



Conference Chair Kayleigh Gregory Welcomes ACE Delegates to the Liverpool Conference

## LIVERPOOL CONFERENCE PROVES POPULAR WITH ACE MEMBERS

The 17<sup>th</sup> ACE Credit Union Services Conference & AGM was held this year at the Jury's Inn Hotel in Liverpool. The event was attended by more than 50 credit union delegates with 75% of the ACE credit unions being present. The Conference was chaired by Kayleigh Gregory from Unify Credit Union and delegates were treated to an array of speeches ranging from sessions on Digital Challenges for credit unions to keep them relevant to their members, to understanding the risks of Cyber Crime and what needs to be done to ensure that your credit union is protected. The Friday afternoon session was completed by Professor Paul Jones from Liverpool John Moores University who spoke about the role of the credit union director in a changing credit union world. Paul underlined the need for directors to avoid confusing the role of governance with the role of operational management which was like wearing two different hats. The Saturday sessions

### One Conference Delegate wrote:

"First time I have attended Conference and I was very impressed by the presentations and the

**Another delegate said:** "My first Conference. Very useful. Would recommend to all credit union

consisted of Regulatory updates from the FCA and the PRA followed by a session from the Financial Services Compensation Scheme on the importance of keeping an accurate Single Customer View. The Regulatory sessions were then followed by Dina Devalia, Director at PKF-Littlejohn LLP, who spoke about her experience of dealing with credit unions that had failed and what could be done to help failing credit unions. Fiona Archbold then delivered a no holds barred session on what it felt like to be a director of a credit union that had gone into Administration. There were then three workshops that looked at the new ACE website and training programme; How credit unions could use Members Surveys (Gareth Evans) to gather information about members needs and a session on the Carnegie UK Trust project in Scotland on How to attract more Payroll members (Gail Irvine)

enthusiasm, commitment, knowledge and curiosity. of delegates, especially the spirit of sharing information and experience".

Board members as it is a very good way to communicate with other credit unions".



**Conference Delegates sharing information and experience at the Friday evening dinner**

At the AGM on Saturday 11<sup>th</sup> May 2019 delegates were asked to select the venue for the 2020 Conference and opted for either Bristol or Edinburgh. All ACE credit unions

have been asked to vote for their first choice option and the 2020 venue will be announced in July 2019.

## NEXT TRADE BODIES' MEETING WITH CREDIT UNION REGULATORS SCHEDULED FOR END OF OCTOBER 2019

The next Trade Bodies meeting with the PRA and FCA has been confirmed for the end of October 2019, at the new FCA offices in Stratford, London. The agenda items for this bi-annual meeting will be

sent out in September 2019. If you have any agenda items that you would like ACE to raise on your behalf then please let me know as soon as possible on [bill.hudson@acecus.org](mailto:bill.hudson@acecus.org)



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## NEW ACE WEBSITE LAUNCHED AT ACE CONFERENCE

The new ACE Website is now up and running and ACE members should now be able to edit their own credit union information and decide who has access to the site

The new ACE Website is a great benefit for members of ACE and all of our credit unions were encouraged to take an active role in the development and use of the website.



## NEW MANAGER FOR SAVEEASY CREDIT UNION

**Saveeasy Credit Union** based in Llanelli, Carmarthenshire, in west Wales has just appointed a new Manager in Janine Marengi.

On a recent visit to Saveeasy Janine told ACE CEO Bill Hudson:

“I have always been passionate about the community and have embraced the credit union ethos, having previously worked as the Operations Manger in Bridgend Lifesavers Credit Union.”

Janine has spent the majority of her career working in financial services with a wide ranging background in management and underwriting, from personal and business lending to motor and retail finance.

Janine said, “I was very pleased to take this opportunity in Saveeasy Credit Union. I love working with people and networking within the community, promoting and expanding the Credit Union. I am keen to be involved in the wider Credit Union network and look forward to building on this in the future.”

As well as her love for credit unions Janine is also a huge animal lover and has a smallholding in Carmarthenshire.

