

Nottingham | Nottinghamshire | Lincoln | Lincolnshire

notts & lincs CREDIT UNION

ANNUAL REPORT FOR 2021

**Annual General Meeting
6 pm Wednesday
11th May 2022 Video**

www.nottsandlincscu.co.uk

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2 Vision & Ambition

Vision

To help build communities that are free from problem debt and are financially resilient by providing people in Notts & Lincs with affordable loans, secure savings and access to relevant financial specialists each as low-cost alternatives to high-cost providers

Ambition

Over the next decade the NLCU will grow its membership to 40,000, will grow the loan book to £40,000,000 and in doing so will save Notts and Lincs communities over £40m in high-cost credit interest, money that will be retained to do good in the community whilst also potentially alleviating non-financial forms of suffering such as stress, mental health and relationship breakdown

3 MINUTES OF THE 2021 ANNUAL GENERAL MEETING

Liz Blackman (Chair) welcomed everyone to the meeting. No apologies were received.

She explained that questions and comments would be taken at the end of the AGM.

Members present: Leslie Ayoola, Chris Ball, Liz Blackman, Beverley Bolton, Hazel Brooke, Disan Buteera, Pauline Charlesworth, David Clark, Dawn Dolby, Adam Doy, Caroline Eaves, Jason Eaves, Paddy Emmer-son, Moby Farrands, James Ferguson, Sarah Ferguson, Martin French, Sonia Green, Sally Gregory, Jason Griffith, Marie Haywood, Michelle King, Carol Lidgett, Rosie Massey, Robert Michalak, Claire Nicholls, Jade Nicholls, Carlton Phillips, Simon Ripton, Clive Rix, Deborah Scott, Janet Simpson, Ivan Smith, Paul Stafford, Debbie Thompson, Graham Thompson, Avril Turner, Charles Walster, Patrick Ward, Sam Webster, Rachel Williams, Nigel Winkett.

Guests: Tony Humphreys-Accountant PWH, Jackie Littlewood-ABCUL support

Minutes of 2020 Annual General Meeting

The Minutes of the 2020 AGM were agreed.

Chair's Report

- 2020 was very difficult year for all including the Credit Union
- Government deemed us an essential service
- The very nature of a pandemic required a swift and effective response and the staff led by the CEO responded to the challenge
- Essential services to Members were protected whilst at the same time the very real health threat to Members, volunteers and the staff themselves was safeguarded
- We worked on reduced office hours with phone-in facilities and kept a cash service going for vulnerable Members.
- We helped Members struggling with changed circumstances with payment holidays and freezing of interest on a case-by-case basis.
- We employed new ways of delivering the service including homeworking
- The Chair praised the work of the staff
- The Board and leadership team moved online to keep abreast of the situation, monitor developments and advise on issues. The Chair thanked them for their support
- It was strengthened by co-opting Simon Ripton an award-winning marketeer
- In the middle of the year, we merged with Lincolnshire and became Notts & Lincs Credit Union
- We said goodbye to some staff and welcomed others
- We are now working hard to ensure we make a strong recovery and are developing an ambitious new strategy that seeks to reduce the damaging effect of High-Cost Credit in our communities. Integral to this are the 3 strands of IT, Marketing and Premises
- The Chair highlighted the retirement of the CEO Jason Eaves and three Directors and thanked them all
- Jason Eaves has been the CEO since August 2018 and has put us on a more professional footing, making processes, procedures and systems far more responsive and resilient, supported the Board and raised our profile amongst stakeholders, He will be missed but will continue as a volunteer in a mentoring capacity and will remain involved with the working strands

