

**Croydon, Merton and Sutton Credit Union Limited**

**Report of the Directors and**

**Audited Financial Statements**

**For the Year Ended 30 September 2020**

# Croydon, Merton and Sutton Credit Union Limited

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**For the Year ended 30 September 2020**

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# Croydon, Merton and Sutton Credit Union Limited

## Administrative Information

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**Status:** Co-operative and Community Benefit Society and Credit Union

**Directors:**

|                          |                    |
|--------------------------|--------------------|
| Cllr Manju Shahul-Hameed | Chair              |
| Simon Wales              | Vice Chair         |
| Clive Fraser             | Honorary Secretary |
| Philip Butlin            | Treasurer          |
| John Tooze               |                    |
| Naomi Martin             |                    |
| Catherine Black          |                    |
| Julia Pitt               |                    |
| Steve Triner             |                    |
| Dilly Dokubo             |                    |
| Carlia Kennedy           |                    |
| Ranil Perera             |                    |

**Registered Office:** Bernard Weatherill House  
8 Mint Walk  
Croydon  
CR0 1EA

**Credit Union**

**Registration Number:** 569C

**Prudential Regulation Authority  
and Financial Conduct Authority**

**Firm Reference Number:** 213603

**Auditors:** Hartley Fowler LLP  
4th Floor Tuition House  
27-37 St Georges Road  
Wimbledon  
London SW19 4EU

**Bankers:** The Co-operative Bank Plc  
Metro Bank Plc  
Nationwide Building Society  
Arbuthnot Latham & Co Limited  
Aldermore Bank Plc

**Chair's Report**

**For the Year ended 30 September 2020**

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I am pleased to present to you our Annual Report and Accounts for 2020

Croydon has been dramatically impacted by the Covid-19 coronavirus outbreak. Covid-19 is the biggest disruptor to society since the Second World War and the biggest public health crisis for over 100 years, with personal impacts on millions of people across the country. While The impact is far reaching, with cases and fatalities within the local community, the combined and unprecedented impact on the local economy will exacerbate inequalities and some parts of our communities are disproportionately impacted for the short, medium and long term.

Due to Covid-19 and its economic impact, this year there has been an increasing demand for credit union services. It was pleasing to see that Croydon plus like many other community organizations quickly and successfully adapted working practices in order to mitigate the impact from Covid-19 and attempt to best prepare change in the types of service requests we have seen.

Although we have seen increasing demand for our services, there was a small decrease in the total number of loans to our members and loan value also reduced over the year, we have however seen increase in the number of shares (savings) that our members have with us, proving that even during difficult times saving is considered a priority for our members and that we are helping to promote financial stability. We have also seen an increase in service requests from members considered "Vulnerable" meaning we are helping to support more of our members through difficult times.

We reviewed the way count our "Active" members and even though we reduced our "Non-Active" members we have seen an increase in our overall membership number.

We would not have been able to keep up with the number or requests or achieve this growth in membership without the operational team of staff and the support of our volunteers. Our volunteers have been dedicated in supporting our vision to help our members. In return they gain valuable work experience and skills development. We are fortunate to have some highly motivated volunteers working in our team.

We would like to thank the current Supervisory Committee who help to ensure that the Credit Union are able to treat members fairly and provide an excellent service.

An important priority for the Directors is to develop the capacity of the Credit Union on all level. As volunteers themselves, the Directors are aware of the contribution our volunteers make.

We are looking for more people who can give a few hours of their time to enhance the skills and capacity of our various committees. If you think you can help, please get in touch.

As the current Chair, I would like to thank the team in the office for their hard work, and our volunteers and members for continuing to support us. I would also like to thank all the Directors that have supported the Credit Union over the last year and those that continue to do so. Together, we are looking forward to growth in the coming and future years.

**Priorities**

- Increase presence across all three boroughs
- Offer continued support to our communities through Covid-19
- Maintain financial stability
- Promote the importance of "saving for future"
- Deliver a high standard of customer service to members
- Extend digital capabilities
- Further strengthen the Board and Supervisory Committee

  
.....  
**Manju Shahul-Hameed**  
**Chair of Croydon Plus**

**26 January 2021**

**Report of the Directors**

**For the Year ended 30 September 2020**

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The Directors present their report and financial statements of the Credit Union for the year ended 30 September 2020.

**Principal**

The principal activity of the credit union is the provision of savings and loans facilities.

**Results**

The deficit for the year ended 30 September 2020 was £19,928 (2019 £87,597 surplus). The General Reserves are stated at £332,571 (2019 £352,499).

In 2020 there was a dividend recommendation of 0.5% agreed at the AGM. This was paid to qualifying members in September 2020. The Directors do not intend to recommend a dividend in respect of 2019/20.

**Board Membership and Directors**

**Current**

- Manju Shahul-Hameed - Chair (Corporate Director)
- Simon Wales – Vice Chair (re-elected 2019 AGM)
- Clive Fraser - Secretary (re-elected 2019 AGM)
- Philip Butlin - Treasurer (re-elected 2020 AGM)
  
- Carlla Kennedy (appointed 30/06/2020 - elected 2020 AGM)
- Dilly Dokubo (elected 2019 AGM)
- John Tooze (re-elected 2019 AGM)
- Naomi Martin (re-elected 2020 AGM)
- Ranil Perera (appointed 30/06/2020 - elected 2020 AGM)
- Steve Triner (elected 2019 AGM)
  
- Catherine Black (Corporate Director)
- Julia Pitt (Corporate Director)

The Board met monthly throughout the year

**Review of the Year**

October 2019 to September 2020 has been a year unlike any other.

**Q1 & Q2**

We started the year on our journey of raising awareness of the Credit Union in the areas of our common bond with the intention of growing our membership initially making good progress towards our goals. Q1 & Q2 saw us in growth and building on the momentum gained from the success of the previous year.

