

In Unity

Essential customer updates, news & views



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SOCIAL VALUE ACT WILL NOT BE EXTENDED

CONCLUDES LORD YOUNG

Ellie Ward writing for www.pioneerspost.com reports on how the sector has reacted to the findings of Lord Young's report.

The Social Value Act was introduced on 31 January 2013 and requires people in England and Wales who commission, or buy, public services to consider securing added economic, social or environmental benefits for their local area. It has been criticised for not proving to be robust enough.

The Social Value Act is not going to be extended until key issues around "awareness, understanding and measurement" are resolved, concludes the review led by the Prime Minister's enterprise advisor Lord Young of Graffham.

The Social Value Act review found that where the Act has been taken up in the past two years, it has encouraged "a more holistic approach to commissioning" – but that the number of actual procurements incorporating social value have been low, relative to the number and value of procurements across the whole public sector.

In the report, Lord Young wrote: "I can see the many positive benefits being delivered by the Act where it is operating well, but I believe that these issues of awareness, understanding and measurement should be overcome before an extension of the Act is considered."

CEO of Social Enterprise UK (SEUK) Peter Holbrook said his organisation was "disappointed that there is no statutory guidance underpinning the Act and seemingly little support to extend the Act to goods and works".

At the Social Value Summit held by SEUK in London in February 2015, crossbench peer Lord Victor Adebawale said that the Act "needs to develop and deliver the teeth necessary for it to drive the way in which we deliver services to the public".

Holbrook said that despite disappointment over Lord Young's apparent lack of enthusiasm, "there remain positive indicators for the country's growing number of social enterprises in the recommendations".

The recommendations to raise awareness of the Act include for the Cabinet Office to set up a 'Social Value Steering Group' with NHS England and Public Health England Sustainable Development Unit to ensure social value is more embedded in strategic health commissioning.

Other key recommendations include those to strengthen the framework for measuring and evaluating social value. A Measurement Working Group made up of commissioners, social enterprises,

“ procurements incorporating social value have been low, relative to the number and value of procurements across the whole public sector

charities and relevant government officials and agencies will develop systems to assess the social benefits of the services contracted by commissioners.

The review recommends that Inspiring Impact, a 10-year collaborative programme managed by charity think tank and consultancy NPC, should lead the Working Group.

Head of development at NPC Tris Lumley said: "In our manifesto we urged government to bring experts together on the question of social value, and make sure that we had an agreed understanding of what the Social Value Act was aiming to achieve.

"The Inspiring Impact programme



already enjoys the support of officials and partners in the charity sector, so I look forward to constructive relationships on this exciting new work as well."

With the general election in May and a predicted congested parliamentary

timetable in the new government's first 18 months in power, the review group – which included Hazel Blears MP, Chris White MP, North East regional chairman of the Federation of Small Businesses Ted Salmon and CEO of Mentor UK Michael O'Toole – have ruled out any further immediate consideration about extending the Act.

However, they have recommended that a further review be undertaken within the next two years, "to evaluate how much progress has been made against each recommendation, and what more should be done".



Want to learn more about the Social Value Act? Read the Quick Guide to the Social Value Act at: www.pioneerspost.com/publications

GROWING FOR THE FUTURE

Bootstrap Company run a rooftop garden where they grow their own vegetables for their cafe

Social organisations are fuelled by a desire to make positive changes in the lives of the people and communities they work with.

At the heart of those solutions is often the need for a suitable space from which to deliver their life changing services.

Here are two customers that have done just that.

THINKING OF BORROWING?

We have funds to lend to organisations and businesses that offer community, social or environmental benefit.

- **Property Development** funding is available to help you refurbish existing premises or build new
- A **Social Mortgage** means you can purchase your own property or refinance an existing mortgage/loan
- Our **100% loan finance** partnership with Big Issue Invest can provide full funding for your project, without you needing a deposit
- Organisations in Scotland and Wales can access our **SCVO and WCVA loan schemes** to benefit from finance specifically tailored to their needs
- Community Development Finance Institutions can provide smaller loans. Visit www.findingfinance.org.uk to find out more.

Bootstrap Company

Every pound that can be conserved and used to further the work of charities is essential. Hackney based charity and social enterprise Bootstrap Company aims to alleviate poverty and increase education and enterprise within the local community. When they refinanced their £1.3 million loan to Unity, they saved £40,000 on annual loan repayments.

