

## Senior Manager Report Annual General Meeting 2020/21

A summary of the years accounts is shown below. A second year of operating with Covid restrictions has meant that we have continued to be limited in what we can offer, and this has meant that we have only made a small surplus. Whilst we were successful in obtaining the rest of the grant funding needed to replace our outdated banking system it has been more difficult to get any of the Covid support funds that were being offered as we are a mutual not a charity. We were successful in getting a grant from Hastings Borough Council but unable to get any support from Rother District Council. Despite this we have ended the year with a small surplus and whilst it is disappointing that there is not enough to pay a dividend to members.

To help achieve a healthy surplus each year the Board of Directors have agreed a strategic plan that will take us up to 2025 and encompass the upgrade to our IT systems. The headline objectives include increasing our membership by 1000%, to diversify the range of what we offer such as loan products and interest rates, increase the amount we lend by at least £100,000 in a responsible manner and identify new sources of funding. We are also going to be working with other local charities to ensure that our products and services are available to marginalised and vulnerable communities as too many people are not aware of our services and end up using inappropriate providers such as loan sharks of very high interest lenders.

We continued to use the furlough system from February to September as one member of the team was shielding. However, as the situation improved staff were able to start a gradual return to the office in the summer and the whole team has now returned along with two volunteers. We were able to move to a slightly larger office in Jackson Hall during the last lockdown and this has meant that we are able to have people working at a safe distance from each other, something that was not possible in our previous office. Seeing members face to face in a safe environment continues to be challenging but we do have an information point in Ore Community Library on Saturday mornings, and we hope to restart the information point in Muriel Matters House after the festive break.

The team continues to help members on the phone and by email where possible so that members do not lose out. We do appreciate all the support given to us by members; speaking to members during lockdown was a chance to offer support and reassurance we appreciated all the support members gave us as we worked from home.

Covid has also impacted on the change of computer system as many grant funders were inundated with requests and were unable to meet to make funding decisions. However, our applications to Magdalen & Lasher and the Sussex Community Foundation were successful and we have started the process of moving from a system called ConAccess to Incuto. We hope the change will be complete next summer and we will be able to offer a much better service to members. The system is secure and includes online banking and lending, but we will still be able to help members who would rather talk to someone on the phone or visit an information point. The system will enable lending to start to increase again which will generate an income and make the credit union much more sustainable. We will be able to sign up more local employers to our payroll savings scheme but also open more accounts

for those who cannot access high street banking as well as setting up a banking service for community groups that meets their needs at an affordable price. There are lots of opportunities for us to make a real difference in the community but without a stable IT system we cannot begin to do this.

Whilst some of our volunteers moved onto pastures new during the last year, we have welcomed some new volunteers to the team. This is enabling us to catch up with work that couldn't be done during the pandemic and start new areas of work. We continue to look for volunteers to help us run the credit union, either in the office or by joining one of our committees. If you think this is something you might be able to do, please contact one of our board members or myself to find out more about what is involved. We are approaching a very exciting time as we grow and change, and our volunteers are an important part of the team delivering that.

**SUMMARISED ACCOUNTS YEAR ENDED 30th SEPTEMBER 2021**

<b>Income / Expenditure</b>		<b>2021</b>	<b>2020</b>
		<b>£</b>	<b>£</b>
Income:	Interest on members loans	<b>6861</b>	<b>9265</b>
	Fees and commissions receivable	<b>52954</b>	<b>43792</b>
	Fees and commissions payable	<b>-5680</b>	<b>-5417</b>
	Grants, donations and misc income	<b>12814</b>	<b>13710</b>
	<b>Total Income</b>	<b>66949</b>	<b>61350</b>
Expenditure :	Administration costs	<b>57170</b>	<b>49752</b>
	Other operating expenses	<b>5239</b>	<b>4336</b>
	Losses on loans to members	<b>1388</b>	<b>5447</b>
	Depreciation	<b>954</b>	<b>665</b>
<b>Total expenditure</b>		<b>64751</b>	<b>60200</b>
<b>Surplus / (Deficit) for Year</b>		<b>4524</b>	<b>1150</b>
Taxation		<b>90</b>	<b>38</b>
Proposed Dividend to Members		<b>0</b>	<b>0</b>
Other comprehensive loss		<b>-3856</b>	
<b>Transfer to Reserves</b>		<b>668</b>	<b>1112</b>