



ANNUAL REPORT AND AUDITED ACCOUNTS 2008

Hull and East Yorkshire Credit Union Limited
Hull Business Centre
Guildhall Road
KINGSTON UPON HULL
HU1 1HJ
Telephone 01482 318518
Website www.hullandeycu.co.uk

- *An Industrial and Provident Society*
- *Authorised and regulated by the Financial Services Authority (FRN 213620)*
- *Member of the Association of British Credit Unions (Yorkshire Chapter)*
- *Member of the Financial Services Compensation Scheme and the Financial Ombudsman Service*
- *Category 1 Consumer Credit Licence*

The 10th Annual General Meeting

will be held in the Reception Room in the Guildhall,
Alfred Gelder Street, Kingston upon Hull
on Tuesday, 9 December, 2008
at 5.45 pm.

- ◆ Members must show proof of identity to gain entry.
- ◆ Light refreshments will be available from 5.00 pm.
- ◆ The notice and agenda will be posted to all members' registered addresses in advance of the meeting.

Committee Members and their Attendances

Year ended 30 September, 2008

	Possible	Actual	
Directors:			Credit Committee:
Michael Adamson	13	5	John Bailey
John Bailey	13	12	Tony Craggs
Tony Craggs	13	13	Eddie Hotham
Pat Heseltine	13	4	Cheryl Nicholson 2
Alan Hignett	13	13	
Eddie Hotham	13	13	
Leslie Howden	13	12	
Edwin King	13	13	
Brian Navier	13	11	Supervisory Committee:
Carolyn Ruston	13	5	Kathleen King
James Sharp 1	3	1	Barbara Wenn
John Smith	13	12	
Andrew Stankard 2	13	6	

1 retired December 2007

2 elected December 2007

REPORT OF THE DIRECTORS for the year ended 30 September, 2008

Fellow members,

We have pleasure in submitting our Report and the Audited Accounts of the Credit Union for the period ended 30 September, 2008.

Directors and Officers

Following the 2007 Annual General Meeting the officers elected were:

President – Alan Hignett
Vice President – Brian Navier
Secretary - John Smith
Assistant Secretary – Edwin King
Treasurer – Eddie Hotham
Assistant Treasurer – Tony Craggs
Marketing & Publicity Officer – Mike Burton
Health & Safety Officer – Mike Adamson
Training & Development Officer – Andrew Stankard
Child Protection Officer – Alan Hignett
Complaints Officer – Brian Navier
Equal Opportunities & Diversity Officer – Carolyn Ruston

We welcomed Andrew Stankard to the Board, and thanked Jim Sharp who retired from the Board on completing three years service.

Membership

Membership continued to grow at an impressive rate:

	<i>New accounts</i>	<i>Accounts closed</i>	<i>Total as at 30.9.08</i>
Adult Members	1,291	262*	5,243
Young and First Savers	75	41	497

** includes 67 transferred to suspense under the dormant account procedure, introduced following the 2003 AGM.*

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

Statistics

		2008	2007	% increase
Adult Membership		5,243	4,214	24.4
Young and First Savers		497	463	7.3
Total Adult Members' savings	£	2,749,790	2,369,634	16.0
Average savings per Adult Member	£	525	562	-6.6
Total Net Assets	£	3,641,772	3,064,943	18.8

Results for the Year

Your Credit Union has enjoyed another successful year, with membership, deposits and our asset base all showing satisfactory growth. Rising expenditure, resulting from inflation and business development, was offset by higher income to produce an improved surplus. After making prudent provision for bad and doubtful debts, the surplus after taxation is £103,056. The Board recommends that this be appropriated as follows:

Dividend on members' savings		78,758
Transfer to General Reserve Fund		24,298
	£	<u>103,056</u>

Highlights of the year

Here are a few of the highlights of the year 2007-8:

- Our total of active **members exceeded 5,000** for the first time in July 2008. Together with our 500 Junior Savers, this meant we were actively serving 1% of the total population of the County of East Yorkshire.
- The Financial Services Authority registered the **new Rule Book** that members adopted at the 2007 AGM.
- A major development took place at our **Central Office** in Hull to improve security and the environment for members, customers and staff. New teller points with cash facilities were created, private interview facilities were improved and the whole area redecorated and carpeted. The improvements have resulted in many favourable comments from members who visit our office to make their transactions.
- During the year we successfully bid for a continuation **Growth Fund contract**, as part of our work to bring affordable credit and user-friendly banking services within the reach of thousands of low-income local families. Since this major contract began in 2006 we have secured £1.2 million worth

of funding and continued successful performance will put your business on track to achieve financial sustainability by 2011.