**Q3 & Q4**

Q3 introduced some challenges with the Covid-19 pandemic that changed the direction of travel for the credit Union. We had to adapt as best we could to keep up with the uncertain times. This meant changes across several areas of the business including our infrastructure, improvements in our IT and providing the ability for staff remote working. Lockdown restrictions meant that we had to reduce our face-to-face services and reserve these opportunities for our most vulnerable members. We were fortunate enough at this time to have already launched our mobile app which allowed us to further increase our online capabilities by adding Live chat for alternative communication with our members and Nivo for remote document signing and ID purposes.

**Report of the Directors**

**For the Year ended 30 September 2020**

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**We saw a shift in the way members we were utilising the Credit Union.**

To keep up with the changing financial landscape we introduced forbearance for members who had found themselves having to self-isolate where income would be affected. This soon grew to further requests for members that had been furloughed or were unable to work for other reasons.

Throughout the year we saw an uplift in members repaying loans in full, using wither savings and redundance pay-outs, most of these members either continued or increased their regular savings.

We temporarily introduced lending restrictions to allow time to understand the varying rules and changes that were being made.

As a result, our loan book reduced, and savings saw a dramatic increase during this time.

**Staff & Volunteers**

Throughout the difficult year the Credit Union staff team have continued to develop and show their ability to meet the changing needs of our member base. They are supported by a dedicated team of volunteer members who give their time to ensure that the needs of our members are met daily.

The directors would like to express their appreciation for the commitment and enthusiasm of all our staff and volunteers. We would like to recognise their commitment as key workers to remain office base where required to focus on being available to our members throughout COVID-19.

**Staff Team**

- Michael Wilson – Chief Executive Officer
- Peter Robinson – Operations Manager
- Annie Bassey
- Chelsea Dash
- Emma Duncanson
- Eniola Akinosho
- Hayden Brenen
- Kavitha Kumaresan
- Niyi Osilaja
- Robert Crofts
- Steph Hunt
- Steven Obigbesan
- Tai Lamard
- Tracy Wager

**Volunteers 2019-2020**

- Jentine Nelson
- Jon Head
- Michael Jennett
- Nadia Odonnell-Pacha
- Russell Makin
- Vilma Couthino

**Report of the Directors**

**For the Year ended 30 September 2020**

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**Special Thanks**

Ruby Begum and team at Croydon Council

**Digital**

During the year online membership & members who "Self-serve" through our website has continued to increase reflecting the importance of having a relevant digital & Mobile presence. "CU Apps" have provided us with a mobile platform which has been vital in providing our members with access to their accounts during Covid-19.

**Mobile App - Provided by CU Apps**

During 19/20 – a massive 3700 logged into our Mobile app. The average user logged in at least once a month!

- 54,000 balance views
- 44,806 statement views
- 1,337 successful loan applications
- 6,000 withdrawals
- 17,000 loan calculations
- 7,280 news feed views
- 2,211 update info views
- 130 x 5-star reviews in the app stores

We hope that this has increased our member satisfaction whilst transacting with the Credit Union and reduced some of the pressures seen whilst attempting to contact us by other channels.

We look forward to being able to invest further in our technology and telephony as this remains key to growing the capabilities of the Credit Union.

**Supervisory committee**

This year we are pleased to have re-established our Supervisory function who provide a review of the internal working of the Credit Union to ensure that we are provide a fair and consistent service to our members.

Committee members this year have been:

- Emilia Larceda
- Lucidia Norbrega
- Michael Jennett

Due to Covid-19 lockdown restrictions the committee members have been limited to the activities that they have to carry out throughout the year.

## **Croydon, Merton and Sutton Credit Union Limited**

### **Report of the Directors**

**For the Year ended 30 September 2020**

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#### **Future aims**

- Invest further in our technology & telephony
- Increase outreach capabilities of the Credit Union
- Promote the benefits of the Credit Union
- Continue to support and grow membership from all of the boroughs that we serve
- Increase the number of junior member savers - Junior members are the future of the community
- Provide a safe financial environment for members
- Improve financial resilience within the communities we serve

#### **Performance**

2019/20 was a challenging year and our financial performance was significantly affected by the Coronavirus pandemic.

Surplus decreased from £87,597 in 2018/19 to a deficit of £19,928.

Retained earnings decreased from £352,499 to £332,571 (6% decrease)

Membership rose from 7,381 to 7,581 (3% increase) – excluding circa 800 accounts closed due to non-payment of joining fee / Inactive members

Member shares increased from £3,868,394 to £4,974,339 (29% increase)

Number of loans decreased from 1,884 to 1,873 (0.6% decrease)

Total value of stock of loans to members at year end decreased from £2,860,136 to £2,564,149 (10% decrease)

Annual revenue increased from £455,533 to £503,910 (11% increase)

Annual expenditure increased from £367,936 to £523,838 (42% increase)

Bad debt provisioning (impairment allowance) increased from £181,793 to £255,861 (41% increase)

Interest from loans issued increased from £426,801 to £442,576 (4% increase)



**Report of the Directors**

**For the Year ended 30 September 2020**

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**Supporting Communities**

We would like to thank the many organisations that we have worked with and that have supported the Credit Union and the local communities over the last year, these include:

- Croydon Council
- Merton Council
- Sutton Council
- Purley Cross Job Club
- Illegal Money Lending Team (IMLT)
- Croydon Jobcentre
- London Capital Credit Union
- Lewisham Plus Credit Union
- Sutton Housing Partnership (SHP)
- Credit Union foundation
- Fair banking Foundation
- Money and Pension Service (MaPS)
- Fair 4 All Finance
- CU Apps

**Feedback**

We value the views of our members and welcome any suggestions for improvement.

**Report of the Directors**

**For the Year ended 30 September 2020**

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**Statement of Directors' Responsibilities**

The directors are responsible for preparing the report and financial statements in accordance with applicable law and regulations.