The £40,000 saving will be driven back into community projects such as Bootstrap Campus, Start-up Square and The Bunker. These will provide additional workspace for start-ups, as well as create an enterprise hub where young people can get desk space and career support.

Bootstrap also offer support and training through masterclasses run by the company and its tenants allowing young people to meet employers and gain career skills. This support ranges from fundraising and PR skills, to Social Investment courses, social media workshops and networking events.

Sara Turnbull, Chief Executive at Bootstrap Company said: "It was important to us to work with people who share our values, and having a bank that understands what we're here to do has made all the difference. The refinance has allowed us to invest in our building and staff, and we feel confident about the future and the projects we are investing in."

Norton Community Pub

When their thriving local pub faced extinction by a housing developer, the community in the Essex village of Cold Norton came together to save the pub from redevelopment. Seven years later, it is a successfully run community enterprise which has full ownership of the property.

Debbie Guppy, Director and Chair of Norton's management committee, said:

"Village volunteers, many of whom became part owners of the pub, kept the business afloat but with the high rates of rent imposed by the landlord, it was impossible to invest in the business or think long term. To survive and grow, we knew we must purchase the pub building."

The local community raised £125,000 through a community share offer. Unity made a £175,000 loan to the committee of the Norton Community Pub to facilitate the purchase.

During the redevelopment of the pub, a restaurant was built, providing employment for a full time chef and the development of an apprenticeship scheme to join the kitchen staff. The pub has a core of 30 volunteers who run and manage it alongside its growing permanent staff.

Debbie adds: "For the first time in over six years the Norton can now look beyond the next month and plan for an exciting future. The Norton is more than just a boozer; the community is at the heart of everything, from the volunteers to our local breweries who we proudly support. Keeping the pub open will keep this village alive."



Based on customer feedback, our website is designed to be easy to navigate, be clear and concise and to be more representative of the organisations we are proud to have as customers.

HAVE YOU VISITED OUR NEW WEBSITE?

We have improved the online experience for our customers by refreshing the content and look of our website.

Here are some of the key features you might find useful:

- **Managing your account is simple**
Find all the forms you need to manage your account, and log in to all your additional services in one place
- **Get the latest news**
If you want to know the latest news and announcements from your bank, check our website regularly to keep up to date
- **Responsive to you**
Our new site is responsive to the device

it is accessed from. Whether visiting from your PC, tablet or smartphone, you will be able to use our site easily and access all the features

- **Transparent about loans**
Explore our lending map to see the areas and projects where we invest our customers deposits



Visit www.unity.co.uk and tell us what you think of our new website

INTERNET BANKING JUST GOT EVEN BETTER

We've listened to customer feedback and developed new functionality to improve the search and download features on our Internet Banking. We've trialled the development with a group of customers; we received positive feedback and we'll now be rolling out to all customers.

Improved Advanced Search

You can now search your beneficiaries to speed up the bill payments process and in the 'transactions' section, you can search on a number of additional fields and set your own default search.

All lists generated through searches can now be sorted by column heading.

Tailored Downloads

Internet Banking users will also be able to search and download account listing, beneficiary listings and payment history information. You will be able to create your own custom download layouts which can be saved and used for all statement and transaction downloads.

This new functionality should be available during Summer 2015.

Use our new Internet Banking Demo

Whether you're a regular user looking to get the most out of Internet Banking, or a newcomer looking to see what it's all about, our new Internet Banking Demo will show you all the features and capabilities of our Internet Banking service. Visit www.unity.co.uk/ibdemo

“Much easier – excellent features, improved our Internet Banking experience and it saves time

Mendip Community Credit Union

Browser retirements

When using Internet Banking it is vital that you check you are using the latest version of your chosen browser to ensure your account is kept as secure as possible. Over the coming months we will be restricting access to our Internet Banking service from old browsers including Internet Explorer 7 to help ensure you are staying safe online.



For the latest updates and developments on Internet Banking, visit the Internet Banking developments page at www.unity.co.uk/ibupdates. Additionally, Internet Banking users will see the latest changes on the Internet Banking notice board

Changes to our payment

As part of our commitment to delivering the best possible banking experience for our customers, we are changing the provider of our payment processing services. This includes faster payments, direct debits, standing orders, cheques, foreign payments and counter services.