3 MINUTES OF THE 2021 ANNUAL GENERAL MEETING

- Clive Rix has been a long-time Director and former Chair. He has held the position of Treasurer for many years, Chaired the Finance Committee and sat on the Audit and Risk Committee. He has re-written all our policies, also led on bids and played a major role in the merger with Lincolnshire. On the wider stage, Clive is Chair of the East Midlands Regional Forum and also sat on the ABCUL Board. He has also offered to volunteer. He will be a very hard act to follow
- Peter Cowley has served on the Board for 8 years, has a track record and expertise in social housing and has promoted credit unions to social housing providers across the East Midlands. He has taken a Board lead on our payroll partners and as a volunteer we are grateful he will continue to promote us in this capacity
- Ray Duffey has retired from the Board because of work commitments as CEO of PayPlan (a free-to-consumer debt management company) Although she was only with us for just over 2 years, she brought a wealth of experience to the Board, promoted us widely and also provided a great deal of behind-the-scenes support. She became a short-term co-opted Director on Lincolnshire's Board to strengthen its capacity as we moved towards merger

Liz Blackman - Chair

3 MINUTES OF THE 2021 ANNUAL GENERAL MEETING

Treasurer's Report:

- Loan volumes fell dramatically
- Deposits increased rapidly
- Arrears on loan repayments increased sharply
- Our capital to assets ratio (CAR - a measure of our ability to withstand sudden economic shocks) fell below our regulatory target. However, we were rescued by a grant of £65,000 from Fair4All an organisation set up by the Government to use dormant account money. This enabled us to weather the remainder of the year, making sufficient surplus to maintain our CAR at 5%,
- The merger with LCU had relatively little financial impact. Once the merger had been agreed by members at the 2020 AGM, our CEO also became the CEO of LCU and spent time resolving the historical issues over provisioning and ensuring the loan book was in good shape. We were successful in gaining an additional £42,000 from Fair4All to offset one-off merger costs
- Active adult membership increased from 8,222 to 10,180
- We made an operating loss before grants of about £35,000 (before grant support)
- Assets and Member deposits both increased by about 70%
- Interest from the loans we make increased by 15.2%
- Bad debt costs increased by 45%
- Operating costs only increased by 9%, as we were able to absorb much of the administration and back-office cost in Nottingham and so did not need to recruit to replace LCU staff who had left during the previous year

Outlook for 2021

- Deposits continue to increase, the loan book continues to fall, bad debt costs are still high (though not as high as they were) and we are still dependent on grant funding to maintain CAR.
- Much depends now on how the country emerges from lockdown

Clive Rix - Treasurer

Dividend: The Board proposed the payment of a Dividend of 0.1%. **This was approved.**

Approval of Accounts: The Board proposed the acceptance of the Annual Accounts.

These were approved.

Appointment of Auditor: The Board proposed that we extend the arrangement with PWH Accountancy Ltd for a further year, so they will remain our auditors for 2021. **This was approved.**

3 MINUTES OF THE 2021 ANNUAL GENERAL MEETING

Audit and Risk Committee Report

- Policies were reviewed and revised in line with the agreed timetable
- The Business Continuity Plan has not yet been formally finalised however, due to Covid, we successfully put in place alternative out of office working arrangements, which were a significant element of the plan. Additionally, we have installed a backup hard drive in the Mansfield office and made other improvements to our Cyber Security
- RSM Accounting reviewed underwriting and credit control procedures
- Due to the challenges from Covid we increased the review of the Risk Register to every meeting from the previous frequency of every second meeting. We also set up another Risk Register specifically to focus on risks associated with Covid
- We reviewed the annual PRA best practice letter and are comfortable that our controls and procedures are sufficiently robust

Paddy Emmerson Chair of Audit and Risk and Vice-Chair

Money Laundering Reporting Officer Report

- As a financial organisation, we have a legal obligation to ensure we have appropriate measures and plans in place to identify potential money laundering and ensure this is reported to the appropriate authorities
- This includes identifying where any transactions may be linked to the proceeds of crime or are fraudulent
- A number of activities are undertaken on a regular basis to help identify possible money laundering and staff receive regular updates/training
- During the year a number of reports of suspicious activity have been made to the National Crime Agency and the Credit Union has assisted local law enforcement with a number of criminal investigations

Money Laundering Reporting Officer

Attendance of Officers

A table was presented showing Board attendance.