Co-Operative and Community Benefit Society law requires the directors to prepare financial statements for each financial year. The directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (Financial Reporting Standard 102 and applicable law). Under that law the directors must not approve the financial statements unless they are satisfied that they 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 these 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 UK 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 adequate accounting records that are sufficient to show and explain the Credit Union's transactions and disclose with reasonable accuracy at any time the financial position of the Credit Union and enable them to ensure that the financial statements comply with the Co-Operative and Community Benefit Societies Act 2014. 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.

**Disclosure of information to auditors**

Each person who was a director at the time this report was approved confirms that:

- so far as he/she is aware, there is no relevant audit information of which the Credit Union's auditor is unaware; and
- he/she has taken all the steps that he/she ought to have taken as a director in order to make him/herself aware of any relevant audit information and to establish that the Credit Union's auditor is aware of that information.

This report was approved by the Board of Directors on 26 January 2021 and signed on its behalf.



**Philip Butlin (Treasurer)**



**Manju Shahul-Hameed (Chair)**



**Clive Fraser (Secretary)**

**Report of the Independent Auditors to the Members of  
Croydon, Merton and Sutton Credit Union Limited**

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***Opinion***

We have audited the financial statements of Croydon, Merton and Sutton Credit Union Limited for the year ended 30 September 2020 which comprise the Revenue Account, the Balance Sheet, the Statement of Reserves, the Statement of Cash Flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Accepted Accounting Practice), including FRS102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

This report is made solely to the Credit Union's members, as a body, in accordance with the Credit Unions Act 1979. Our audit work has been undertaken so that we might state to the Credit Union's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Credit Union and the Credit Union's members as a body, for our audit work, for this report, or for the opinions we have formed.

In our opinion the financial statements:

- give a true and fair view of the state of the credit union's affairs as at 30 September 2020 and of its surplus for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been properly prepared in accordance with the requirements of the Co-operative and Community Benefit Societies Act 2014 and the Credit Unions Act 1979.

***Basis of opinion***

We conducted our audit in accordance with international standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the credit union in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

***Conclusions relating to going concern***

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the directors' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the directors have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the credit unions ability to continue to adopt the going concern basis of accounting for a period of a least twelve months from the date when the financial statements are authorised for issue.

***Other information***

The directors are responsible for the other information. The other information comprises the information in the report of the directors, but does not include the financial statements and our Report of the Auditors thereon.

In our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report this fact. We have nothing to report in this regard.

**Report of the Independent Auditors to the Members of  
Croydon, Merton and Sutton Credit Union Limited**

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***Opinion on other matters prescribed by the Cooperative and Community Benefits Societies Act 2014***

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the report of the directors for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Directors has been prepared in accordance with applicable legal requirements.

***Matters on which we are required to report by exception***

In the light of the knowledge and understanding of the credit union and its environment obtained during the audit, we have not identified material misstatements in the Report of the Directors.

We have nothing to report in respect of the following matters where the Co-operative and Community Benefit Societies Act 2014 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by the law are not made; or
- we have not received all the information and explanations we require for our audit; or

***Responsibilities of directors***


As explained more fully in the Statement of Directors' Responsibilities set out on page seven, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the directors determine necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the credit union or to cease operations, or have no realistic alternative but to do so.

***Auditor's responsibilities for the audit of the financial statements***

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but it is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frec.org.uk/auditorsresponsibilities](http://www.frec.org.uk/auditorsresponsibilities). This description forms part of our Report of the Auditors.

  
Jonathan Askew (Senior Statutory Auditor)  
for and on behalf of Hartley Fowler LLP  
Statutory Auditors & Chartered Accountants  
4th Floor Tuition House  
27/37 St George's Road  
London  
SW19 4EU

29 January 2021

# Croydon, Merton and Sutton Credit Union Limited

## Revenue Account

For the Year ended 30 September 2020

|  | Note | 2020<br>Total<br>£ | 2019<br>Total<br>£ |
|--|------|--------------------|--------------------|
| Loan interest receivable                   | 5    | 442,576            | 426,801            |
| Interest payable                           | 5.1  | <u>(16,896)</u>    | <u>(21,074)</u>    |
| Net interest income                        |      | 425,680            | 405,727            |
| <br>                                       |      |                    |                    |
| Fees receivable                            |      | <u>6,281</u>       | <u>7,135</u>       |
|  |      | 431,961            | 412,862            |
| <br>                                       |      |                    |                    |
| Other operating income                     | 6    | 55,053             | 21,597             |
| Administrative expenses                    | 8.1  | (351,381)          | (228,116)          |
| Other operating expenses                   | 8.2  | (13,212)           | (12,192)           |
| Impairment losses on loans to members      | 12.4 | <u>(140,700)</u>   | <u>(105,119)</u>   |
| Surplus / (Deficit) before taxation        |      | (18,279)           | 89,032             |
| Taxation                                   | 9    | <u>(1,649)</u>     | <u>(1,435)</u>     |
| Surplus / (Deficit) for the financial year |      | (19,928)           | 87,597             |
| Other comprehensive income                 |      | -                  | -                  |
| Total comprehensive income                 |      | <u>(19,928)</u>    | <u>87,597</u>      |

# Croydon, Merton and Sutton Credit Union Limited

## Balance sheet

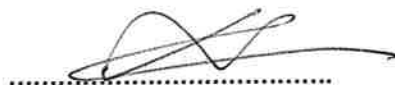
As at 30 September 2020

|                             | Note | 2020<br>£               | 2019<br>£               |
|-----------------------------|------|-------------------------|-------------------------|
| <b>ASSETS</b>               |      |                         |                         |
| Tangible Fixed Assets       | 11   | 9,219                   | 2,025                   |
| Loans to members            | 12   | 2,564,149               | 2,860,136               |
| Other debtors               |      | 13,303                  | 30,300                  |
| Loans and advances to banks | 19   | 2,196,504               | 800,560                 |
| Cash and cash equivalents   | 19   | <u>661,162</u>          | <u>653,503</u>          |
| <b>Total assets</b>         |      | <u><b>5,444,337</b></u> | <u><b>4,346,524</b></u> |
| <b>LIABILITIES</b>          |      |                         |                         |
| Members' Share Capital      | 15   | 4,974,339               | 3,868,394               |
| Subordinated Loans          | 14   | 105,000                 | 105,000                 |
| Other creditors             | 13   | <u>32,427</u>           | <u>20,631</u>           |
|                             |      | 5,111,766               | 3,994,025               |
| <b>RESERVES</b>             |      |                         |                         |
| Retained earnings           | 17   | <u>332,571</u>          | <u>352,499</u>          |
| <b>Total liabilities</b>    |      | <u><b>5,444,337</b></u> | <u><b>4,346,524</b></u> |