KEEP YOUR MONEY SAFE

PROTECTING AGAINST FRAUD

Internet and cheque fraud may cost your organisation time and money. **Here we offer some important advice to help you fight the fraudsters.**

Internet Banking

Internet Banking is a safe and secure way to send payments provided you take precautions.

- **We strongly advise that you use dual or triple authorisation for Internet Banking.** This is to reduce the risk of fraud associated with having a single individual operating your account including:
 - Fraudsters gaining access to your device and sending payments instantly
 - External payments issued without being checked or verified by someone else
 - Payments being sent in error
- Never respond to a suspicious message or click email links from unknown sources
- Never provide personal or sensitive details, unless you're absolutely certain that the request is genuine
- Never provide any of your banking or credit card details unless you're absolutely certain that the request is genuine
- Never give out your security information, no genuine banking firm ever asks you to provide this information.

You should also consider:

- Installing or updating anti-virus and spyware software – we recommend Trusteer and offer this free to our customers
- Installing personal firewall software
- Forwarding any suspicious emails to fraud@unity.co.uk

- Removing signatures of your account signatories from annual accounts published online
- Setting up a 'deposit only' account if you publish your account details online for Gift Aid purposes.

Single Authority User Limit

For customers operating Internet Banking using Single Authority, the maximum external payment which can be made is now £25,000 per beneficiary, per day (previously £100,000). This is part of our continuous effort to keep our customers safe from the security risks associated with internet fraud. To make payments of above £25,000 using Internet Banking, you can add an additional Internet Banking user(s) to set up dual or triple authority. Complete the Internet Banking application form at www.unity.co.uk/forms. Alternatively, you can send an instruction, signed in accordance with your mandate asking us to make the payment on your behalf. This will incur a £10 charge.

Cheque payments

The majority of fraudulent cheques do get stopped before the cheque is paid but a few simple controls can help keep the risk to a minimum:

- Check your statements frequently and advise us of any discrepancies
- Consider making online payments by registering for Internet Banking
- Never pre-sign blank cheques
- Keep your procedure consistent, so any differences can be identified easily
- Treat unused cheques as securely as you would treat cash and keep them locked away
- Allocate responsibility to at least two people for issuing cheques and undertaking reconciliation of your bank accounts.



INTRODUCING UNITY CORPORATE MULTIPAY CARD

We are partnering with Lloyds Bank and Mastercard® to bring you the Unity Corporate MultiPay card. This card is designed to make managing your business purchases easy.

Improved control of spend and day-to-day purchases

- Tailor cardholder spend on goods and services to suit individual requirements
- Set single transaction and monthly spending limits for a greater level of control
- Optional merchant category blocking available, at company or cardholder level
- Greater visibility of spend across all cardholders

Simple online account management tool

- Amend individual card limits within overall organisation limit
- Update personal details
- Easily extract transaction data
- View online statements
- Manage on the move, access via URL
- Control access for audit purposes

The Unity Corporate MultiPay Card costs £3 per month. There is a £50 one off fee to set up the account for new customers. A full tariff can be found on our website. Terms and Conditions apply.



For more information and to download an application form, visit www.unity.co.uk/multipay

processing provider

We have chosen NatWest as our new provider for the majority of these services. NatWest are the market leader in providing payment services to other banks and

financial institutions and best suit the needs of the bank and our customers.

We are working closely with NatWest to ensure a smooth transition for all our customers. We expect to complete the switch between clearing providers in mid-2015.



Visit our dedicated web page for updates: www.unity.co.uk/serviceupdates

Unity was named Living Wage Champion for the West Midlands during Living Wage week in November 2014. This important award, given by the Living Wage Foundation, recognises accredited employers that have made great contributions to communities and industries by implementing and celebrating the Living Wage.



CHAMPIONING THE

LIVING WAGE



Ben Jordan speaks at the Living Wage Launch event in Birmingham

Ben Jordan, aged 19, was an apprentice at Unity, who has now taken up a full time position. Ben tell us how the Living Wage has affected him...

What was it like before working for a Living Wage employer?