Saveeasy Credit Union has around 5,000 members with assets of more than £6m and a loan book in excess of £5m.



**New Saveeasy Manager Janine Marengi**

## ACE TRAINING DAY



**Mandy Bygrave delivers the ACE Directors Roles & Responsibilities training in Wigan**

## ACE TRAINING PROGRAMME

Ace is currently looking to recruit a team of available trainers to deliver face to face and on-line training. We are looking for experienced trainers who have an understanding of Credit Unions. All trainers will be interested in writing and/or delivering well designed and engaging training. All applicants must complete an ACE trainer application and return to Mandy Bygrave ([m.bygrave@cwcdca.co.uk](mailto:m.bygrave@cwcdca.co.uk)) All decisions on suitable trainers will be made by the Ace training sub group.

[ACE TRAINING APPLICATION AND DATA PROTECTION.pdf](#)

Online Webinars available on [acecus.org/webmail](http://acecus.org/webmail):

- **Money Laundering Webinar – Part 1**
- **Money Laundering Webinar – Part 1**
- **General Data Protection Webinar**

If your credit union wishes to undertake any training and you have not been able to attend the scheduled events then please let Mandy know and we will arrange to deliver the session in your area providing that you have a minimum of 8 delegates.

Work will be allocated to trainers by the Sub-group. All Trainers will be subject to quality standard measures. This will include participants completing feedback forms. ACE training is open to all ACE members and is free of charge and will be delivered either through direct face-to-face training or through pre-recorded Webinars. The current Training Programme is:

- **15<sup>th</sup> June 2019 - Wigan – Directors Roles & Responsibilities**
- **10<sup>th</sup> September 2019 - Birmingham – Risk Management**
- **23<sup>rd</sup> January 2020 – N.Tyneside – Business Continuity + Succession Planning**
- **25<sup>th</sup> March 2020 – Cardiff - Growth + Strategic Planning**

Please take advantage of the opportunity to have a free training session delivered in your area by contacting Mandy Bygrave ([m.bygrave@cwcdca.co.uk](mailto:m.bygrave@cwcdca.co.uk))

## Wigan Households First to Benefit from new Affordable Alternative to Extortionate Payday Loans

Credit unions across Greater Manchester will be joining forces to show that there is an ethical alternative to high-cost and doorstep lenders that can save people hundreds of pounds.

The Beat the Heat campaign urges people to be cool and prepared in the face of financial adversity (high interest, no savings) and offers a call to action to get prepared for holiday (or other) expenses by choosing a credit union for saving or borrowing. Unify Credit Union is one of eight credit unions in Greater Manchester working together on this product.

Last year, Wigan residents took out 30,255 payday loans worth an astonishing £7.2 million - making the town one of the highest users of this form of expensive short-term credit in the UK. The new data from the Financial Conduct Authority, the financial regulator, shows that these local households paid an eye-watering £4.7 million in



The new ethical short-term loans allow people to apply online at [www.justborrow.co.uk/cu/unify](http://www.justborrow.co.uk/cu/unify) to borrow between £100 and £750 that can be repaid over 3 to 9 months.

The online platform makes it quick and simple to apply 24/7 with applicants getting an immediate decision. If approved, the money is paid quickly and directly into the borrowers' bank account with monthly repayments automatically collected via your debit card on the selected day.

“We’ve developed this new loan facility so that it matches the speed, efficiency and user friendliness that people now come to expect. The **BIG** difference is that you pay back just a fraction of the costs with the credit union compared to other extortionate online lenders who can charge up to a staggering 1,509% APR, enthuses Angela.”

interest and fees - equivalent to £154 in additional charges on the average loan borrowed of £238.

Operating for over 17 years, Unify Credit Union, the town's mutually-owned community bank with almost 15,000 members, is launching these new online Just Borrow loans that will help save local residents and workers hundreds of pounds.

