



BE A CREDIT UNION VOLUNTEER

Have a go . . .

- Learn new skills
- Make new friends
- Make a difference
(to you and
your community)
- Time commitment - up to you

To find out more please contact:

- Alan Hignett, Training & Development Officer - ☎ 01482 448879
- John Smith, Secretary – ☎ 01482 778753
- Eddie Hotham, Credit Committee – ☎ 01482 778753
- Brian Navier, Vice President - ☎ 01482 612483
- Barbara Wenn, Supervisory Committee – ☎ 01482 798122
- Jo Thoresby, Bridlington Office - ☎ 01262 679946

Who are we?

Hull and East Yorkshire Credit Union (HEYCU) is a financial services business which aims to provide its members with:

- easy ways to build up some savings;
- access to affordable credit; and
- a range of other ways to help them manage their money wisely.

We are a **co-operative** business - so we are owned and controlled by the people who use our services (our **members**), and run solely for their benefit. Any profits made can only be used to expand the business, or paid to our members as **dividend** on their savings.

Membership is open to anyone who lives or works in the County of East Yorkshire (including the City of Hull).

In September 2009, HEYCU had 6,289 members whose collective savings amounted to £3,500,000. Over 2,700 members had £2,400,000 worth of loans.

Our **Central Office**, on the ground floor of Hull Business Centre, Queens Gardens, Hull, opens Mondays to Thursdays from 9.30 to 4.30 and Fridays 9.30 to 4.00. We also have Branches at **Bridlington, Beverley, Goole** and **Driffield** (ask for the opening times).

You can also contact us by:

- phone on 01482 778753
- fax on 01482 318527,
- e-mail at info@hullandeycu.co.uk
- writing to HEYCU, Hull Business Centre, Guildhall Road, HULL. HU1 1HJ

Our **website** at www.hullandeycu.co.uk contains lots of news and information about us.

We are affiliated to the **Association of British Credit Unions** (ABCUL) and regulated as a legal body with the **Financial Services Authority**.



Volunteers and staff at West Hill, Bridlington Credit Union contact point – September 2005

Volunteers wanted!

Like all Credit Unions, we rely on **volunteers** to attend to the many tasks required to meet our members' needs. We employ seven full-time and seven part-time staff in our offices, but even so there is still a big role for our volunteers in taking our business forward.

Because our volunteers are members themselves, they have a good understanding of the things that matter to our members and this gives us an advantage over the more impersonal High Street banks and building societies. In fact, our members often compliment us for our friendly service, and for taking that bit of extra care.

There are lots of ways that our volunteers can play a useful role in our Credit Union.

For example, being:

- a member of the Board of Directors (a **Director**)
- a **Credit Committee Member**
- a **Supervisory Committee Member**
- a **HEY Leader**
- a **helper** at Central Office or one of our Branches, contact points or school savings clubs.

When you get involved as a Credit Union Volunteer, you can:

- learn new skills, often quite different to the ones you use at work;
- work with like-minded colleagues on something really worthwhile;
- enjoy the thrill and pride of helping to develop one of Britain's biggest and fastest growing social enterprises; and
- meet lots of people and make a real difference to their lives, and yours!

You won't get paid (other than necessary out-of-pocket expenses) but the job satisfaction can be huge. Most importantly, you can choose how much you want to be involved.

Board of Directors

HEYCU is governed by a Board of Directors chosen by and from our members. The Board is legally responsible for the management and control of the Credit Union and for its strategic direction and leadership. The Board comprises 12 non-executive Directors who are elected by secret ballot at the Annual Meeting of Members held in December each year. Directors normally serve for three years before having to seek re-election.

The authority of Directors is a collective one and their powers can only be exercised by properly-constituted **Board meetings**. Because of this, the Board needs to meet regularly. Meetings are usually held in Central Office on the third Tuesday of each month (except August), starting at 6.00 pm. A different Board may of course change the dates and times to suit its members better. Meetings usually last about 2 hours.

On a Saturday in spring we hold a **Strategic Planning Day** away from the Office. Directors hear presentations and take part in discussions (helped by Credit Union experts) aimed at drawing up a Business Plan to take HEYCU forward over the next three years. It is a good chance for all our volunteers to meet, away from the office, do some creative thinking and enjoy each other's company.

Directors should also attend the Annual Meeting of Members held in Hull Guildhall, one evening in early December. At this meeting the President reports to members on the work of the Board, and the progress achieved, and members can vote on such things as the annual Dividend and choosing the new Board.