- As part of our policy of equipment and software renewal, this year we invested in a new **IT network server** and a new **electronic filing system**, in order to improve efficiency and better manage the flow of paperwork through the office.
- We have been delighted to welcome visitors from other credit unions, including Clockwise (Leicester), South Tyneside and Lincoln, who came to find out how we tackled particular development challenges. Such visits are a two-way learning process and invariably we benefit from the experience.

Developing our services

We have continued to invest in new and improved services for both existing and new members:

- Our popular **interactive website** www.hullandeycu.co.uk was further developed during the year. Information on savings and loan products was made more user-friendly and new pages were added for our Current Account, employer benefits, money matters and employment/volunteer opportunities. All members are encouraged to visit the website regularly to keep up with the latest news and check their accounts.
- By the year end over 700 members had opened one of our pioneering **Credit Union Current Accounts**, which are proving popular as a straightforward way of managing members' daily transactions, avoiding the extortionate charges levied by the big banks and the restrictions of such as the Post Office Card account. Nationally, more credit unions are adopting the account and as a result we expect to receive the first payback on our investment early in 2008-9.
- At the 2007 AGM we promised to refresh our savings portfolio using our newly granted permission to pay variable dividends. As a result we launched a **Loyalty Saver account** to cater for those members who want to earn a better return by investing amounts of £500+ for a year or more. This has already attracted excellent support.
- We responded positively to a Government consultation on the potential for credit unions to offer **The Saving Gateway**, a scheme whereby the small-scale regular savings of people on low incomes are "matched" by a contribution from public funds. We are ready to take part if this comes to fruition.

Working in Partnership

We have forged many successful partnerships with local organisations to further our mutual aims of helping people to manage their money wisely:

- We are continuing to work closely with our original strategic partner, **Hull City Council**, and during the year we briefed Council teams about our Current Account ready for the introduction of Local Housing Allowance; staged ‘money surgeries’ at Customer Service Centres during National Customer Services Week 2007 (276 people visited our stands); supported a Learning at Work Day; supplied a regular “Cash” column for *Hull in print* and took part in Equal Pay Roadshows, when several Council staff chose to invest their back-pay cheques with us in preference to the banks;
- Our **HomeCheque** interest-refundable loan product, designed to help the City with its “decent homes” strategy is still proving popular. Homeowners interested in improving their property are invited to apply to the Council’s Home Improvements Section for further details.
- Information on credit union services was sent to all 13 **Children’s Centres** in Hull and we continued to work with the **Hull and East Yorkshire Citizens Advice bureaux** by providing briefings for volunteers and taking part in financial literacy workshops;
- Further links were made with local **Housing Associations**. We provided information for a mailshot to all the tenants of Ryedale Housing Association and attended tenants’ conferences organised by the Sanctuary and Chevin Housing Associations.
- On 14 May we supported the Government’s **Now Let’s Talk Money Campaign’s** financial inclusion seminar held in Hull. It is hoped that this will lead to the coming together of a financial inclusion network for the city as a platform for more joint activity between like-minded organisations.

“Treating Customers Fairly”

Our support for the FSA’s **Treating Customers Fairly** initiative was taken further during the year. Terms and conditions are now in force for all savings and loan products; these are freely available, in Plain English, and kept updated on our website. We also introduced **comments slips** for members to complete after either being served at the Office or Branch, or dealing with us by post. These provide a useful source of instant feedback, which is shared with our staff team to help us improve our services.

Naturally we are delighted that our record of “no reportable complaints” remains intact. When issues do arise they are swiftly dealt with, but they are greatly outnumbered by the many messages congratulating the team on their excellent customer care.