The financial statements were approved, and authorised for issue, by the board on 26 January 2021 and signed on its behalf by:



Philip Butlin (Treasurer)



Manju Shahul-Hameed (Chair)



Clive Fraser (Secretary)

# Croydon, Merton and Sutton Credit Union Limited

## Statement of changes in Retained Earnings

**As at 30 September 2020**

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|   | <b>2020</b>           | 2019                  |
|---|-----------------------|-----------------------|
|   | £                     | £                     |
| As at 1 October 2019                    | 352,499               | 264,902               |
| Total comprehensive income for the year | (19,928)              | 87,597                |
| As at 30 September 2020                 | <u><u>332,571</u></u> | <u><u>352,499</u></u> |

# Croydon, Merton and Sutton Credit Union Limited

## Statement of Cash Flows

For the Year ended 30 September 2020

|  | Note | 2020<br>£               | 2019<br>£             |
|--|------|-------------------------|-----------------------|
| <b>Cash flows from operating activities</b>                        |      |                         |                       |
| Surplus/(deficit) before taxation                                  |      | (18,279)                | 89,032                |
| Adjustments for non-cash items:                                    |      |                         |                       |
| Add: Depreciation  | 11   | 2,036                   | 943                   |
| Provision for impairment losses                                    | 12.4 | 160,042                 | 122,389               |
| Less: Impairment of individual financial assets                    | 12.4 | <u>(85,974)</u>         | <u>(54,402)</u>       |
|  |      | 76,104                  | 68,930                |
| Movements in:  |      |                         |                       |
| Debtors  |      | 16,997                  | (17,757)              |
| Creditors  |      | <u>11,576</u>           | <u>4,733</u>          |
|  |      | 28,573                  | (13,024)              |
| <b>Cash flows from changes in operating assets and liabilities</b> |      |                         |                       |
| Cash inflow from members' deposits                                 | 15   | 5,710,060               | 5,043,648             |
| Cash outflow from repaid members' deposits                         | 15   | (4,604,115)             | (4,323,132)           |
| New loans to members   | 12.1 | (2,508,599)             | (2,868,747)           |
| Repayment of loans by members                                      | 12.1 | <u>2,730,518</u>        | <u>2,400,572</u>      |
|  |      | 1,327,864               | 252,341               |
| Corporation tax paid   | 10   | (1,429)                 | (956)                 |
|  |      | <u>1,412,833</u>        | <u>396,323</u>        |
| <b>Net cash flows from operating activities</b>                    |      |                         |                       |
| <b>Net cash flows from investing activities</b>                    |      |                         |                       |
| Purchase of office equipment                                       | 11   | (9,230)                 | (1,235)               |
| Net cash flow from managing liquid deposits                        | 19   | (7,659)                 | (401,991)             |
|  |      | <u>800,560</u>          | <u>807,463</u>        |
| Cash and cash equivalents at 1 October 2019                        | 19   | 800,560                 | 807,463               |
| Cash and cash equivalents at 30 September 2020                     | 19   | <u><u>2,196,504</u></u> | <u><u>800,560</u></u> |



# Croydon, Merton and Sutton Credit Union Limited

## Notes to the financial statements

### For the Year ended 30 September 2020

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#### 1. Statement of Compliance

These financial statements were prepared in accordance with Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

#### 2. Legal and regulatory framework

Croydon, Merton and Sutton Credit Union Limited is an organisation established under the Co-operative and Community Benefit Societies Act 2014 whose principal activity of the society is to operate as a credit union within the meaning of the Credit Unions Act 1979. Croydon, Merton and Sutton Credit Union Limited has registered with the Financial Conduct Authority and is regulated by the Prudential Regulation Authority under the provisions of the Financial Services and Markets Act 2000.

In accordance with the regulatory environment for credit unions, deposits from members can be made by subscription for redeemable shares, deferred shares and interest-bearing shares. At present Croydon, Merton and Sutton Credit Union Limited has only issued redeemable shares.

#### 3. Accounting Policies

##### Basis of preparation

The financial statements have been prepared in accordance with FRS102 The Financial Reporting Standard applicable in the UK and Republic Ireland. The financial statements are prepared on the historical cost basis. The financial statements are prepared in sterling, which is the functional currency of the credit union. Monetary amounts in these financial statements are rounded to the nearest pound.

##### Going Concern

The financial statements are prepared on a going concern basis.

##### Income recognition

###### *Interest on members' loans*

Interest on loans to members is recognised on an accrual basis using the effective interest method

###### *Dividends*

Dividends are paid to members based on then actual deposits held with the credit union.

###### *Fee receivable*

Fees receivable comprise entrance fees.

###### *Grant income*

Revenue Grant income is recognised in the Revenue account in the period to which it relates. Grant income relating to future periods is credited to deferred income.

###### *Investment income*

Investment income comprises interest on funds held on deposit and is included when receivable and the amount can be measured reliably; this is normally upon notification of the interest paid or payable by the bank.

###### *Other income*

Other income predominately comprises bad debts recovered. Other income is recognised when the criteria have been performed that enable the credit union to claim the income concerned.

# Croydon, Merton and Sutton Credit Union Limited

## Notes to the financial statements

For the Year ended 30 September 2020

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### **Taxation**

The tax charge for the year reflects current tax payable. Current tax is the expected corporation tax payable for the year, using tax rates in force for the year. Croydon, Merton and Sutton Credit Union Limited is not liable to corporation tax payable on its activities of making loans to members, and investing surplus funds, as these are not classified as a trade. However, corporation tax is payable on investment income. As a result of the limited activities of Croydon, Merton and Sutton Credit Union Limited from which profits are chargeable to corporation tax, it is unlikely that deferred tax will arise.

