

Lincolnshire Credit Union Ltd

Report to Boston Big Local Partnership

For the period ended 30th September 2018



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| Theme 4 | Encouraging Enterprise |
| Priority 1 | Support Residents in Financial Difficulty |
| Report code | 4.1.2 |
| Activity 2 | Developing and supporting the Credit Union Access Point. |

Present situation

The Access Point continues to operate from the main offices of the old Boston Mayflower Ltd, now known as the Lincolnshire Housing Partnership, in Boston. It is operated by 5 local volunteers and continues to open for 2-part days per week: Tuesdays from 2pm to 4pm and Thursdays from 12pm to 2pm.

Strategic support is provided by a member of the board of Lincolnshire Credit Union, and by staff in the Lincoln office, when required. The main office in Lincoln can deal with e-mail or telephone enquiries on weekdays from 9am until 4pm.

The ability to join via our website has proved popular generally and is being used increasingly by people who may be unable to attend the Access Point in person or visit the Lincoln office. A web-based loan application form is now available for the use of existing members. The new prepayment debit card 'The Change Account' is proving popular with people who may have difficulty in opening a bank account or who may need some support in managing their money.

The Lincolnshire Credit Union mobile app is now ready and available for Android and iOS. It will increase access to potential or current members to the services provided by the Lincolnshire Credit Union. Notwithstanding the improved access available to users of the internet and the availability of the app our staff in Lincoln continues to direct people to the local Access Points where these are convenient for the enquirer and the BDO try to introduce volunteers from the Access Point to organisations and residents in the area.

Activities Undertaken

- ✓ The Business Development Officer (BDO) visited Framework in Boston to deliver a presentation about how the credit union could help their service users. Although the BDO had the intention to introduce one of the Boston Access Point volunteer to Framework, it was impossible as the volunteer had to stay at the access point due to policy and insurance matters.
- ✓ The BDO and 3 volunteers of the Access Point attended the Universal Credit presentation delivered by DWP so the Lincolnshire Credit Union could understand how Universal Credit can affect our members and how we can work to support them centrally, from Lincoln, and locally, at our Access Point in Boston.
- ✓ Boston Big Local invited the Lincolnshire Credit Union to attend the 'Active Boston, Health and Wellbeing Event'.



- ✓ LCU bought a Samsung tablet to the Access Point so our volunteers in Boston can help the members to complete the joining/loans applications forms online and send us copies of IDs through email, making our processes quicker for the member. In addition, as our mobile app is now available for Android and iOS, the members in the area can go to the access point to access their accounts through the app and check their account/loan balances, request a withdrawal or an account statement, apply for a loan, etc.



Planned Activities

- ✓ LCU will deliver the tablet and training on how to use the tablet and the mobile app.
- ✓ LCU will invite the members within the BBL area to use the new mobile app.

Progress Against Targets

The table below details the membership of the credit union as at 30st September 2018

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|--|---------|
| Number of members | 40 |
| Value of savings | £29,361 |
| Number of borrowers | 12 |
| Value of loans | £14,276 |
| New members since 01/07/17 | 4 |
| New borrowers since 01/07/17 | 1 |
| Value of loans granted since 01/07/17 | £684 |
| People who received budgeting support since 01/07/17 | TBC |

4 new members joined in the quarter, 1 male and 3 females. Postcodes of new members from June to September as follows: -

PE21 7JF

PE21 6PZ

PE21 9NL

PE21 9EE

An invoice for £750 is enclosed as requested.

Sarah Moseley
Chief Executive Officer



For Lincolnshire Credit Union Ltd