Marketing activities

Our 2007 Members’ Newsletter was part-funded by **The Health Scheme** (providers of our health cash-plan) while other marketing and educational initiatives were supported by another £7,000 donation from HEYCU Friendly Folk, who run our popular monthly **Member’s Lottery**. We invested in three attractive pull-up display banners, redesigned our leaflet range and many members are now proud users of a stylish reusable Credit Union shopping bag.

Our **HEY Leaders** – a supporters group of over 100 workplace and community representatives – are important ambassadors for the Credit Union and we email them monthly with our latest news. We also appeared again on **BBC Look North** in a feature about affordable loans during the “credit crunch” and had a promotional video made about our work for a local business network.

Recently we exposed in the media the activities of the **Richmond Group** (*trading as Tenant Loans / Advantage Loans*) who claim to find cheap loans for people in exchange for a large fee. Often the “service” merely involves providing a letter with our name on, but there is no guarantee that a loan will be granted, or even that the applicant will be eligible. Information about our services is freely available and we are pleased that “word of mouth” by satisfied members is the most-frequently quoted method by which new members are recruited.

Code of Good Governance

Your Board resolved that HEYCU would become one of the first credit unions to sign up to the **ABCUL Code of Good Governance**, to be launched in November 2008. A working group was established to assess our state of compliance with the draft Code’s recommendations, and devise an action plan with the intention of achieving 100% compliance by early 2010 at the latest.

Overall compliance already exceeds 75%, but work has since begun on devising a Succession Plan and Code of Conduct for officers, staff and volunteers; developing an Environmental and Community Impact Policy; reviewing induction and refresher training; regularly evaluating Board effectiveness; and putting in place an Equalities and Diversity Action Plan.

Our People

At 30 September 2008 our **staff team** comprised 12 colleagues, including three seconded development officers. Kathryn (Banking Assistant) joined us, while Brian completed his secondment and returned to the City Council. Our dedicated band of **volunteers**, who staff our branch contact points and First Saver groups, form another much valued resource.

The **Personnel Committee** was kept exceptionally busy reviewing staffing policies and preparing to recruit new colleagues to cope with the ever expanding business. We took advantage of a **Health & Safety Audit** and an **HR Audit** by professional consultants, as part of a national “scaling up” project by ABCUL. We are pleased to report that these audits complimented us on our general approach to HR matters, and all the action points have been addressed.

The Board also established a **working group** to plan for a suitable management structure when the remaining secondments come to an end.

Training was a special area of focus during the year. Regular Wednesday **Team Training** took place at Central Office, with the counter opening half an hour later to enable the full staff team to come together; at Board level, briefings took place on such topics as Planning & Budgeting; Management Information and Data Security; we played an active role in the ABCUL **Yorkshire Chapter Conference** at York; while several volunteers and staff attended **ABCUL’s AGM** in Blackpool, where a major new training initiative was launched.

Our President Alan Hignett, in 2007, and staff member Matthew Stevens, in 2008, took part in the **Development Educator UK course** in Edinburgh; Alan followed this up with a visit to North America to study worldwide credit union developments.

Appreciation

We should like to place on record our sincere thanks to all our staff and volunteers for their hard work and dedication, and to you, our members, for your loyalty, which together has produced another year of progress.

We trust that we have earned your continued support in the year ahead, as we press on with our mission of helping you to manage your money well, despite the challenging economic climate.

For and on behalf of the Board

A F HIGNETT DEUK President
J E SMITH ACIS Secretary

11 November 2008

REPORT OF THE CREDIT COMMITTEE

We welcomed Cheryl Nicholson to the Committee in December and said “thank you” to Geoff Heseltine for his past services.

During the year we again beat our record, granting 2,899 loans to a value of £2.01 million. Home improvements were the most popular reason for having a loan, with over 460 granted, followed closely by Christmas (435) and Holidays (300), while 50 members took out a loan for a family celebration. November was the peak month, with 443 loans issued to a value of £285,000.

