

Cambrian Credit Union Ltd
Minutes of the Board meeting of 22nd January 2019
Held at Llandudno Office

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

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

Absences (Notified):

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 12th December. Minutes were agreed as accurate by the board.

4. Matters Arising.

4.1. Review of 'anti' Bighthouse event - progress. PG, AF, and JK met to discuss the event, agreed to meet again for further discussion.

4.2. Community Bank Proposal. MT informed the board of his investigation of the proposal. MT suggested contacting Ken Skates for more information, TJ will contact.

4.3. Kesho App - South Wales Proposal Progress. MT informed the board that he has spoken to Newport CU and other South Wales credit unions regarding the app and the possibility of it being demonstrated. Few details are available on the specific facilities provided.

MT commented on communication with Clockwise CU, waiting for information on the impact of the app on their business. The business case for an app will be examined further when there is more information.

MT commented on Clockwise CU using ClearBank and suggested that this be examined as an alternative banking option.

5. General Manager's Report

5.1. Monthly Report and KPIs. Accepted by the board. AF commented on the profit made during December and success in meeting most targets. AF informed the board of sickness and holidays during the month and the need for SMT to cover for absent staff. AF commented on January being a slow month for loans with a large proportion rejected due to quality. Staff training on loans and the February training day were discussed by the board.

Ways of making the best use of available staff resources were discussed by the board. It was suggested that office hours be shortened or the office be closed some afternoons each week to allow staff to catch-up with administrative work. AF will examine what can be done to optimise the use of staff time. The board thanked CCU staff for their hard work during this time.

5.2. Marketing Report. Accepted by the board. The board discussed social media activity and benefits of consistent marketing across different platforms. AF has contacted BBC about using 'as seen on TV' in advertising, will investigate schedule of repeats and future episodes of 'A Matter of Life and Debt'.

5.2.1. Progress with payroll partners. ZG has contacted various payroll partners. AF informed the board that Blue Arrow are discontinuing their payroll deduction scheme from April. MT offered to contact councillors regarding local authority payroll deductions.

5.2.2. Wrexham school collection point proposal. AF informed the board that this will be run by the school and processed in a similar way to deductions from payroll partners.

5.3. PRA Visit - Report. PRA representatives visited and spoke to a number of CCU staff, directors, and auditors regarding issues such as governance and lending policy. PRA have made suggestions and will provide a feedback report with further recommendations.

The board discussed the small size of the current board and the difficulty of recruiting volunteers for roles such as Supervisory. TW commented that the PRA have informed CCU that reaching a 10% capital assets ratio does not mean that it then needs to be maintained at that level. The PRA will visit CCU every two years from now on.

6. Financial.

6.1. Finance Report. Accepted by the board. TJ stated that Finance sub have examined the Lloyds Bank business account and determined that bank charges are higher than was originally stated. TW informed the board that the business account originally proposed is not suitable for our size of business. Other alternative banking options will be investigated.

JK commented that PRA have suggested that no more than the value of capital be invested with any one institution. TW/SW will examine challenger banks for alternative investment options.

6.2. Detailed Figures

6.2.1. Month End Accounts. Accepted by the board. TJ commented on the profit during the month and expressed cautious optimism regarding the rest of the year.

6.2.2. Business Plan Review. Accepted by the board. Recording of joiners and leavers was discussed. TW stated that this figure shows all members with a share 1 account, removal of dormant members was discussed.

6.2.3. Budget Analysis. Accepted by the board. TW commented on interest on loans and bad debt recovered being higher than the budget. The difference in entrance fee income due to monthly rather than annual fees was discussed.

6.3. Restricting Assets to £10m - progress.

6.3.1. Sale of Prestatyn - Progress. AF informed board that DCC are asking for £25,000 to remove the covenant on the property. AF has contacted Mike at DCC regarding this and is waiting for a response. AF is also waiting to hear from estate agents. It was decided by the board that CCU will not reduce the sale price.

JK commented that the money CCU spent on the Prestatyn property, and the efforts to provide continued services to Prestatyn members, should be emphasised when communicating with DCC. TW can provide statistics on number of members in Prestatyn to support this.

7. Standard Reports.

7.1. Supervisory. No report this month. TJ commented on the difficulty of promoting the role of Supervisory to potential volunteers. JK suggested the possibility of recruiting from a college. TJ suggested that this could potentially be part of an accountancy degree. AF/TJ will investigate which colleges offer relevant qualifications and make contact. AF will also contact SW's tutor regarding this.

7.2. Complaints. Accepted by the board. One complaint regarding loan refusal, investigated by AF, complaint was not upheld.

7.3. Money Laundering. Accepted by the board. Board informed of report to SOCA.

7.3.1. Training for new staff. To be covered next training day in February.

7.4. Strategic Risk Register. Accepted by the board. PG commented on improvements to some risks, e.g. earnings. Governance will re-examine transition to Lloyds account and risk of higher bank charges.

8. Any Other Business.

8.1. AGM. TW informed the board that letters have been sent out and will reach members before end of week. AGM banner is on website and social media. Denbigh town hall was booked successfully for 6.30pm 4th February.

Presentation of information at the AGM was discussed by the board. Members will be provided with an overview of the previous year, actions taken to improve the situation, and future strategy. TW will update the presentation with January month end figures. Time will be set aside for members' questions.

The possibility of members submitting their own motions was discussed by the board. PG will put together information regarding possible motions put forth by members and circulate to the board.

Ray Price will be asked if he will provide Welsh translation at the AGM.

8.2. Cuep Meeting 13th February. Two places are available at the meeting. TW is waiting for confirmation of booking. MT/PG offered to attend.

8.3. Geoff Uttley standing down as director. The board expressed its thanks for the contribution made by GU during his years as a CCU director.

Item	Action from Meeting	Who	When
4.1	Further discussion of 'anti' Bighthouse event	PG/AF/JK	19/02/19
4.2	Contact Ken Skates regarding Community Bank proposal	TJ	19/02/19
4.3	Examine business case for Kesho App	Board	19/02/19
4.3/ 6.1	Investigate ClearBank and other alternative banking options	Finance	19/02/19
5.1	Examine options for optimising use of staff time	AF	19/02/19



5.2	Investigate future showing of 'A Matter of Life and Debt'	AF	19/02/19
6.1	Examine alternative investment options	TW/SW	19/02/19
6.3.1	Contact with DCC regarding removal of covenant on Prestatyn	AF/TW	19/02/19
7.1	Investigate/contact colleges and SW's tutor regarding possible recruitment of students for Supervisory	AF/TJ	19/02/19
7.4	Re-examine use of Lloyds bank and bank charges	Finance	19/02/19
8.1	Update AGM presentation with January figures	TW	05/02/19
8.1	Information on member submitted motions at AGM	PG	05/02/19
8.1	Ask Ray to provide Welsh translation at AGM	PG	05/02/19

The next board meeting will be held in Llandundo on 19th February 2019

Signed Chairman

Signed Secretary

DRAFT