Election of Officers

Simon Ripton was elected for a term of 3 years

Martin French was elected for a term of 3 years

Beverley Bolton was elected for a term of 3 years

3 MINUTES OF THE 2021 ANNUAL GENERAL MEETING

Questions and comments from the Floor/AOB

The Chair explained that some questions had been received before the AGM and some during the meeting.

Several questions were themed and slides were provided to aid explanation

Q. What is the process for deciding to agree a loan application?

A. The following are taken into consideration – affordability, past track record of repaying previous Credit Union loans and other credit agreements, overall level of debt relative to household income, the monthly budget – income and expenditure.

Q. Why are loans charged at 3%

A. The maximum the Credit Union charges is 3% = 42.6% APR. Small loans charged at this % are so much cheaper than internet loans or Door Step Lenders. We have seen Members with loans charged at 4000% APR

Q Why is the credit Union going cashless

A This will enable us to increase Member and staff safety, spend more time helping our members and keep pace with changing business and banking needs. Staff have helped the few Members who still draw out cash to use other options

Q. Why is the dividend so low?

A. As the Treasurer explained we currently rely on grants and without them we are not making a profit. However, we do have a savings account offering monthly prizes.

Q. Are you going to open more branches and open on Saturdays?

A. We have a very small staff, branches are expensive to run, the digital route is vastly preferred by our Members and we are currently improving our IT. However, we do want to grow our on the ground activity, already have a Business Development Manager in Nottingham City and are considering pop-ups especially in remoter areas.

Q. What led to the merger of Nottingham Credit Union and Lincolnshire Credit Union

A. The Nottingham Credit Union Board decided that we would be open to approaches to merge if it benefited our Members including enhancing long-term stability. Lincolnshire Credit Union approached us and a Due Diligence process was put in place. We concluded that the bigger base would provide more growth and a more robust operational model to serve both Nottinghamshire and Lincolnshire.

Q. What has been done to increase publicity so people do not have to resort to High-Cost Credit.

A. We use, local press, TV, radio and social media as well as direct marketing and have improved our digital offer. We have also employed a Business Development Manager in Nottingham City. We recognise however we need to do far more and are in the process of developing both our Marketing and IT strategies.

3 MINUTES OF THE 2021 ANNUAL GENERAL MEETING

Q. What is the fee charged by the Auditor?

A. £2,600 plus VAT.

Q With Membership exceeding 10,000 has the Capital Asset Ratio requirement needed to be raised to 7%?

A. Our CAR requirement remains at 5% and would change to 10% if membership increased to 15,000 and/or our balance sheet to £10m but because of a recent rule change only on that element above the threshold so the big step that we used to worry about is less of an issue.

Q. At what point do the last AGM minutes from the Lincolnshire Credit Union get approved or won't they now since the merger?

A. They do not come to this AGM for approval.

Q. There is no option to abstain in tonight's voting?

A. We count non-votes as abstentions. We track how many people are voting yes/no which tells us if there is the required majority.

Q. Will the increase in online working during Covid support the enlarged Credit Union going forward?

A. Yes it will help staff and volunteers work far more effectively.

Volunteering

We are always keen to hear from people who are interested in volunteering and supporting the Credit Union and are establishing a Members' Forum.

Members was asked a final yes/no question indicating whether they might be interested in these.

About 50% were interested and would be contacted in the next few days.

The Chair thanked all attending Members, the panel and auditor for their contributions and Jackie Littlewood from ABCUL for facilitating the meeting so expertly.

4 CHAIRS REPORT

We began 2021 facing the final Covid lockdown and continued to serve members well with no loss of essential services.

The safety of staff, volunteers and members themselves remained paramount. A skeleton staff worked at the Nottingham branch on very reduced hours. The Mansfield branch was closed for a further extended period. Some staff worked at home and others were again furloughed.