### **Tangible fixed assets**

Tangible fixed assets comprises items of office equipment which are stated at cost, less accumulated depreciation and any accumulated impairment losses. Cost includes expenditure that is directly attributable to the acquisition of the asset. Depreciation is provided to write off the cost of the office equipment, less its estimated residual value, on a straight line basis over its estimated useful life. Office equipment is depreciated over 3 years.

### **Loans and advances to banks**

Loans and advances to banks comprises loans and advances to banks (ie cash deposited with banks) with a maturity of more than 8 days.

### **Cash and cash equivalents**

Cash and cash equivalents comprise cash on hand and loans and advances to banks (ie cash deposited with banks) with a maturity of less than or equal to 8 days.

### **Financial assets - loans to members**

Loans to members are financial assets with fixed to determinable payments, and are not quoted in an active market. Loans are recognised when cash is advanced to members and measured at amortised cost using the effective interest method.

Loans are derecognised when the right to receive cash flows from the asset have expired, usually when all amounts outstanding have been repaid by the member.

### **Impairment of financial assets**

Impairment losses on loans to members are provided in accordance with the guidelines issued by the Prudential Regulatory Authority. Any impairment losses are recognised in the revenue account, as the difference between the carrying value of the loan and the net present value of the expected cash flows. The credit union assesses, at each balance sheet date, if there is objective evidence that any of its loans to members are impaired. The loans are assessed collectively in groups that share similar credit risk characteristics, because no loans are individually significant. In addition, if, during the course of the year, there is objective evidence that any individual loan is impaired, a specific loss will be recognised.

### **Financial liabilities - members deposits**

Members' shareholdings in Croydon, Merton and Sutton Credit Union Limited are redeemable and therefore are classified as financial liabilities. They are recognised at the amount of cash deposited.

### **Creditors**

Short term creditors are measured at transaction price (which is usually the invoice price).

### **Employee Benefits**

Defined contribution plans: The amounts charged as expenditure for the defined contribution plan are the contributions payable by Croydon, Merton and Sutton Credit Union Limited for the relevant period. Other employee benefits: Other short and long term employee benefits, including holiday pay, are recognised as an expense over the period they are earned.

# Croydon, Merton and Sutton Credit Union Limited

## Notes to the financial statements

For the Year ended 30 September 2020

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### Reserves

Reserves are the accumulated surpluses to date that have not been declared as dividends returnable to members.

### Pensions

Contributions to defined contribution plans are charged in the period to which they relate.

#### 4. Critical accounting estimates and judgements

The preparation of financial statements requires the use of certain accounting estimates. It also requires the directors to exercise judgement in applying Croydon, Merton and Sutton Credit Union Limited's accounting policies. The areas requiring a higher degree of judgement, or complexity, and areas where assumptions or estimates are most significant to the financial statements, are disclosed below:

#### *Impairment losses on loans to members*

This is made by the judgement of the Directors in accordance with the guidance issued by the Prudential Regulation Authority.

| 5. Loan interest receivable           | 2020           | 2019           |
|---------------------------------------|----------------|----------------|
|                                       | £              | £              |
| Loan interest receivable from members | <u>442,576</u> | <u>426,801</u> |

The loan interest receivable from members is derived from the area within its common bond

| 5.1 Interest payable                          | 2020          | 2019          |
|---|---------------|---------------|
|   | £             | £             |
| Dividends paid on members' shares in the year | <u>16,896</u> | <u>21,074</u> |

The distributions on member's shares represents distributions paid in the year.

| 6. Other operating income        | 2020          | 2019          |
|----------------------------------|---------------|---------------|
|                                  | £             | £             |
| Investment income                | 8,343         | 7,202         |
| Bank interest received           | 339           | 319           |
| Revenue Grants                   | 10,000        | 5,000         |
| Coronavirus Job Retention Grants | 10,217        | -             |
| Other income                     | 26,154        | 9,076         |
|                                  | <u>55,053</u> | <u>21,597</u> |

# Croydon, Merton and Sutton Credit Union Limited

## Notes to the financial statements

For the Year ended 30 September 2020

| 7. Operating surplus/(deficit)            |      | 2020           | 2019           |
|---|------|----------------|----------------|
|   |      | £              | £              |
| This is stated after charging:            |      |                |                |
| Depreciation of owned assets              |      | 2,036          | 944            |
| Auditors' remuneration for audit services |      | <u>4,150</u>   | <u>4,000</u>   |
| <b>8. Expenses</b>                        |      | <b>2020</b>    | <b>2019</b>    |
|   | Note | £              | £              |
| Administrative expenses                   | 8.1  | 351,381        | 228,116        |
| Other operating expenses                  | 8.2  | 13,212         | 12,192         |
|   |      | <u>364,593</u> | <u>240,308</u> |
| <b>8.1 Administrative expenses</b>        |      |                |                |
| Employment costs                          | 9.2  | 290,554        | 182,823        |
| Recruitment costs                         |      | 118            | 197            |
| Travel and meetings                       |      | 1,946          | 2,011          |
| Auditors' fees                            |      | 4,150          | 4,000          |
| Accountancy                               |      | 1,700          | 1,700          |
| Volunteer expenses                        |      | 263            | 1,127          |
| Training costs                            |      | 4,761          | 2,856          |
| Computer maintenance                      |      | 15,808         | 7,162          |
| Advertising and promotion                 |      | 5,426          | 2,081          |
| Printing, stationery and postage          |      | 8,957          | 7,760          |
| Bank charges                              |      | 7,014          | 5,265          |
| Depreciation                              |      | 2,036          | 944            |
| Telephone and internet                    |      | 3,882          | 2,479          |
| Legal and professional fees               |      | 1,218          | 2,446          |
| Directors' and officers' insurance        |      | 750            | 1,164          |
| Office expenses                           |      | 1,698          | 3,001          |
| Interest on subordinated loans            |      | 1,100          | 1,100          |
|   |      | <u>351,381</u> | <u>228,116</u> |