I had a weekend job at a local shop as well as being an apprentice at Unity. I worked full time, seven days a week, with long hours to earn enough to cover my living expenses. Now I get a living wage, I have been able to leave my weekend job which means I've got free time to spend with my friends and family, and to do things that I enjoy. I've got a much better work-life balance now.

How has the Living Wage affected you?

It makes everything much more affordable. It's less of a stretch to pay for everyday costs like transport and food, and I can now afford to treat myself more. It's great that I can stand on my own two feet financially. It means I don't have to rely on my parents to lend me money or provide for me anymore.

Is it important to have a wage that reflects your living costs?

Because the Living Wage reflects the cost of living, I can be confident that my salary will go up when my living costs go up. This means I worry less about money. I feel like Unity values me as an employee and is committed to improving my wellbeing. Now that I have a stable job that I can be confident will pay me fairly, I can begin to plan ahead for the future.

Could you be a Living Wage Employer?

Living Wage employers pay all of their directly employed and contracted staff a minimum of £7.85 per hour (£9.15 per hour in London). This rate is independently set and calculated based on the basic cost of living in the UK.

Throughout the application, the Living Wage Foundation will work with you in implementing the Living Wage across your organisation and support you in gaining accreditation.



Contact the Living Wage Foundation for more details or to apply. Go to www.livingwage.org.uk

DEVELOPING A DIVERSE AND TALENTED TEAM

Two important awards have been made to Unity in recognition of our ongoing commitment to investing in and developing staff. By training our staff to the highest level and ensuring they are satisfied in their jobs, we believe this will translate into expert and friendly customer service.

Investors in People (IIP) – Gold status

We join the **top 7% of UK accredited businesses** as an employer with Gold status.

It recognises our dedication to providing a great workplace for our staff, creating a positive culture that places high regard on social values and the willingness of the bank and our people to work together

to continuously improve our services to our customers. IIP is the UK's leading accreditation for business improvement, people management and continuous investment in staff.



Best Companies to Work For Survey 2015 – 'One Star' rating

The Sunday Times Best

Companies survey scores businesses across eight workplace factors including my company, personal growth, wellbeing, fair deal and giving something back. Unity surpassed the 'One Star' benchmark of 659.5 with a score of 760.3. We have been taking part in *The Sunday Times* Best Companies to Work for Survey for a number of years and this year we are delighted to have achieved 'One Star' status.

UNITY IN THE COMMUNITY

Unity makes a positive contribution to the communities where it works. Our team take part in volunteering and fundraising activities to help causes of their choice. 2014 saw our biggest ever volunteering achievement with 175 days spent helping community organisations. Here are some of the organisations we supported:



BIG ISSUE WEST MIDLANDS

To understand the challenges of people faced with homelessness, a team of Unity staff worked with *Big Issue* vendors in the local area. They learnt about the history of the charity, how the Big Issue work to support vendors and met some vendors. They also spent time trying to sell the magazine to get a glimpse of selling from the vendors point of view.

SPARKHILL FOODBANK

A team from Unity spent two days with this local foodbank to sort and prepare the donations to be handed out to individuals and families in need at Christmas time. Sparkhill Foodbank serves a wide community from people relying on ongoing support at times of crisis to those requiring a one off food parcel to help get them back on their feet.

Below: Unity staff helped tidy up the gardens at Acorn's Children's Hospice



ACORNS CHILDREN'S HOSPICE

Unity staff spent two days at Acorns Children's Hospice to make the hospice, used by children and their families for respite, as homely and comfortable as possible. In October, staff helped clear the grounds and outdoor garden area and in November, we got in to the Christmas spirit and spent time with some of the children to put up the decorations.



Could your organisation benefit from Unity volunteers?
Email us@unity.co.uk with your requirements and visit www.unity.co.uk/uitc to find out about our latest volunteering

GETTING THE BEST OUT OF YOUR ACCOUNT

Follow our handy tips to help you get the most out of banking with Unity

Are your contact details up to date?

Make sure the details of your key account contact are up to date to ensure all the information we send you reaches the right person. This includes the name, address, telephone number(s) and email address of your organisation and the key contact. All information about your account will be sent to this contact. Send us a letter signed in accordance with your mandate advising us of changes.

Save money by stopping cheques online

Stop a cheque through Internet Banking at a cost of £5. To do this over the phone will incur a fee of £10.