When lockdown lifted in April, we adopted permanently many of these changes as, even before the pandemic, members were migrating online in large numbers. Covid merely accelerated this trend highlighting the importance of both digital channels and the role of community organisations in times of need. This drove our desire to expand into more communities online. At the same time branches continued to operate on limited hours and staff continued to work in a hybrid way. With very little over the counter demand, we became fully cashless allowing staff to support many more members with loans, savings and queries.

During this period our financial performance was adversely affected as we saw a huge increase in savings and a dramatic decrease in borrowing. These two trends impacted our profitability. Furthermore, NLCU used up the last of our grant aid upon which we had historically been reliant.

Nevertheless, the Board identified significant strategic opportunities to improve performance, accelerate growth, strengthen communities and protect them from problem debt.

The merger with Lincolnshire in 2020 extended the population of our Common Bond to over 2 million. This supported our bold ambition to build a credit union that reaches all parts of both counties with the aim of having 40,000 members in 10 years. Recently doorstep lenders have exited the market and as a result have created a space for lenders, with even lower standards, to operate. This is why we feel so strongly about our vision to provide an affordable and compassionate alternative and to mitigate the impact of high-cost credit in our communities.

At the same time, we are refreshing our payroll relationship. We have well over 40 partners and are looking to expand not only the number of partners but also the staff who access us in this way. Payroll schemes are as beneficial for employers as for the people they employ. It makes sense for an organisation to look after its employees and help them to avoid debt and financial worries.

This expansion in our Common Bond, our payroll plans and the growth in online migration led to the decision to make a substantial investment in IT development, digital marketing and the creation of new jobs to support members' changing needs.

The investments we are making will enable current and future members to access our affordable loans and secure savings in an easy, efficient, frictionless online journey.

Another benefit will be the removal of manual processing and the freeing up of staff to make more loans to more people and do it in hours, not days, whilst supporting those members in most need.

The Board also saw an opportunity to review the current branch arrangement to consider what infrastructure would best support future growth.

We recognised that our current and future plans will require substantial capital investment and we will be looking at ways to attract new forms of support or funding for the credit union to help us grow and meet more members' needs.

4 CHAIRS REPORT

Interestingly Charles Randell, Chair of the Financial Conduct Authority (one of our main regulators) has said that the credit union sector needs to undergo a huge transformation and specifically identified the requirement for new forms of investment in credit unions for social impact investors.

During last year there were changes on the staffing front as we said goodbye to Jason Eaves our CEO for the previous 3 years and appointed Jason Griffith, the former Operations and Risk Manager, as interim CEO. It is Jason who is managing many of the changes we are undergoing. We also said goodbye to Sarah Ferguson, an outstanding Member Services' officer, who has moved away from the area. I would like to thank all the staff for their hard work and commitment.

The Board continued to operate online. We welcomed Simon Ripton and Martin French and said goodbye to Clive Rix and Peter Cowley both very longstanding Directors and also to Ray Duffey. Later in the year Nigel Winkett and Beverley Bolton left for work and personal reasons respectively. Several Board members took part in an ABCUL Directors' training event. I would like to thank them too for their hard work and commitment. We are particularly delighted that Jason Eaves, who has remained as a volunteer, is standing to become a Board Director at this AGM.

I should also like to pay tribute to our many partners who continue to give their invaluable support and advice.

Today's cost-of-living crisis more than ever highlights the need for access to affordable credit. It is therefore vital that we embed the changes in which we are investing.

At the same time, the Board is open to considering other strategies that might allow NLCU to accelerate its growth and maximise its reach in the communities we serve in order to do the most good. These opportunities could include, partnerships and collaborations, joint ventures, mergers, gifts and legacies as well as the more traditional sources of investment capital and grant funding from private or public sources.

2022 will be challenging but we know this transformation is essential to our success.

Liz Blackman, Chair

5 TREASURER'S REPORT

2021 proved another challenging year financially as Covid continued to impact our performance.

Although our profit before tax and dividend was £39.9k, it did not reflect our true operating position.

We used up the remaining grant income of £43k and took advantage of the temporary relaxed bad debt provisioning brought in by the Prudential Regulation Authority. This will be reversed in 2022.

