

# NEWS LETTER

The latest news & updates from Derbyshire Community Bank



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## HELLO TO OUR NEW C.E.O, CLAIRE HALE

Joining us directly from the Voluntary Sector, Claire has been helping to lead local charities and provide services which benefit some of the most vulnerable communities within the East Midlands.

After taking up her first service management role at just 21, Claire has a successful track record of leading customer focussed services in the fields of; Support, Housing, Employment, Youth Services and Regeneration, bringing both a wealth of skills and a fresh perspective to her role at Derbyshire Community Bank.

Claire took up the post of CEO in October, and has been getting to know our Team, our Members and our services whilst supporting our re-location to new premises.

Claire says:

*“I am delighted to be able to join Derbyshire Community Bank and the wider Credit Union Movement at what I believe is a time of both opportunity and challenge. I have always worked in the not for profit sector, and I am passionate about providing good quality services which help people experience better lives, an ethos which will be central to my work here at Derbyshire Community Bank.”*



## WE HAVE MOVED

We understand that for many people things have changed a lot over the past few years, and so have our habits.

That is also true for Credit Unions so, after listening to our members, and reviewing our services we decided that it was time to move away from high street branches

This means that we can offer our members more efficient and cost effective services which most members now want to access online, via our app, or over the telephone.

So in December we said goodbye to our Branch on Cornmarket, and moved to offices just around the corner at CUBO.

We still offer all of the same services, and can be contacted in all of the usual ways, but our business address is now;

**Derbyshire Community Bank**  
CUBO, The Old Post Office,  
Victoria Street  
Derby  
DE1 1EQ

Tel: 01332 348144  
Email: [info@dcbank.org.uk](mailto:info@dcbank.org.uk)  
Web: [www.dcbank.org.uk](http://www.dcbank.org.uk)

## 2022 AGM

The date has been set for our 2022 AGM, which will be taking place virtually again this year and we hope that lots of our members will be able to join us.

The meeting is taking place at 2.30pm on Monday 14th March 2022, and invitations have already been sent out via email, our app, and social media.

If you would like to join us but haven't registered yet, it's not too late - simply log into our App and follow the on screen instructions, or visit our website at: [www.dcbank.org.uk](http://www.dcbank.org.uk)

We hope to see you there!



# SAVE THE DATE

MON

14

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22

2.30pm

## Annual General Meeting







## COULD A DEBT CONSOLIDATION LOAN BE RIGHT FOR YOU?

As we look forward to springtime with its brighter days and new beginnings, we also often reflect on our financial situation - have recent rainy days led to less financial comfort than we'd like? If so, what can we do about it?

It is not unusual for us to end up with a number of loans and debts with different providers, which can be worrying, expensive and confusing to manage.

Our personal loans can be used for debt consolidation, where we help you to pay off existing debts with one simple single loan. This can help by lowering your outgoings, reducing the number of monthly or weekly payments you need to manage, and offering you a simple loan with no hidden fees or early repayment penalties.

If you think that a Personal Loan with Derbyshire Community Bank could help you simplify your finances - speak to a member of our Team Today!

You can contact us on 01332 348144, via our app, or via email to: [info@dcbank.org.uk](mailto:info@dcbank.org.uk)

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## REFER A FRIEND AND RECEIVE UP TO £25

Like what we do? Then why not refer a friend?

Our refer a friend scheme is now open, and for every friend you refer who successfully takes out a loan with Derbyshire Community Bank, you can receive up to £25.

Referrals can be made through our app, and more information including full terms and conditions can be found on our website.





# NOT GOODBYE, BUT THANK YOU!

Sadly, after nine years of unwavering support, Mick Brown has decided to step down as the Chair of Derbyshire Community Bank's Board of Directors, although he has kindly agreed to remain on our Board in another capacity.

As with many Credit Unions, here at Derbyshire Community Bank our work would be impossible without a team of dedicated Volunteers (including our Directors), who work tirelessly alongside our staff to ensure our services really do benefit our members, and that members remain at the heart of everything we do.

About his time as Chair, Mick Said;

*"In 2013, at a time when the bank was undergoing some considerable change in terms of board membership, I agreed to take on the role of chair in a temporary capacity.*

*In the absence of anyone else wishing to take on the role, I was confirmed as chair at the following AGM, and have remained in that role until now. Our rules require that no-one should remain in the chair for more than five years, but the difficulty in finding a replacement, combined with the pandemic, meant that I stayed a while longer than intended!*

*When I became chair, we were operating out of the old Co-op bank offices on the second floor of the Co-op in Ilkeston, in addition to having over-the-counter facilities in Long Eaton, Heanor and Ripley. The growth of on-line 'payday' lenders such as 'Wonga', combined with the increasing costs and risks associated with cash based operations meant that we looked increasingly to moving our own operations 'on line.*

*Around the same time, the Co-op looked to sell its Ilkeston department store, and following the closure of the Derby based 'Unity Credit Union' Derby City Council discussed with us the need for a credit union in the city, and we agreed to look for new premises in Derby - presenting us with an opportunity to widen our market.*

*Our city based premises worked well for a time, but our move to on-line operations, combined with the gradual closure of all of our 'over the counter' operations (the final one being Ilkeston) meant that 'footfall' became increasingly less important for us, and in 2021 we made the decision to move to a managed workspace.*

*During my time as Chair, the bank has seen a number of other changes too; we took note of ABCUL research that noted how confusing people found the term 'credit union', I recommended to the board that we change our name accordingly, and we became 'Derbyshire Community Bank'. Another major change was our merger with the south Derbyshire based 'Moneyspider' credit union three years ago, which widened our customer base, brought new blood and expertise onto our board, and made a welcome addition to our reserves.*

*For most of my nine years however, we have faced an ongoing battle with bad debts - the inevitable consequence of operating in the 'sub-prime' market. If the experiences of other community-based credit unions are anything to go by, I don't think we will ever be entirely free of this challenge, but I am very confident in the ability of our current management to meet it imaginatively."*

We are sure you will join us in thanking Mick for his tremendous contribution.