Angela Fishwick, Chief Executive of Unify Credit Union, explained, "People may think that with the demise of Wonga, this problem has simply gone away. But it is still a huge problem with loads of these firms out there, charging hardworking families ridiculous amounts of interest to borrow small amounts of money. We wanted to give local people a real and affordable alternative."

JustBorrow loans are delivered by a network of local not-for-profit credit unions so you can be certain the services will always be ethical and responsible.

Interest rates will never exceed 42.6% APR and there are no penalties for early repayment – making them much cheaper than the high-cost lenders. For example, a 'Just Borrow' loan of £600 over 6 months will cost just £64.56 in interest, compared to £591.84 with Sunny (1,293% APR), or £450.26 (720% APR) with Peachy.



## CLIVEY CREDIT UNION CELEBRATES ITS 30<sup>th</sup> BIRTHDAY

On Saturday 27<sup>th</sup> April, Clivey Credit Union celebrated its 30<sup>th</sup> Birthday with a tea party for members new and old. Junior members each received a piggy bank. Clivey Credit Union, which is based in Swindon, is a community focused credit union with around 600 members and has been a member of ACE since 2003.

Pat McDonnell one of the founder members of the credit union and a continuing director was presented with a bottle of champagne by ACE CEO Bill Hudson for her 30 years of commitment and dedication to the credit union.



**Bill Hudson CEO of ACE with Clivey Credit Union directors**



**Bill Hudson presents award to Pat McDonnell**

At the event Bill said:

"It is a pleasure to attend Clivey Credit Union's milestone event and to meet up with directors old and new. Clivey Credit Union is a classic "old model" credit union that is run entirely by volunteers who are fully committed to providing their community with access to financial services that they would otherwise be excluded from. Much has changed in the credit union world over the past 30 years including the Regulatory expectations but Clivey has adapted to these changes and has shown how small community run co-operatives can be fully compliant"

# UNIFY CREDIT UNION TO CELEBRATE 30<sup>TH</sup> ANNIVERSARY IN WIGAN

Unify Credit Union will celebrate its 30<sup>th</sup> Anniversary in Wigan on Saturday 13<sup>th</sup> July 2019. ACE CEO Bill Hudson who will be attending the event said:  
“Unify Credit Union tells its members that “Your financial well-being is key to our success” and offers them products and services that justify this bold statement. Since the early days of development in 1989, Unify Credit Union has moved strategically forwards by reaching out to neighbouring communities and building on the basic credit union principle of “people helping people”. Backing this growth Unify Credit Union has been built on strong standards of Management and Governance which ensures that they are consistently looking at how they are performing and where they are going in the future.”



ACE Credit Union Services



## ACE CEO let off Jury Service but ends up in “The Clink” instead to launch Co-operative Fortnight

Having been called up for Jury Service for the last two weeks of June 2019, ACE CEO Bill Hudson was then told that he was surplus to requirements. This meant that he could attend the Co-operative Leaders event on the 23<sup>rd</sup> June 2019, organized by the Wales Co-operative Centre, to celebrate the positive impact of co-op businesses and exploring new working partnerships. The event was held at The Clink social enterprise restaurant which is linked to Cardiff Prison. The Clink employees around 30 prisoners from HMP Cardiff and HMP Prescoed, who work a 40-hour week either in the kitchen or restaurant at the city centre prison, training towards nationally recognised City and Guilds NVQs, before returning to the prison at the end of each working day. The Clink has received a Certificate of Excellence from TripAdvisor for five years of consistently high ratings and reviews from guests who have dined in the restaurant.

The event was hosted by Wales Co-operative Chair David Jenkins who introduced speakers including Huw Thomas from the Cardiff Council which was recently voted Co-operative Council of the Year.



## Wales Co-operative Centre



This was followed by Lee Waters, the Deputy Minister for Economy and Transport, who made the announcement that EU funds totaling £3 million will support a new project led by the Wales Co-operative Centre, which will help create new social businesses across West Wales and the Valleys. There were more than 50 delegates from around 40 Wales based Co-operatives at the event.