In a year when the “credit crunch” has been a constant talking point, we maintained our very competitive interest charges:

- **Personal loans** for regular savers – up to £4,999 – 12.7% APR; £5,000 and above – 7.5% APR;
- **Freedom Loans** for new members and non-savers – 26.8% APR

As a member-owned business we are trying to help our members cope with the tough economic climate. As always, we have taken great care to ensure that the loans we make are affordable and within their capacity to repay.

During the year we streamlined our processing methods and started to issue repeat loans by post, which has greatly speeded up the response time.

If you have not yet taken up the option of a Credit Union loan, why not give us a try and save some money? Remember, unlike many lenders we do not charge any arrangement or early settlement fees.

Eddie, Cheryl, John and Tony

REPORT OF THE SUPERVISORY COMMITTEE

Currently the Committee members are Barbara Wenn and Kathleen King.

We completed testing throughout the year to ensure that systems and procedures are effective. Areas of testing included counter and branch transactions, loan applications, expenditure, investments and sundry sales.

We also tested the accuracy of computer input, particularly the standard details of new members. The results of our testing are periodically reported to the Board, making recommendations where necessary, to help improve policies and procedures. We attend Board meetings to ensure that they are properly conducted and issues are fully discussed before decisions are made. To conclude, the Supervisory Committee is satisfied that the Credit Union is run properly, effectively and in the best interests of its members.

Barbara and Kathleen

INCOME AND EXPENDITURE ACCOUNT**for the year ended 30 September, 2008**

	2008	2007
	£	£
<i>Continuing operations</i>		
Income		
Interest on loans to members	236,462	191,732
Interest on loans to other credit unions	13,754	15,168
Membership fees	3,817	4,424
Grants, donations, contract income	121,513	95,264
Insurance commission	2,902	2,204
Other Income	19,440	2,907
Total Income	397,888	311,699
Less Total Expenditure (Note 2)	349,162	266,290
	48,726	45,409
Interest receivable from Investments	68,421	43,518
Surplus for year before taxation	117,147	88,927
Taxation (Note 3)	(14,091)	(8,486)
Surplus for year after taxation	103,056	80,441
Transfer to General Reserve	(24,298)	(16,088)
Surplus available for distribution	78,758	64,353

The Credit Union has no recognised gains or losses other than those shown above.

BALANCE SHEET as at 30 September, 2008

	2008		2007	
	£	£	£	£
Long term assets				
Loans to members		1,883,557		1,823,040
Less Provision for Bad/Doubtful Debts		(87,597)		(75,600)
		<u>1,795,960</u>		<u>1,747,440</u>
Tangible fixed assets (Note 4)		71,822		31,046
Intangible fixed assets (Note 1)		144,040		140,910
		<u>2,011,822</u>		<u>1,919,396</u>
Current Assets				
Investments – deposit accounts	1,403,885		1,030,108	
Cash at bank and in hand	306,252		315,566	
Loans to other credit unions	305,625		183,423	
Prepayments and accrued income	62,270		50,517	
	<u>2,078,032</u>		<u>1,579,614</u>	
Less Creditors – due within one year				
Corporation Tax (Note 3)	14,091		8,486	
Provision for Cashback loans	128,097		135,564	
Sundry creditors	14,523		63,283	
	<u>156,711</u>		<u>207,333</u>	
		<u>1,921,321</u>		<u>1,372,281</u>
Total assets less current liabilities		<u>3,933,143</u>		<u>3,291,677</u>
Less Creditors – due after more than one year				
Growth Fund Project (Note 5)		291,371		226,734
Total Net Assets		<u>3,641,772</u>		<u>3,064,943</u>
Represented by:				
Members' Shares and Deposits		2,749,790		2,369,634
Young and First Savers' Deposits		85,018		66,403
Capital Grants and Donations		56,301		12,041
Reserves (Note 6)		256,015		215,849
Restricted Reserves (Note 6)		494,648		401,016
		<u>3,641,772</u>		<u>3,064,943</u>

Approved by the Board on 11 November, 2008

A F Hignett, President
B L Navier, Vice President
E Hotham, Treasurer

NOTES TO THE ACCOUNTS

I Principal accounting policies

The following accounting policies have been used consistently in dealing with items which are considered material to the affairs of the Credit Union:

- *Basis of accounting*

The financial statements have been prepared under the historical cost accounting convention and in accordance with applicable accounting standards.

