the board. TJ commented on changes made to figures included in report. TJ commented on getting closer to 10% capital assets ratio. TW commented on the funds waiting to be reinvested, options have been examined by finance.

6.2. Budget Analysis. Accepted by the board. Error in the figures due to the inclusion of Prestatyn sale costs but not sale profit, TW will update with correct analysis.

6.3. Sale of Prestatyn. Profit from Prestatyn has now been accounted for in Curtains. Will be removed from agenda now sale is complete.

6.4. Bank Account Progress. The board discussed the number of cheque payments received, noting that they have decreased in recent months. Issues with 3rd party cheques not payable to CCU were discussed by the board. PG commented on educating members on changes to handling of 3rd party cheques. Possibility of passing £1.50 cheque processing fee on to members was discussed.

PG suggested conducting a survey of members who pay in cheques to better assess the impact of changes. This was agreed and the wording of the survey was discussed by the board. Debt management companies will be contacted to change their payments from cheque to bank transfer.

7. Standard Reports.

7.1. Supervisory. No report this month. Provision of Supervisory was discussed. TJ suggested advertising for non-exec directors who are looking for experience of a supervisory role. It was agreed that TJ will investigate with the aim of looking for both supervisory and board members.

7.2. Complaints. Accepted by the board. Complaint due to refused loan examined by PG and management. Complaint was not upheld, response has been sent to member.

JK raised concerns about the complaints officer also being senior manager, suggesting that these roles could be separated, or possibly passed on to an external organisation. The complaints policy and role of supervisory in handling complaints was discussed by the board.

7.3. Money Laundering. Accepted by the board. Issues with members being allowed to withdraw a specific amount of money by the court was discussed.

7.4. Strategic Risk Register. Accepted by the board. GDPR was discussed, it was clarified that the risk threshold is 0 reportable breaches. IT security concerns regarding people bringing their own devices into CU offices was discussed.

Banc Cambria risk was examined, concerns over the similarity of the name to CCU were raised. TJ commented on Wagestream service intended to compete with payroll loans, the risk of this will be examined further.

8. Any Other Business.

8.1. IT Upgrade.

8.1.1. Upgrade to Anti Virus/Anti Spam Progress. All emails will now go through Fusemail to reduce spam. TW is currently installing anti virus software on computers.



8.1.2. Windows Upgrade, etc. Finance suggested AF meet with Boyns. It was felt that there was not a significant difference between the quotes.

Possibility of funding from WAG/lottery was discussed. TJ suggested that the upgrade be completed before year end. Changes to monthly costs due to the upgraded system were discussed. The budget figures will be amended. Capitalisation of computer hardware was discussed.

TW will determine exact number of computers needed and work on updated quote from Boyns/MWL. New quote will be brought to the board for a decision.

8.1.3. Feedback from staff on app. PG commented on SOAR presentation demonstrating Curtains add on. Doesn't currently support online loan applications, however this is expected to be implemented after September, along with management information. It was confirmed that this does provide automated password/PIN resets, removing the need for a manual system, and does integrate with other back office systems.

PG raised the question of which facilities the credit union needs when going forward with an app. BACS transfers through the app were discussed. The strategic change of offering a pseudo-current account with 24/7 transfers was examined. Concerns regarding the direction of the credit union and online vs. face to face services were discussed. JG suggested that any strategic change could be brought to the membership for their opinion before proceeding.

Just Borrow was discussed. TW suggested revisiting the app once an online loan application facility has been built in. PG suggested further work on identifying current facilities that need improving and how the app would be used to improve them. TJ suggested a wider examination of strategy that would include apps as part of the discussion. It was agreed that a strategic meeting will be held to discuss this further.

8.2. Common Bond Extension progress. Extension of common bond is now completed. CCU common bond now covers all of Wales. Handling of members from extended common bond was discussed, currently online system checks post codes and would reject members from South Wales.

AF will investigate what needs to be done for a soft launch of an all Wales service, e.g. amendment of website, and examine impact on relations with other credit unions.

8.3. Banc Cambria. PG commented on progress to develop Banc Cambria and the support this is receiving. AF stated that they have expressed a desire to collaborate with credit unions.


The possibility of inclusion of a CCU officer/director in discussions was examined. It was felt that CCU should be involved if possible. TJ and AF will put in an application to participate.

8.4. Policy Officer. AF informed the board of the bid for a Policy Officer. Job description was provided and examined by the board, will go live 1st July. AF will be part of interview panel.



Item	Action from Meeting	Who	When
5.3	Examine business plan figures	Finance/ Board	02/07/19
5.3	Comments and suggestions for business plan wording	AF/Board	09/07/19
6.2	Correct error in budget analysis	TW	09/07/19
6.4	Survey of members who pay in cheques	Board	09/07/19
6.4	Contact debt management companies to change payments from cheque to bank transfer	AF	09/07/19
7.1	Investigate advertising for board/supervisory members	TJ	09/07/19
7.4	Investigate Wagestream service	TJ	09/07/19
8.1.2	Determine number of computers required and work on updated Boyns/MWL upgrade quote	TW	09/07/19
8.1.2	Meet with Boyns representative	AF	09/07/19
8.1.3	Strategy meeting to discuss potential app and direction of CCU	Board	09/07/19
8.2	Examine soft launch of all Wales service	AF	09/07/19
8.3	Apply to participate in Banc Cambria development	AF/TJ	09/07/19

The next board meeting will be held in Rhyl on 9th July 2019

Signed Chairman

Signed  Secretary