There is no limit to the opportunities for keen Directors to become involved in the life and work of the Credit Union. They can do as much or as little as their available time allows. Individual Directors can be delegated to sit on the Credit Committee or to oversee topics like Health and Safety, Marketing, Volunteer Liaison, Complaints, Equal Opportunities or Training & Development. They may also be active volunteers helping to recruit members or run events. Some may be interested in giving short talks to groups about the Credit Union and its aims. For others, this is a skill they might enjoy learning.

How much time do Directors need to devote to their duties? It varies, but probably a minimum of 3 hours a month for Board meetings and preparation time (reading Board papers and becoming familiar with the rules and policies). Directors should make every effort to attend meetings. They can be removed from office if they miss three consecutive meetings without good reason.

The Board of Directors in session shortly after the Credit Union began in 1999





One of our volunteers at the Office counter in Central Office, Hull

The role of Director is varied and interesting. You do not need to start as an 'expert', because training is provided, either in house (by more experienced volunteers) or at events run by the Yorkshire Chapter of Credit Unions. For those involved in professional bodies, this training counts as CPD.

By law, we cannot pay Directors a fee for their work, but we pay reasonable out-of-pocket expenses when attending out of town events like training sessions and conferences. Receipts must be produced and sometimes the claim must be approved *before* attending.

It goes without saying that Directors are expected to act confidentially and must never reveal details of members' accounts or personal data. They must sign a Declaration of Confidentiality, which binds them for life. They should not get drawn into members' complaints, but refer them on to the Secretary for investigation under the complaints procedure laid down.

Credit Committee

The Credit Committee comprises four volunteers, again elected by the members at their Annual Meeting. Their work includes:

- deciding on certain applications for loans, with reference to the Loans Policy laid down by the Directors (most loans within Policy are now decided by staff designated as Loans Officers); and
- reviewing the Loans Policy in the light of experience, and recommending any improvements to the Board.

The time required to be a successful Credit Committee member can vary, as the Committee only meets when necessary. About two hours a month gives an indication of the level of commitment.

To promote good communications among all volunteers, Credit Committee members are invited to attend meetings of the Board of Directors, and can take part in most of the business discussions (there are certain exceptions when, by law, only the Directors can take part and vote). They are also encouraged to take part in the annual Strategic Planning Day, held on a Saturday in spring. As with the Directors, Credit Committee members are expected to take part in training, and must act in a confidential manner at all times, signing a Declaration of Confidentiality on taking up office.

Members of the Credit Committee are not excluded from having loans themselves, but they cannot discuss or vote on their own application.

Opportunities to volunteer now available in:

Hull

Beverley

Goole

Driffield Bridlington

Supervisory Committee

The Supervisory Committee comprises up to five members, elected at the Annual Meeting. The role of this Committee is to:

- prepare an annual audit work plan;
- examine the accounts, office records and petty cash; and
- verify all insurance claims and settlements.

Although the Committee does hold periodic meetings, the work is more of a practical nature, working in Central Office to check records and see whether the correct procedures are being followed. A rota system means that each Committee member gets the chance to experience the full audit schedule.

Once a quarter, a report is prepared and sent to the Board of Directors. Supervisory Committee members therefore play a leading role in helping to improve the Credit Union's operating methods and become a model of good practice. Supervisory Committee members also attend meetings of the Board of Directors, usually on rota, to make their report and take part in other discussions. This is helpful in promoting good communications among all volunteers.

The time taken for Supervisory Committee work depends on the agreed audit plan, but two hours a month is a reasonable estimate. Because the role involves checking the day to day operations of the Credit Union, Supervisory Committee members may not volunteer for other work in the Credit Union Office, such as making transactions, serving members and entering records on the computer. They have 'read only' access to the computer database.

As with the Directors, Supervisory Committee members are expected to take part in training for their role, and must act in a confidential manner at all times, signing a Declaration of Confidentiality on taking up office.

HEY Leaders

HEYCU has a growing network of Workplace and Community Representatives known as HEY Leaders who:

- are willing to promote it within their workplace or community;
- can answer basic questions from members and potential members about the Credit Union;
- provide their colleagues and associates with Credit Union newsletters, forms and so on; and
- display posters and information around workplaces and community centres.

A Volunteer Liaison Officer keeps in touch with these volunteers and makes sure they have all the information and training they need to perform the role. There are also incentive schemes from time to time to encourage volunteers to promote membership and increased savings.

There is no set time commitment; much will depend on the size of the area covered by the HEY Leader and the way in which they approach the role. It can be as much or as little as the member feels able to give.



Running a Credit Union stall at a community event in Goole in 2009