- *Fixed assets*

Tangible fixed assets are stated at cost less, where applicable, amounts written off on a straight line basis. Depreciation is charged at the following rates:

Computer equipment and software	25%
Furniture and equipment	15%

Intangible fixed assets represent an investment in the Credit Unions' Banking Project and are not depreciated because in the opinion of the Directors the cost will be recouped from future returns.

- *Subsidiary companies*

The Credit Union has no subsidiary companies.

- *Provision for bad and doubtful debts*

Known bad debts are written off. General provision is made in accordance with the requirements of the Financial Services Authority.

- *Interest receivable*

Interest receivable on loans to credit unions and investments is accrued. Interest on loans to members is charged at a rate of 2.00% per month or less on the outstanding loan balance.

- *Income from grants and donations*

Grants and donations are accounted for as and when they become due to the Credit Union.

2 Expenditure

	2008	2007
	£	£
Personnel costs	170,734	134,987
Training and Development	1,523	838
Accommodation (rent, maintenance and repairs)	9,925	9,113
Fidelity and General Insurance	2,765	2,269
Members' Life Savings and Loan Protection Insurance	14,922	13,105
Printing, Stationery, Postage, Advertising	12,530	19,756
IT and Communications	11,126	12,682
Governance, Legal and Regulatory costs	3,140	1,412
External Audit	1,774	1,238
ABCUL Subscription	5,057	3,353
Banking and Finance costs	59,836	7,452
Other Expenses	4,919	5,569
Depreciation	11,685	6,621
Provision for Bad and Doubtful Debts	39,226	47,895
Total	349,162	266,290

3 Taxation

The charge for taxation is based upon investment interest receivable for the year and is made up of: Corporation tax at 20.5% (2007 – 19.5%)

	2008	2007
£	14,091	8,486

4 Tangible Fixed Assets

	Computer Equipment / Software	Furniture & Equipment	Total
Cost:			
B/fwd.	46,471	14,731	61,202
Additions	15,758	36,704	52,462
Total	62,229	51,435	113,664
 Depreciation:			
B/fwd.	22,746	7,411	30,157
Charge for Year	8,839	2,846	11,685
Total	31,585	10,257	41,842
 Net Book Value:			
At End of Year	30,644	41,178	71,822
<i>Last Year</i>	23,725	7,321	31,046

The Credit Union had a capital commitment of approx. £6,750 for office alterations at the year end.

5 Growth Fund project

The credit union has a contract with the Department of Work and Pensions (DWP) to deliver affordable credit and banking services in areas of high financial exclusion from 1 July 2006 to 31 March 2009. The total contract value is £1,456,081 (Capital and revenue) of which £1,211,003 has been received to date.

	Total	General	Revenue
Balance brought forward as at 1 October	215,849	133,183	82,666
Surplus for the year after taxation	103,056	0	103,056
Transfer to General Reserve		24,298	(24,298)
Dividends paid	(62,890)		(62,890)
Balance carried forward as at 30 September	256,015	157,481	98,534
Less Proposed Dividend 2008	(78,758)		(78,758)
Balance after Dividend paid	177,257	157,481	19,776

The Credit Union also has Restricted Reserves of £494,648 (2007: £401,016) relating to the DWP Growth Fund contract.

7 Directors

Loans are made to directors and committee members, as members of the Credit Union, in the ordinary course of business and on the same terms as are available to other members.

8 Auditor disclosures

In common with many other businesses of our size and nature we use our auditors to prepare and submit returns to the tax authorities and to assist with the preparation of the financial statements.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS

We have audited the financial statements of Hull and East Yorkshire Credit Union for the year ended 30 September 2008, which comprise the income and expenditure account, balance sheet and related notes. These financial statements have been prepared under the accounting policies set out therein and the requirements of the Financial Reporting Standard for Smaller Entities (effective January 2005).