Loan interest remained only slightly down vs 2020, at £543k vs £551k, but we need to be aware that 2020 only had a half year of interest from Lincoln - so in reality, our loan interest, on a like for like basis fell, due mostly to loans falling 16% in the year from £3.1m to £2.6m. However the P & L charge for impaired loans fell by £96k, part of this was due to the lower level of loans, and part due to the relaxation of the regulatory reserve levels set by the Prudential Regulation Authority.

Deposits rose steeply from £6.7m at the start of the year rising to a peak of £8m which made it difficult to maintain the regulatory Capital Assets Ratio of 5% and to retain capital to invest in the business.

We took action by asking high balance savers to reduce their deposits down to £10k. We asked our corporates to withdraw their deposits and we asked both groups to consider alternatively taking out Subordinated Loans which are a great help as they make up part of our reserves. We are extremely grateful for the co-operation we have received from both groups. Our forecast for 2022 suggests we will need more of these loans.

The forward success of the CU relies entirely on our operational efficiency and relevance and for this reason, we made a positive decision with a larger common bond to invest in infrastructure and digitization.

Outlook for 2022

We anticipate no grant income in 2022 and will also have to reverse the PRA relaxed provisioning. Minimal loan growth is forecast but at the same time, we will invest substantially in operational and marketing improvements to start to generate that growth. Next year could see a greater loss as we incur additional costs in the short term to implement those improvements. We believe, however, that the benefits from these improvements will come, but over the following years not months.

Dividend

As we made a small profit this year, albeit mostly due to grant income we propose to maintain the Dividend at 0.1% for another year.

Subject to members' agreements we will pay the dividend for 2021 on ordinary shares immediately on all eligible deposits other than the Christmas savings. We will pay the same amount on Christmas Savings accounts as an interim dividend on 1st November 2022.

Approval of Accounts

We are pleased to report that once again our auditors PWH Accountancy Ltd have given us a clean bill of health. Full accounts will be available on our website and a hard copy to members on request.

The Board proposes the acceptance of the Annual Accounts.

5 TREASURER'S REPORT

Appointment of Auditor

This year we had intended to re-tender for auditors. However, given the change in Treasurer mid-year, the current workload and that a new partner has taken over our accounts, we propose to extend our arrangement with PWH Accountancy Ltd for another year.

Paddy Emmerson, Treasurer

6 SUMMARY OF ANNUAL ACCOUNTS 2021

SUMMARY OF ANNUAL ACCOUNTS 2021		
Summary of Income and Expenditure	2020	2021
Income		
Net interest income	£551,690	£542,258
Net fees and commission receivable	-£10,990	£10,688
Grant Income	£91,612	£43,187
Other income	£30,839	-£2,014
Total income	£663,151	£598,147
Expenditure		
Salaries and wages (including volunteer costs)	£232,494	£246,331
Administration cost	£127,924	£190,893
Other operating costs	£18,188	£5,601
Depreciation	£9,495	£8,022
Impairment Cost	£228,994	£107,657
Total Expenditure	£617,095	£558,504
Surplus for the year before taxation	£46,056	£39,644
Taxation	£736	£1,167
Surplus for the year after taxation	£45,320	£38,477

6 SUMMARY OF ANNUAL ACCOUNTS 2021

SUMMARY OF ANNUAL ACCOUNTS 2021		
Summary of Balance Sheet		
Assets		
Fixed asset	£15,062	£12,037
Total cash and investments	£4,007,682	£4,516,213
Total Net Loan	£3,104,564	£2,565,790
Other Assets	£61,585	£63,162
Laibilities	-£133,505	-£99,318
Net assets	£7,055,388	£7,057,885
Subscribed capital		
Ordinary members shares	£6,333,537	£6,394,134
Corporate members shares	£200,334	£122,024
Junior members shares	£112,854	£112,606
ISA Accounts	£48,316	£35,681
Total subscribed capital	£6,695,041	£6,695,041
Net Assets	£360,347	£393,440
Retained earnings		
Reserves	£230,347	£263,440
Deferred Shares	£55,000	£55,000
Subordinated loan	£75,000	£75,000
Total Retained Earnings	£360,347	£393,440