# Croydon, Merton and Sutton Credit Union Limited

## Notes to the financial statements

For the Year ended 30 September 2020

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### 8.2 Other operating expenses

Other operating expenses comprise regulatory and financial management costs.

|  | 2020          | 2019          |
|--|---------------|---------------|
|  | £             | £             |
| <b>Regulatory and financial management costs</b>   |               |               |
| Financial Conduct Authority and Prudential Regulation Authority fees and Financial Services Compensation Scheme levy | 1,400         | 646           |
| Association of British Credit Unions Limited dues  | 5,139         | 4,089         |
| Fidelity bond insurance  | 2,939         | 3,002         |
| Credit agency fees   | 3,734         | 4,455         |
|  | <u>13,212</u> | <u>12,192</u> |

### 9. Employees and employment costs

#### 9.1 Number of employees

The average monthly number of employees during the year were:

|              | 2020      | 2019     |
|--------------|-----------|----------|
|              | Number    | Number   |
| Office staff | <u>13</u> | <u>9</u> |

#### 9.2 Employment costs

|  | 2020           | 2019           |
|--|----------------|----------------|
|  | £              | £              |
| Wages and salaries                               | 268,708        | 167,833        |
| Social security costs                            | 15,330         | 10,327         |
| Payments to defined contribution pension schemes | 4,958          | 3,183          |
| Payroll bureau costs                             | <u>1,558</u>   | <u>1,480</u>   |
| Total employment costs                           | <u>290,554</u> | <u>182,823</u> |

#### 9.3 Key Management Remuneration

The Directors of Croydon, Merton and Sutton Credit Union Limited do not receive any remuneration.

The key management personnel is the Chief Executive Officer. Total remuneration paid to key management during the year was £46,734 (2019: £46,962).

# Croydon, Merton and Sutton Credit Union Limited

## Notes to the financial statements

For the Year ended 30 September 2020

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### 10. Taxation

#### 10.1 Recognised in the Revenue Account

The taxation charge for the year, based on the small profits rate of Corporation tax of 19% (2019: 19%) comprised:

|  | Note | 2020<br>£    | 2019<br>£    |
|--|------|--------------|--------------|
| Current tax  |      |              |              |
| UK Corporation tax   | 10.2 | 1,649        | 1,435        |
| Underprovision prior years   |      | -            | -            |
| Total current tax and total taxation expense recognised in the Revenue Account |      | <u>1,649</u> | <u>1,435</u> |

#### 10.2 Reconciliation of taxation expense

Croydon, Merton and Sutton Credit Union Limited is not liable to corporation tax payable on its activities of making loans to members, and investing surplus funds, as these are not classified as trade. However, corporation tax is payable on investment income. As a result, the tax charge for the year differs from the standard rate of Corporation tax. The differences are explained below:

|  | 2020<br>£       | 2019<br>£     |
|--|-----------------|---------------|
| Surplus / (deficit) before taxation  | <u>(18,279)</u> | <u>89,032</u> |
| Surplus / (deficit) before taxation multiplied by small profits rate of corporation tax in the UK of 19% (2019: 19%) | (3,473)         | 17,361        |
| <b>Effects of:</b>   |                 |               |
| Non-taxable surplus / (deficit) on transactions with members   | 5,122           | (15,926)      |
| Total tax charge for the year  | <u>1,649</u>    | <u>1,435</u>  |

# Croydon, Merton and Sutton Credit Union Limited

## Notes to the financial statements

For the Year ended 30 September 2020

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### 11. Tangible fixed assets

Tangible fixed assets comprise office equipment:

|                             | <b>Office<br/>Equipment<br/>£</b> | <b>Total<br/>£</b> |
|-----------------------------|-----------------------------------|--------------------|
| <b>Cost</b>                 |                                   |                    |
| At 1 October 2019           | 34,989                            | 34,989             |
| Additions                   | 9,230                             | 9,230              |
| <b>At 30 September 2020</b> | <u>44,219</u>                     | <u>44,219</u>      |
| <b>Depreciation</b>         |                                   |                    |
| At 1 October 2019           | 32,964                            | 32,964             |
| Charge for the year         | 2,036                             | 2,036              |
| <b>At 30 September 2020</b> | <u>35,000</u>                     | <u>35,000</u>      |
| Net book value              |                                   |                    |
| <b>At 30 September 2020</b> | <u>9,219</u>                      | <u>9,219</u>       |
| At 30 September 2019        | <u>2,025</u>                      | <u>2,025</u>       |

# Croydon, Merton and Sutton Credit Union Limited

## Notes to the financial statements

### For the Year ended 30 September 2020

#### 12. Loans to members - financial assets

##### 12.1 Loans to members

|                               | Note        | 2020<br>£               | 2019<br>£               |
|-------------------------------|-------------|-------------------------|-------------------------|
| At 1 October 2019             |             | 3,041,929               | 2,573,754               |
| Advanced during the year      |             | 2,508,599               | 2,868,747               |
| Repaid during the year        |             | <u>(2,730,518)</u>      | <u>(2,400,572)</u>      |
| <b>Gross loans to members</b> | <b>11.2</b> | <b>2,820,010</b>        | <b>3,041,929</b>        |
| Impairment losses             |             |                         |                         |
| Individual financial assets   |             | (231,338)               | (150,014)               |
| Groups of financial assets    |             | <u>(24,523)</u>         | <u>(31,779)</u>         |
|                               | <b>11.2</b> | <b><u>(255,861)</u></b> | <b><u>(181,793)</u></b> |
| <b>At 30 September 2020</b>   | <b>11.2</b> | <b><u>2,564,149</u></b> | <b><u>2,860,136</u></b> |