Find the form you need on the website

Our website offers a convenient way to download the forms you require including changing and removing signatories, and applying for Internet Banking. Simply visit www.unity.co.uk/forms to download the form you need, complete it and return it to us in the post.

Top up your ALTO card using Internet Banking

Internet Banking users can top up their ALTO card or ALTO float account by creating a Bill Payment. This means you do not need to complete a paper form. Visit www.unity.co.uk/alto for further details.

Setting up a Standing Order? Do it online

Internet Banking users can set up a standing order online, through the 'Standing Order' option on the menu. Simply enter the details of the standing order, and set a payment frequency by weeks, months or years. Depending on your authority level, additional users may need to authorise this action.

Register for online statements

You can receive statements emailed directly to a maximum of four email addresses. Online statements are received on the same day as issue and can be stored for free. Sign up at www.unity.co.uk/onlinestatemts

MEET THE TEAM

We're proud of the service we offer to our customers and thought you might like to get to know some of the people who provide it.



Claire Trenaman is the newest member of our team of specialist Relationship Managers. Claire will be looking after customers in Yorkshire and the North East.



Maggie Ray is a Customer Services Advisor who has spent over 25 years as part of the Unity team, and is a familiar voice to many of our customers.

SOCIAL CONNECT



We are offering our customers the opportunity to feature their social organisation in *In Unity* to promote their services.

We want to build a directory of customer profiles to help social organisations connect with each other to provide products and services, and to keep money in the social economy. If you would like to feature in the next issue, tweet us a profile of your organisation and what it does @unitytrustbank

GreenDoors Mediation @GreenDoorsMd8n
Green Doors Mediation for a full-time professional workplace mediation service.
www.greendoorsmediation.org.uk

Action For Elders @ActionForElders
We help older people to stay healthier, physically mobile and maintain independence. More here:
www.actionforelders.co.uk

Team SpringBoard CIC @TSpringboardCIC
We employ fantastic young people to help older & less mobile members of the community in Coventry – clearing gardens & DIY! www.teamspringboard.co.uk

Devenishgirl bakery @DevenishgirlB
Social enterprise operating a community based bakery offering commercial baking and training for young people.
www.devenishgirlbakery.co.uk

Monwel @Monwel_Ltd
We're a social enterprise with over 45 years experience in producing high quality signage products whilst providing employment to people with disabilities.
www.monwel.com

What attracts you to social banking?

Nothing compares to the satisfaction of working in social banking. It is a privilege to assist great organisations, in achieving their own objectives and see the tangible benefit delivered to local communities. Banking is a vital part of a healthy society and can help create jobs, homes and well being – as long as it is delivered with care, integrity and social values! That's the gap that Unity can fill.

What is your proudest moment?

I was very lucky to work for a wonderful charitable organisation in 2008 on a voluntary basis – the Yorkshire Schools Exploration Society. We worked with 20 disadvantaged young people over the course of a year, focussing on personal development projects and conservation. The project culminated in taking the group for a five week expedition across Mongolia, delivering community projects and broadening the horizons of the young people. It was amazing to see the growth in their souls and their maturity upon our return and I learnt a lot about leadership and problem solving. A fulfilling challenge!

Where's your favourite place to holiday?

Travel is my passion so it would be very difficult to identify a single destination – however the mountains of Krygystan, the Ecuadorian Amazon jungle and the Sahara desert in Mali are extraordinary.

If you could learn a new skill, what would it be and why?

I'd love to learn how to salsa dance... but I may need to focus on developing rhythm, grace and style before that!

What's made you want to stay at Unity for so long?

It's a fantastic place to work. The staff benefits are unbelievable and you get loads of support. Everyone is really friendly. As a work environment, it's hard to beat.

What's the best part of your job?

The customers. I treat everyone individually and you learn what sort of help and service different organisations want and need.

Where's your favourite holiday destination?

I've been to Santorini three times, it's wonderful. The beach is right on the doorstep of the hotel and there are a lot of restaurants and bars close by.

What's your secret to a happy life?

Having many good friends and family, at home and at work and staying in contact with them. It's lovely.



Let us know who you'd like to meet. Tweet us @unitytrustbank

WE WOULD LOVE TO HEAR FROM YOU

Get in touch:

Phone 8:30am-5pm Monday to Friday



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In Unity is
printed on
FSC® stock

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