Respective responsibilities of directors and auditors

The directors' responsibilities for preparing the annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards are set out in the statement of Directors' responsibilities. Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (United Kingdom and Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Industrial and Provident Societies Acts 1965 to 1978 and the Credit Unions Act 1979. We also report to you whether, in our opinion, the Directors' Report is consistent with the financial statements. In addition, we report to you if proper accounting records have not been kept, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding directors' remuneration and transactions with the credit union is not disclosed.

We read the Directors' Report and consider the implications for our report if we become aware of any apparent misstatements within it.

Basis of audit opinion

We conducted our audit in accordance with International Standards on Auditing (United Kingdom and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the directors in the preparation of the financial statements, and of whether the accounting policies are appropriate to the credit union's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

We have undertaken the audit in accordance with the requirements of APB Ethical Standards including APB Ethical Standard – Provisions Available for Small Entities in the circumstances set out in note 8 to the Financial Statements.

Opinion

In our opinion:

- the financial statements give a true and fair view, in accordance with United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities, of the state of the credit union's affairs at 30 September, 2008 and of its surplus for the year then ended;

- the financial statements have been properly prepared in accordance with the Credit Unions Act 1979 and the Friendly & Industrial Provident Societies Act 1968 and the regulations made under it;
- the information given in the directors' report is consistent with the financial statements.

**Frazer Clark, Registered Auditors,
Louis Pearlman Centre, Goulton Street, HULL. HU3 4DL**

STATEMENT OF DIRECTORS' RESPONSIBILITIES

Industrial and Provident Society law requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Credit Union and of the income and expenditure of the Credit Union for that period.

In preparing those financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed,

subject to any material departures disclosed and explained in the financial statements;

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Credit Union will continue in business.

The directors are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Credit Union and to enable them to ensure that the financial statements comply with the Industrial and Provident Societies Acts 1965-1968 and the Credit Unions Act 1979. They are also responsible for safeguarding the assets of the Credit Union and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

PERSONAL DETAILS

Please write to the Credit Union Office promptly if you change your name, address, telephone number or workplace. You may also wish to review your 'nomination' – that is the person or organisation you have instructed us to pay your savings to on your death.

PROGRESS IN OUR BRANCHES

Driffield

During our third year our membership has steadily continued to grow, with 350 active savers with total savings of £94,000. We have issued loans of £23,000 and lots of other products like the Christmas savings club and the new Loyalty Saver are doing well.

Our schools project goes from strength to strength with six local schools now on board. Unfortunately, despite our best efforts Driffield Secondary School savings club had to close after two terms due to lack of numbers.

We have been busy raising our profile by fund raising for two of our local charities, raising a total of over £300 and making our presence felt at many local events.

Our local newsletter Cuboid is a great success thanks to its editor Carol Walker, keeping all our members up to date with our latest news. Again thank you to our volunteers old and new for their continued hard work and enthusiasm.

Bridlington

We are now serving over 350 active members, while the links made last year with numerous community groups continue to grow and flourish. We now work very closely with the East Riding of Yorkshire Council's Benefit and Money Advice Service and Boston Mayflower (who provide tenancy support to those experiencing difficulties). With both groups we have helped their clients to access our Credit Union Current Account, having all their benefits paid into their account and encouraging good budgeting and financial management. Housing Benefit is paid directly to the customer's landlord.

With the recent reports on Elder Abuse highlighted in the news, we have formed a strong partnership with the Pensioners Action Group East Riding (PAGER), who also work closely with the 'Money Matters' project. This has enabled us to give confidence to the elderly clients who like the friendly, non-complicated financial services we provide.

Good news of the recently re-established community centre on Havenfield, now called The Hinge. We are currently training a new volunteer to reopen a contact point for residents of the estate.

Beverley

The main contact point is at the Cherry Tree Centre on Thursday afternoons. The Customer Service Centre and Rent Office will also take share payments on weekdays.

We have a First Savers Club at St John's R.C. Primary School and still intend to start 'First Savers' at other Beverley primary schools.

We have a few members and enquirers who pay in or call in for advice at the Cherry Tree Centre on Thursdays. We only have three volunteers, but staff at the Centre are on hand every day to deal with enquiries, often referring them to the Hull CU Office. We intend to launch a publicity initiative soon and have a number of local members willing to help.