##### Memorandum - Total loan assets for regulatory purposes

|   |             | 2020<br>£               | 2019<br>£               |
|---|-------------|-------------------------|-------------------------|
| Gross loans to members                    |             | 2,820,010               | 3,041,929               |
| Impairment of individual financial assets |             | <u>(231,338)</u>        | <u>(150,014)</u>        |
| Total loan assets for regulatory purposes | <b>15.2</b> | <b><u>2,588,672</u></b> | <b><u>2,891,915</u></b> |

##### 12.2 Credit risk disclosures

Croydon, Merton and Sutton Credit Union Limited does not offer mortgages and as a result all loans to members are unsecured, except that there are restrictions on the extent to which borrowers may withdraw their savings whilst loans are outstanding.

|   | 2020<br>£               | 2019<br>£               |
|---|-------------------------|-------------------------|
| <b>Not impaired:</b>                                |                         |                         |
| Neither past due nor impaired                       | 1,301,352               | 1,207,842               |
| Up to 3 months past due                             | <u>1,224,251</u>        | <u>1,605,380</u>        |
|   | <b>2,525,603</b>        | <b>2,813,222</b>        |
| <b>Individually impaired:</b>                       |                         |                         |
| Between 3 and 6 months past due                     | 69,984                  | 74,120                  |
| Between 6 and 9 months past due                     | 44,129                  | 73,815                  |
| Between 9 and 12 months past due                    | 54,264                  | 24,558                  |
| Over 12 months past due                             | <u>126,030</u>          | <u>56,214</u>           |
|   | <b>2,820,010</b>        | <b>3,041,929</b>        |
| <b>Impairment allowance</b>                         | <b><u>(255,861)</u></b> | <b><u>(181,793)</u></b> |
| <b>Total carrying value as at 30 September 2020</b> | <b><u>2,564,149</u></b> | <b><u>2,860,136</u></b> |



# Croydon, Merton and Sutton Credit Union Limited

## Notes to the financial statements

### For the Year ended 30 September 2020

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#### 12.3 Allowance account for impairment losses

| Note   | 2020<br>£      | 2019<br>£      |
|--|----------------|----------------|
| At 1 October 2019                            | 181,793        | 113,806        |
| Allowances (reversed) / made during the year | <u>74,068</u>  | <u>67,987</u>  |
| At 30 September 2020                         | <u>255,861</u> | <u>181,793</u> |

#### 12.4 Impairment losses recognised for the year

|   | 2020<br>£       | 2019<br>£       |
|---|-----------------|-----------------|
| Impairment of individual financial assets       | 85,974          | 54,402          |
| Allowances (reversed) / made during the year    | <u>74,068</u>   | <u>67,987</u>   |
| Total impairment losses recognised for the year | 160,042         | 122,389         |
| Reversal of impairment where debts recovered    | <u>(19,342)</u> | <u>(17,270)</u> |
| <b>Total impairment recognised for the year</b> | <u>140,700</u>  | <u>105,119</u>  |

#### 13. Other creditors

|                             | 2020<br>£     | 2019<br>£     |
|-----------------------------|---------------|---------------|
| UK Corporation tax          | 1,655         | 1,435         |
| PAYE and National Insurance | 2,290         | -             |
| Sundry Creditors            | <u>28,482</u> | <u>19,196</u> |
|                             | <u>32,427</u> | <u>20,631</u> |

# Croydon, Merton and Sutton Credit Union Limited

## Notes to the financial statements

### For the Year ended 30 September 2020

| 14. Subordinated loans                       | Note | 2020<br>£      | 2019<br>£      |
|--|------|----------------|----------------|
| London Borough of Croydon subordinated loans | 14.1 | 100,000        | 100,000        |
| Related party subordinated loans             | 14.2 | <u>5,000</u>   | <u>5,000</u>   |
|  |      | <u>105,000</u> | <u>105,000</u> |

14.1 During the year ended 30 September 2015 the credit union received an unsecured subordinated loan from London Borough of Croydon of £100,000. The rate of interest on this loan is 1% per annum.

| The loan will be repaid in the following instalments: | £              |
|---|----------------|
| Year ended 30 September 2022                          | 20,000         |
| Year ended 30 September 2023                          | 20,000         |
| Year ended 30 September 2024                          | 20,000         |
| Year ended 30 September 2025                          | 20,000         |
| Year ended 30 September 2026                          | <u>20,000</u>  |
|   | <u>100,000</u> |

Only 76% of this subordinated loan can be treated as capital under the capital assets ratio in accordance with PRA rule 8.4.

14.2 During the year ended 30 September 2015 the credit union received two unsecured subordinated loans from two directors. One has been repaid. The remaining loan is for £5,000 with a rate of interest of 2% per annum.

| The loans will be repaid in the following instalments: | £            |
|--|--------------|
| Year ended 30 September 2022                           | 1,000        |
| Year ended 30 September 2023                           | 1,000        |
| Year ended 30 September 2024                           | 1,000        |
| Year ended 30 September 2025                           | 1,000        |
| Year ended 30 September 2026                           | <u>1,000</u> |
|  | <u>5,000</u> |

Only 76% of this subordinated loan can be treated as capital under the capital assets ratio in accordance with PRA rule 8.4.

| 15. Members' deposits       | 2020<br>£          | 2019<br>£          |
|-----------------------------|--------------------|--------------------|
| At 1 October 2019           | 3,868,394          | 3,147,878          |
| Received during the year    | 5,710,060          | 5,043,648          |
| Repaid during the year      | <u>(4,604,115)</u> | <u>(4,323,132)</u> |
| <b>At 30 September 2020</b> | <u>4,974,339</u>   | <u>3,868,394</u>   |

# Croydon, Merton and Sutton Credit Union Limited

## Notes to the financial statements

For the Year ended 30 September 2020

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### 16. Additional financial instruments disclosures

#### 16.1 Financial risk management

Croydon, Merton and Sutton Credit Union Limited manages its members' deposits and loans to members so that it earns income which is adequate to meet the overheads of the credit union and to provide a reasonable return to members on shares.