7 AUDIT & RISK COMMITTEE REPORT

- Early in the financial year, a new Chair for the Audit and Risk Committee was appointed to replace the previous chair who became Treasurer.
- Our Audit and Risk Committee continued to meet every 2 months. Minutes with action points were captured and reported to the following full Board meeting.
- Our Risk Register is focused on our key risks which we continued to review at every meeting with changes in risk status reported to the full monthly Board. Residual risk ratings were agreed for all risks and action plans put in place where improvement activity was deemed necessary.
- Policies were reviewed and revised in line with our agreed timetable.
- No major incidents, significant losses or customer complaints arose. No customer redress issues were identified over the year as a result of process failure.
- We have not yet finalised our Business Continuity Plan. However, as reported last year, we put in place alternative out of office working arrangements and as a result NLCU managed through the 2020/21 COVID pandemic very effectively adhering to a strict plan monitored by a specific COVID Business Risk Register which was lapsed on successful completion of the plan.
- COVID had a significant impact on customer behaviour and normal business operations and the NLCU adapted our business approach. More activities now have automated approaches with more planned and automated MI which will help to improve the control environment.
- New operational controls and checks have been introduced by our CEO.
- There have been no external audit reviews this year.

We have revised our audit strategy for the coming year:-

- We will now adopt a more dynamic and flexible approach to identify future audit activity rather than a predetermined 3-year audit plan
- Future audit activity will focus on specific issues as needs arise which we expect to provide more valuable insight, improve our controls and enhance the value and assurance for the Board
- Needs will be identified from several sources including but not limited to regulatory changes, internal MI, risk reviews, process failures or customer complaint
- External audit firms will be used as required on an ad-hoc basis for distinct or bespoke audit or redress activity as specific needs arise
- Our strategy will be subject to annual review and sign off and will be adapted for future needs as our circumstances change at the Audit and Risk Committee

Chris Ball, Chair of Audit & Risk

8 MONEY LAUNDERING REPORTING

OFFICER REPORT

As a financial organisation, we have a legal obligation to ensure we have appropriate measures and plans in place to identify potential money laundering and ensure this is reported to the appropriate authorities.

This includes identifying where any transactions may be linked to the proceeds of crime and/or are fraudulent.

A number of activities are undertaken on a regular basis to help identify possible money laundering and staff receive regular updates/training.

Where there are reports of suspicious activity, they are forwarded to the National Crime Agency and the Credit Union would assist local law enforcement where appropriate.

Money Laundering Reporting Officer

9 ATTENDANCE OF OFFICERS

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Liz Blackman	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	100%
Paddy Emmerson	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	100%
Moby Farrands	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	100%
Chris Ball	✓	✓	✓	✓	✓	X	✓	✓	✓	✓	X	✓	83%
Cllr Sam Webster	X	✓	✓	✓	✓	✓	X	✓	X	✓	✓	✓	75%
Simon Ripton	✓	✓	✓	✓	✓	✓	X	✓	X	✓	✓	✓	83%
Martin French	-	-	-	-	-	✓	✓	✓	X	X	✓	✓	71%
Clive Rix	✓	✓	✓	✓	✓	-	-	-	-	-	-	-	100%
Peter Cowley	✓	✓	✓	X	✓	-	-	-	-	-	-	-	80%
Rachel Duffey	✓	✓	✓	X	-	-	-	-	-	-	-	-	75%
Nigel Winkett	✓	X	X	✓	✓	✓	✓	-	-	-	-	-	71%
Beverley Bolton	-	-	-	-	-	✓	✓	✓	-	-	-	-	100%

10 ELECTION OF OFFICERS

Chris Ball

Chris is Chair of the Audit and Risk Committee and also sits on the Finance Committee. He was engaged in the Due Diligence exercise on Lincolnshire Credit Union prior to the merger. He has also sat on interview panels to appoint both staff and Directors.