The main financial risks arising from Croydon, Merton and Sutton Credit Union Limited's activities are credit risk, liquidity risk and interest rate risk. The Board reviews and agrees policies for managing each of these risks, which are summarised below.

##### **Credit risk:**

Credit risk is the risk that a borrower will default on their contractual obligations relating to repayments to Croydon, Merton and Sutton Credit Union Limited, resulting in financial loss to the credit union. In order to manage this risk the Board approves the credit union's lending policy and all changes to it. All loan applications are assessed with reference to the lending policy in force at the time. Subsequently loans are regularly reviewed for any factors that may indicate that the likelihood of repayment has changed.

##### **Liquidity risk:**

The credit union's policy is to maintain sufficient funds in liquid form at all times to ensure that it can meet its liabilities as they fall due. The objective of the credit union's liquidity policy is to smooth the mismatches between maturing assets and liabilities and to provide a degree of protection against any unexpected developments that may arise.

##### **Market risk:**

Market risk is generally comprised of interest rate risk, currency risk and other price risk. Croydon, Merton and Sutton Credit Union Limited conducts all its transactions in sterling and does not deal in derivatives or commodity markets. Therefore the credit union is not exposed to any form of currency risk or other price risk.

##### **Interest rate risk:**

Croydon, Merton and Sutton Credit Union Limited's main interest rate risk arises from differences between the interest rate exposures on the receivables and payables that form an integral part of a credit union's operations. Croydon, Merton and Sutton Credit Union Limited maintains its members shares in non-interest bearing accounts. The credit union considers rates of interest receivable when deciding on the dividend rate payable on member's deposits. Croydon, Merton and Sutton Credit Union Limited does not use interest rate options to hedge its own positions.

# Croydon, Merton and Sutton Credit Union Limited

## Notes to the financial statements

For the Year ended 30 September 2020

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### 16.2 Interest rate risk disclosures

The following table shows the average interest rates applicable to relevant financial assets and financial liabilities.

|                              | 2020             | Average      | 2019             | Average      |
|------------------------------|------------------|--------------|------------------|--------------|
|                              | Amount           | Interest     | Amount           | Interest     |
|                              | £                | rate         | £                | rate         |
| <b>Financial assets</b>      |                  |              |                  |              |
| Loans to members             | <u>2,588,672</u> | <u>17.1%</u> | <u>2,891,915</u> | <u>14.8%</u> |
| <b>Financial liabilities</b> |                  |              |                  |              |
| Members shares               | <u>4,974,339</u> | <u>0%</u>    | <u>3,868,394</u> | <u>0%</u>    |

The interest rates applicable to loans to members are fixed and range from 5% to 42%.

Any interest payable in the form of dividends is determined after the end of the relevant financial year, as a result, the surplus or deficit for the year is not particularly sensitive to interest rate risk and no sensitivity analysis is presented.

### 16.3 Liquidity risk disclosures

Excluding short-term other creditors, Croydon, Merton and Sutton Credit Union Limited's financial liabilities are mainly repayable on demand.

### 16.4 Fair value of financial instruments

Croydon, Merton and Sutton Credit Union Limited does not hold any financial instruments at fair value.

### 17. Reserves

Retained earnings represent the base capital of the credit union. It consists of the retained surpluses and deficits which have not been distributed as dividends.

### 18. Capital

The credit union classes all of its reserves as capital. Additionally capital comprises the subordinated debt that qualifies as capital. The credit union manages its reserves through its financial policies and procedures. The Prudential Regulation Authority (PRA) sets out the requirements for regulatory capital which the credit union must maintain. The credit union's compliance with the requirements at the year end is set out below:

|  | 2020        | 2019         |
|--|-------------|--------------|
|  | %           | %            |
| Regulatory capital as % of total assets                  | <u>7.57</u> | <u>10.24</u> |
| Minimum threshold stipulated in Rule 8.5a (PRA rulebook) | <u>5.00</u> | <u>5.00</u>  |

# Croydon, Merton and Sutton Credit Union Limited

## Notes to the financial statements

### For the Year ended 30 September 2020

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| 19. Cash and cash equivalents                                     | 2020             | 2019             |
|---|------------------|------------------|
|   | £                | £                |
| Loans and advances to banks and cash and cash equivalents         | 2,857,666        | 1,454,063        |
| Less: Loans and advances to banks - amounts maturing after 8 days | <u>(661,162)</u> | <u>(653,503)</u> |
| Total cash and cash equivalents                                   | <u>2,196,504</u> | <u>800,560</u>   |

### 20. Post balance sheet events

There are no material events after the balance sheet to disclose.

### 21. Contingent liabilities

Croydon, Merton and Sutton Credit Union Limited participates in the Financial Services Compensation Scheme (FSCS) and therefore has a contingent liability, which cannot be quantified, in respect of contributions to the FSCS, as required by the Financial Services and Markets Act 2000. The Financial Conduct Authority (FCA) had provided details of how the calculation of next year's contribution towards the FSCS will be calculated and full provision has been included for this liability. However this is subject to future changes in interest rates and levels of deposits held by UK deposit takers. Therefore there is inherent uncertainty regarding the totality of the levy that Croydon, Merton and Sutton Credit Union Limited will have to pay.

### 22. Related party transactions

During the year one member of the board and their close family member (2019 one member) had loans with the credit union of £2,744 (2019 £985). These loans are issued to the directors on the same terms as those on offer to other members. They also had share values of £3,947 (2019 £3,947).

During the year ended 30 September 2015 the credit union received a subordinated loan of £5,000 from a now former director with a rate of interest of 2% per annum (see note 13.2).

During the year staff members had loans with the credit union of £59,844 (2019 £48,850) Staff members have preferential terms on their loans. Staff are given loans at 25% of the prevailing interest rate. Normal eligibility criteria are applied and if a loan is granted, the interest is charged at a reduced rate. The staff members had share values of £16,446 (2019 £13,203).