A highly experienced leader of Collections and Recoveries having completed 20 years holding senior positions with NatWest Bank, Capital One, HBOS, Citi Bank and Nationwide Building Society. He is passionate about financial difficulty and vulnerability. Drawing on his experience, Chris plays a key role in the advice he provides both at Board and committee levels.

Moby Farrands

Secretary to the Board, Moby had a 30-year career as a community development worker in Inner Nottingham which brought her into contact with communities experiencing hardship and financial exclusion.

She helped start Radford Credit Union which through mergers became Nottingham Credit Union (and now Notts & Lincs). At Board level, she ensures the voices of those communities, where she worked and still lives, are heard.

Sam Webster

Sam has an employment sector background and was in apprenticeship management for 10 years. He is a Labour & Co-operative Party Councillor for the centre of Nottingham and holds the Portfolio for Finance, Growth and the City Centre.

He has served on a number of Boards including the Scape Group, Creative Quarter and Nottingham City Homes. During his time at the Credit Union Sam has been invaluable in advising, supporting and promoting its interests wherever he can, using his contacts both within and beyond Nottingham City Council.

Jason Eaves

Jason was our CEO for almost 3 years stepping down in that role at the end of June last year. He was instrumental in putting us on a more professional footing, making processes, procedures and systems more resilient, providing quality MI to the Board, raising our profile amongst stakeholders, and encouraging the Board to grasp strategic opportunities.

He has continued his association as a volunteer and in a mentoring capacity. He is currently a Board Member with The Nottingham Financial Resilience Partnership and sits on the steering group for The Lincolnshire Financial Inclusion Partnership.

Before joining NLCU he had many years of experience managing large multi-site business functions in regulated credit services and more recently was Operations Lead at PayPlan - a free-to-consumer debt management business.

Nottingham | Nottinghamshire | Lincoln | Lincolnshire

notts & lincs

CREDIT UNION

WE ARE VERY GRATEFUL FOR THE SUPPORT OF SEVERAL LOCAL ORGANISATIONS:

ABCUL, ASHFIELD DISTRICT COUNCIL, ARC, BARBON INSURANCE GROUP, BOOTS UK, BOSTON BOROUGH COUNCIL, BRIDGES COMMUNITY TRUST, BROXTOWE BOROUGH COUNCIL, CITY OF LINCOLN COUNCIL, COMMSAVE CREDIT UNION, DIOCESE OF SOUTHWELL AND NOTTINGHAM, EAST LINDSEY DISTRICT COUNCIL, GEDLING BOROUGH COUNCIL, HALLAM INTERNET, HOMESTART & LONGHURST GROUP, LILY & CO, LINCOLN COLLEGE, LINCOLNSHIRE ACTION TRUST, LINCOLNSHIRE COUNTY COUNCIL, LINCOLNSHIRE HOUSING PARTNERSHIP, LINCOLNSHIRE FINANCIAL INCLUSION PARTNERSHIP, LUXUS LTD, MAGNA VITAE, MANSFIELD DISTRICT COUNCIL, NEWARK AND SHERWOOD DISTRICT COUNCIL, NORTH KESTIVEN DISTRICT COUNCIL, NOTTINGHAM CITY COUNCIL, NOTTINGHAM CITY HOMES, NOTTINGHAM CITY TRANSPORT, NOTTINGHAM COMMUNITY HOUSING ASSOCIATION, NOTTINGHAMSHIRE COUNTY COUNCIL, NOTTINGHAM ENERGY PARTNERSHIP, NOTTINGHAM FINANCIAL RESILIENCE PARTNERSHIP, PUBLIC SECTOR PARTNERSHIP SERVICES, RUSHCLIFFE BOROUGH COUNCIL, ST ANNS DEBT ADVICE, SCAPE GROUP, TUNTUM HOUSING, UNIVERSITY OF LINCOLN, UNIVERSITY OF NOTTINGHAM, VIVA IT, WEST LINDSEY DISTRICT COUNCIL.

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